



SPECTRUM INTERNET™ ASSIST

Charter's low-cost, high-speed broadband service

CLOSING THE DIGITAL DIVIDE

A Federal Communications Commission (FCC) report on broadband access found that 34 million Americans lack access to high-speed broadband in the home. According to the Pew Research Center, 5 million families in the U.S. with school-aged children don't have access to broadband in the home.

Charter understands how important access to broadband is for all Americans and is working to connect its customers to the online resources and information they need to be successful in today's increasingly digital economy.

HELPING AMERICANS THRIVE IN A BROADBAND WORLD

Charter offers the most innovative products, fast Internet speeds, an open Internet and superior customer service. For families across all income levels, we work every day to provide superior broadband at a better value than our competitors. We offer the industry's fastest base broadband speed at competitive prices across our service area with no data caps, no usage-based pricing, no modem fees and no early termination fees.

MAKING HIGH-SPEED BROADBAND MORE AFFORDABLE

To make broadband even more affordable for low-income families and senior citizens, we are offering eligible families and seniors a new low-cost, high-speed broadband service, **Spectrum Internet Assist**. Spectrum Internet Assist will set a new standard in the industry. A superior service that is three times faster than what is currently offered for similar services by industry competitors and easily exceeds the FCC's definition of "high-speed" broadband.

Charter's Spectrum Internet Assist program is important to ensure all students have a chance to get ahead and low-income seniors have a chance to stay engaged in an increasingly digital culture.



THE ADVANTAGES OF SPECTRUM INTERNET ASSIST

Spectrum Internet Assist will deliver the fastest Internet speeds (30/4 Mbps) in the nation for a low-cost broadband program for \$14.99 per month. A WiFi connection in the home with a router and no activation fee is also available for a locked-in monthly fee of \$5.

Spectrum Internet Assist customers are eligible to receive promotional video service and phone bundle offerings, and the service comes with a modem at no extra cost and free self-installation.

QUALIFYING FOR SPECTRUM INTERNET ASSIST ENROLLMENT

Families with students who participate in the National School Lunch Program and seniors who are 65 and older who receive Supplemental Security Income program* benefits may enroll in Charter's Spectrum Internet Assist program.

ADDITIONAL CRITERIA:

- Current phone and video customers who meet one of the two criteria above can enroll.
- Enrollees cannot have had a broadband subscription with the company within 30 days of signing up.
- Eligible participants will not need to undergo a credit check, but they must clear recent debt with Charter, Time Warner Cable and Bright House Networks.

WHERE TO GO FOR HELP WITH ELIGIBILITY AND ENROLLMENT

To determine eligibility, Charter is encouraging those families and individuals who believe they may qualify to visit **SpectrumInternetAssist.com**. From there, they will be prompted to enter in a 5-digit zip code to see if Spectrum Internet Assist is available in their area. If available, they will receive direction to call 1-844-525-1574 to start the qualification process. If Spectrum Internet Assist is not available in their area, they will receive a coming soon message and to check back for updates.

Once the eligibility verification process is completed, individuals will be notified of their pre-qualified or disqualified status. If they are qualified to enroll in the program, they will be connected directly to a Spectrum sales representative if processed over the phone. For those individuals seeking eligibility verification via the website or mail, they may either call Spectrum Sales on their own or visit a Spectrum Store to have the order processed once they have received the proper pre-qualification documentation needed for enrollment in the Spectrum Internet Assist program.

**Social Security Disability (SSD), Social Security Disability Insurance (SSDI), and Social Security Retirement and Survivor Benefits are different from Supplemental Security Income (SSI) and do NOT meet eligibility requirements.*