

Charter Communications, Inc.
Pro Forma Customer Metrics ^(a)
(in thousands except ARPU and penetration, unaudited)

	2016					2017					2018		
	1Q	2Q	3Q	4Q	FY	1Q	2Q	3Q	4Q	FY	1Q	2Q	3Q
Footprint (b)													
Estimated Video Passings	48,445	48,647	48,885	49,113	49,113	49,286	49,500	49,738	49,973	49,973	50,165	50,364	50,616
Estimated Internet Passings	48,093	48,298	48,573	48,840	48,840	49,008	49,228	49,479	49,727	49,727	49,947	50,149	50,421
Estimated Voice Passings	47,223	47,450	47,739	48,027	48,027	48,215	48,472	48,716	48,995	48,995	49,265	49,532	49,833
Penetration Statistics (c)													
Video Penetration of Estimated Video Passings	35.7%	35.4%	35.1%	34.8%	34.8%	34.5%	34.2%	33.8%	33.7%	33.7%	33.4%	33.1%	32.9%
Internet Penetration of Estimated Internet Passings	44.9%	45.5%	46.0%	46.4%	46.4%	47.2%	47.5%	47.9%	48.2%	48.2%	48.8%	49.1%	49.4%
Voice Penetration of Estimated Voice Passings	23.0%	23.3%	23.2%	23.2%	23.2%	23.2%	23.2%	23.2%	23.2%	23.2%	23.0%	22.9%	22.6%
Customer Relationships (d)													
Residential	24,039	24,224	24,465	24,670	24,670	24,991	25,157	25,329	25,499	25,499	25,730	25,871	26,063
Small and Medium Business	1,371	1,421	1,456	1,496	1,496	1,533	1,580	1,623	1,662	1,662	1,695	1,750	1,792
Total Customer Relationships	25,410	25,645	25,921	26,166	26,166	26,524	26,737	26,952	27,161	27,161	27,425	27,621	27,855
Residential													
Primary Service Units ("PSU")													
Video	16,944	16,845	16,792	16,701	16,701	16,593	16,502	16,398	16,400	16,400	16,279	16,206	16,140
Internet	20,404	20,713	21,057	21,359	21,359	21,775	22,005	22,255	22,518	22,518	22,852	23,070	23,336
Voice	10,170	10,301	10,330	10,331	10,331	10,361	10,375	10,401	10,424	10,424	10,370	10,325	10,218
	47,518	47,859	48,179	48,391	48,391	48,729	48,882	49,054	49,342	49,342	49,501	49,601	49,694
Net Additions/(Losses)													
Video	24	(99)	(53)	(91)	(219)	(108)	(91)	(104)	2	(301)	(121)	(73)	(66)
Internet	521	309	344	302	1,476	416	230	250	263	1,159	334	218	266
Voice	213	131	29	1	374	30	14	26	23	93	(54)	(45)	(107)
	758	341	320	212	1,631	338	153	172	288	951	159	100	93
Single Play (h)	8,971	9,122	9,319	9,522	9,522	9,860	10,062	10,258	10,341	10,341	10,577	10,694	10,858
Double Play (h)	6,658	6,570	6,578	6,574	6,574	6,523	6,467	6,418	6,473	6,473	6,537	6,633	6,789
Triple Play (h)	8,410	8,532	8,568	8,574	8,574	8,608	8,628	8,653	8,685	8,685	8,616	8,544	8,416
Single Play Penetration (i)	37.3%	37.7%	38.1%	38.6%	38.6%	39.5%	40.0%	40.5%	40.6%	40.6%	41.1%	41.3%	41.7%
Double Play Penetration (i)	27.7%	27.1%	26.9%	26.6%	26.6%	26.1%	25.7%	25.3%	25.4%	25.4%	25.4%	25.6%	26.1%
Triple Play Penetration (i)	35.0%	35.2%	35.0%	34.8%	34.8%	34.4%	34.3%	34.2%	34.1%	34.1%	33.5%	33.0%	32.3%
% Residential Non-Video Customer Relationships	29.5%	30.5%	31.4%	32.3%	32.3%	33.6%	34.4%	35.3%	35.7%	35.7%	36.7%	37.4%	38.1%
Monthly Residential Revenue per Residential Customer (e)	\$ 109.57	\$ 110.15	\$ 109.99	\$ 110.18	\$ 110.00	\$ 109.64	\$ 109.99	\$ 110.66	\$ 110.74	\$ 110.28	\$ 111.41	\$ 111.88	\$ 111.13
Small and Medium Business													
PSUs													
Video	367	376	385	397	397	408	423	438	450	450	460	476	488
Internet	1,199	1,243	1,283	1,320	1,320	1,351	1,390	1,429	1,470	1,470	1,503	1,552	1,594
Voice	706	739	766	793	793	824	863	898	930	930	957	994	1,024
	2,272	2,358	2,434	2,510	2,510	2,583	2,676	2,765	2,850	2,850	2,920	3,022	3,106
Net Additions/(Losses)													
Video	8	9	9	12	38	11	15	15	12	53	10	16	12
Internet	31	44	40	37	152	31	39	39	41	150	33	49	42
Voice	26	33	27	27	113	31	39	35	32	137	27	37	30
	65	86	76	76	303	73	93	89	85	340	70	102	84
Monthly Small and Medium Business Revenue per Customer (f)	\$ 191.52	\$ 193.95	\$ 193.84	\$ 193.57	193.25	\$ 190.80	\$ 190.37	\$ 186.66	\$ 181.57	187.24	\$ 178.84	\$ 176.96	\$ 173.52
Enterprise PSUs (g)													
Enterprise PSUs	177	182	185	191	191	196	202	210	220	220	228	235	243

All percentages are calculated using whole numbers. Minor differences may exist due to rounding.
See footnotes on page 6.

Charter Communications, Inc.
Pro Forma Revenue, Expenses and Adjusted EBITDA ^{(a)(i)}

(\$ in millions; unaudited)

	2016					2017					2018		
	1Q	2Q	3Q	4Q	FY	1Q	2Q	3Q	4Q	FY	1Q	2Q	3Q
Revenue													
Video	\$ 4,068	\$ 4,120	\$ 4,089	\$ 4,093	\$16,370	\$ 4,074	\$ 4,119	\$ 4,208	\$ 4,220	\$16,621	\$ 4,292	\$ 4,363	\$ 4,332
Internet	3,036	3,132	3,205	3,311	12,684	3,397	3,512	3,555	3,637	14,101	3,707	3,770	3,809
Voice	729	729	728	719	2,905	694	650	611	587	2,542	556	531	512
Residential Revenue	7,833	7,981	8,022	8,123	31,959	8,165	8,281	8,374	8,444	33,264	8,555	8,664	8,653
Small and Medium Business	778	812	835	858	3,283	866	890	896	895	3,547	900	915	922
Enterprise	526	538	546	565	2,175	579	588	594	612	2,373	622	627	632
Commercial Revenue	1,304	1,350	1,381	1,423	5,458	1,445	1,478	1,490	1,507	5,920	1,522	1,542	1,554
Advertising Sales	365	405	420	506	1,696	337	381	373	419	1,510	356	427	440
Mobile	—	—	—	—	—	—	—	—	—	—	—	—	17
Other	240	233	214	223	910	217	217	221	232	887	224	221	228
Total Revenue	\$ 9,742	\$ 9,969	\$10,037	\$10,275	\$40,023	\$10,164	\$10,357	\$10,458	\$10,602	\$41,581	\$10,657	\$10,854	\$10,892
Y/Y Growth	6.8%	6.6%	7.4%	7.2%	7.0%	4.3%	3.9%	4.2%	3.2%	3.9%	4.9%	4.8%	4.2%
Costs and Expenses													
Programming	\$ 2,407	\$ 2,417	\$ 2,404	\$ 2,386	\$ 9,614	\$ 2,604	\$ 2,649	\$ 2,699	\$ 2,644	\$10,596	\$ 2,752	\$ 2,803	\$ 2,778
Regulatory, Connectivity and Produced Content	505	550	515	523	2,093	498	532	523	511	2,064	533	560	546
Costs to Service Customers	1,808	1,858	1,887	1,855	7,408	1,800	1,762	1,823	1,850	7,235	1,854	1,784	1,854
Marketing	722	748	739	755	2,964	765	760	761	750	3,036	751	769	790
Mobile	—	—	—	—	—	—	—	—	—	—	8	33	94
Other Expense	867	854	856	903	3,480	843	807	833	866	3,349	866	854	879
Total Operating Costs and Expenses	\$ 6,309	\$ 6,427	\$ 6,401	\$ 6,422	\$25,559	\$ 6,510	\$ 6,510	\$ 6,639	\$ 6,621	\$26,280	\$ 6,764	\$ 6,803	\$ 6,941
Adjusted EBITDA ⁽ⁱ⁾													
Adjusted EBITDA ⁽ⁱ⁾	\$ 3,433	\$ 3,542	\$ 3,636	\$ 3,853	\$14,464	\$ 3,654	\$ 3,847	\$ 3,819	\$ 3,981	\$15,301	\$ 3,893	\$ 4,051	\$ 3,951
Y/Y Growth	8.6%	9.0%	14.5%	12.7%	11.2%	6.4%	8.6%	5.0%	3.3%	5.8%	6.5%	5.3%	3.5%
Adjusted EBITDA Margin	35.2%	35.5%	36.2%	37.5%	36.1%	35.9%	37.1%	36.5%	37.5%	36.8%	36.5%	37.3%	36.3%
Adjusted EBITDA - Cable ⁽ⁱ⁾											\$ 3,901	\$ 4,084	\$ 4,028
Y/Y Growth - Cable											6.8%	6.2%	5.5%

Pro forma results reflect certain acquisitions of cable systems in 2016 as if they occurred as of January 1, 2015. The pro forma data is based on information available to Charter as of the date of this document and certain assumptions that we believe are reasonable under the circumstances. The financial data required allocation of certain revenues and expenses and such information has been presented for comparative purposes and is not intended to provide any indication of what our actual financial position, or results of operations would have been had the transactions described above been completed on the dates indicated or to project our results of operations for any future date. See Exhibit 99.1 in Charter's Quarterly Report on Form 10-Q for the three and nine months ended September 30, 2016 for pro forma financial information for each quarter of 2015 and the first and second quarters of 2016.

Adjusted EBITDA ⁽ⁱ⁾ is a non-GAAP term. See page 5 for the reconciliation of Adjusted EBITDA ⁽ⁱ⁾ to net income (loss) as defined by GAAP.

All percentages are calculated using whole numbers. Minor differences may exist due to rounding. See footnotes on page 6.

Charter Communications, Inc.
Actual Revenue, Expenses and Adjusted EBITDA ^{(a)(i)}

(\$ in millions; unaudited)

	2016					2017					2018		
	1Q	2Q	3Q	4Q	FY	1Q	2Q	3Q	4Q	FY	1Q	2Q	3Q
Revenue													
Video	\$ 1,170	\$ 2,603	\$ 4,089	\$ 4,093	\$11,955	\$ 4,074	\$ 4,119	\$ 4,208	\$ 4,220	\$16,621	\$ 4,292	\$ 4,363	\$ 4,332
Internet	804	1,950	3,205	3,311	9,270	3,397	3,512	3,555	3,637	14,101	3,707	3,770	3,809
Voice	135	423	728	719	2,005	694	650	611	587	2,542	556	531	512
Residential Revenue	2,109	4,976	8,022	8,123	23,230	8,165	8,281	8,374	8,444	33,264	8,555	8,664	8,653
Small and Medium Business	192	499	835	858	2,384	866	890	896	895	3,547	900	915	922
Enterprise	109	319	546	565	1,539	579	588	594	612	2,373	622	627	632
Commercial Revenue	301	818	1,381	1,423	3,923	1,445	1,478	1,490	1,507	5,920	1,522	1,542	1,554
Advertising Sales	72	237	420	506	1,235	337	381	373	419	1,510	356	427	440
Mobile	—	—	—	—	—	—	—	—	—	—	—	—	17
Other	48	130	214	223	615	217	217	221	232	887	224	221	228
Total Revenue	\$ 2,530	\$ 6,161	\$10,037	\$10,275	\$29,003	\$10,164	\$10,357	\$10,458	\$10,602	\$41,581	\$10,657	\$10,854	\$10,892
Y/Y Growth	7.1%	NM	NM	NM	NM	NM	NM	4.2%	3.2%	NM	4.9%	4.8%	4.2%
Costs and Expenses													
Programming	\$ 703	\$ 1,541	\$ 2,404	\$ 2,386	\$ 7,034	\$ 2,604	\$ 2,649	\$ 2,699	\$ 2,644	\$10,596	\$ 2,752	\$ 2,803	\$ 2,778
Regulatory, Connectivity and Produced Content	112	317	515	523	1,467	498	532	523	511	2,064	533	560	546
Costs to Service Customers	444	1,121	1,887	1,855	5,307	1,800	1,762	1,823	1,850	7,235	1,854	1,784	1,854
Marketing	185	457	739	755	2,136	765	760	761	750	3,036	751	769	790
Mobile	—	—	—	—	—	—	—	—	—	—	8	33	94
Other Expense	203	505	856	903	2,467	843	807	833	866	3,349	866	854	879
Total Operating Costs and Expenses	\$ 1,647	\$ 3,941	\$ 6,401	\$ 6,422	\$18,411	\$ 6,510	\$ 6,510	\$ 6,639	\$ 6,621	\$26,280	\$ 6,764	\$ 6,803	\$ 6,941
Adjusted EBITDA ⁽ⁱ⁾													
Adjusted EBITDA ⁽ⁱ⁾	\$ 883	\$ 2,220	\$ 3,636	\$ 3,853	\$10,592	\$ 3,654	\$ 3,847	\$ 3,819	\$ 3,981	\$15,301	\$ 3,893	\$ 4,051	\$ 3,951
Y/Y Growth	10.4%	NM	NM	NM	NM	NM	NM	5.0%	3.3%	NM	6.5%	5.3%	3.5%
Adjusted EBITDA Margin	34.9%	36.0%	36.2%	37.5%	36.5%	35.9%	37.1%	36.5%	37.5%	36.8%	36.5%	37.3%	36.3%

Adjusted EBITDA ⁽ⁱ⁾ is a non-GAAP term. See page 5 for the reconciliation of Adjusted EBITDA ⁽ⁱ⁾ to net income (loss) as defined by GAAP.

All percentages are calculated using whole numbers. Minor differences may exist due to rounding.

NM - Not meaningful.

See footnotes on page 6.

Charter Communications, Inc.
Capital Expenditures

(\$ in millions; unaudited)

	2016					2017					2018		
	1Q	2Q	3Q	4Q	FY	1Q	2Q	3Q	4Q	FY	1Q	2Q	3Q
Pro Forma Capital Expenditures													
Customer premise equipment (k)	\$ 761	\$ 651	\$ 662	\$ 687	\$ 2,761	\$ 707	\$ 1,017	\$ 855	\$ 806	\$ 3,385	\$ 934	\$ 828	\$ 675
Scalable infrastructure (l)	475	640	441	453	2,009	268	382	632	725	2,007	486	587	505
Line extensions (m)	225	277	249	254	1,005	248	297	319	312	1,176	291	353	348
Success Based	1,461	1,568	1,352	1,394	5,775	1,223	1,696	1,806	1,843	6,568	1,711	1,768	1,528
Upgrade/Rebuild (n)	134	171	156	149	610	107	145	163	157	572	142	190	190
Support capital (o)	239	336	240	345	1,160	225	307	424	585	1,541	330	433	400
Total capital expenditures	\$ 1,834	\$ 2,075	\$ 1,748	\$ 1,888	\$ 7,545	\$ 1,555	\$ 2,148	\$ 2,393	\$ 2,585	\$ 8,681	\$ 2,183	\$ 2,391	\$ 2,118

	2016					2017					2018		
	1Q	2Q	3Q	4Q	FY	1Q	2Q	3Q	4Q	FY	1Q	2Q	3Q
Actual Capital Expenditures													
Customer premise equipment (k)	\$ 137	\$ 378	\$ 662	\$ 687	\$ 1,864	\$ 707	\$ 1,017	\$ 855	\$ 806	\$ 3,385	\$ 934	\$ 828	\$ 675
Scalable infrastructure (l)	110	386	441	453	1,390	268	382	632	725	2,007	486	587	505
Line extensions (m)	47	171	249	254	721	248	297	319	312	1,176	291	353	348
Success Based	294	935	1,352	1,394	3,975	1,223	1,696	1,806	1,843	6,568	1,711	1,768	1,528
Upgrade/Rebuild (n)	41	110	156	149	456	107	145	163	157	572	142	190	190
Support capital (o)	94	215	240	345	894	225	307	424	585	1,541	330	433	400
Total capital expenditures *	\$ 429	\$ 1,260	\$ 1,748	\$ 1,888	\$ 5,325	\$ 1,555	\$ 2,148	\$ 2,393	\$ 2,585	\$ 8,681	\$ 2,183	\$ 2,391	\$ 2,118
Capital expenditures included in total related to:													
* Commercial services	\$ 64	\$ 196	\$ 306	\$ 258	\$ 824	\$ 268	\$ 335	\$ 342	\$ 360	\$ 1,305	\$ 283	\$ 309	\$ 342
* All-digital transition	\$ —	\$ —	\$ —	\$ —	\$ —	\$ 1	\$ 5	\$ 47	\$ 69	\$ 122	\$ 186	\$ 88	\$ 42
* Mobile	\$ —	\$ —	\$ —	\$ —	\$ —	\$ —	\$ —	\$ —	\$ —	\$ —	\$ 17	\$ 53	\$ 66

Plant Stats:													
750+ Megahertz					98%					98%			
Two-way activated					99%					99%			
All-digital					70%					74%			
DOCSIS 3.1					—%					17%			

See footnotes on page 6.

Charter Communications, Inc.
Reconciliation of Non-GAAP Measures to GAAP Measures

(\$ in millions; unaudited)

	2016					2017					2018		
	1Q	2Q	3Q	4Q	FY	1Q	2Q	3Q	4Q	FY	1Q	2Q	3Q
Pro Forma Reconciliation													
Consolidated net income	\$ 249	\$ 331	\$ 250	\$ 569	\$ 1,399	\$ 211	\$ 195	\$ 92	\$ 9,617	\$10,115	\$ 223	\$ 339	\$ 584
Plus:													
Interest expense, net	708	723	724	728	2,883	713	749	788	840	3,090	851	878	901
Income tax (benefit) expense	115	157	16	210	498	25	48	26	(9,186)	(9,087)	28	41	109
Depreciation and amortization	2,285	2,338	2,437	2,495	9,555	2,550	2,595	2,701	2,742	10,588	2,710	2,592	2,482
Stock compensation expense	66	72	81	76	295	69	65	64	63	261	72	70	71
Loss on extinguishment of debt	—	110	—	1	111	34	1	—	5	40	—	—	—
(Gain) loss on financial instruments, net	5	50	(71)	(73)	(89)	(38)	70	(17)	(84)	(69)	(63)	75	(12)
Other pension (benefits) costs	(10)	(526)	(13)	(366)	(915)	(13)	(13)	17	8	(1)	(20)	(20)	(207)
Other, net	15	287	212	213	727	103	137	148	(24)	364	92	76	23
Adjusted EBITDA ⁽ⁱ⁾	3,433	3,542	3,636	3,853	14,464	3,654	3,847	3,819	3,981	15,301	3,893	4,051	3,951
Less: Revenue - Mobile	—	—	—	—	—	—	—	—	—	—	—	—	(17)
Plus: Costs and Expenses - Mobile	—	—	—	—	—	—	—	—	—	—	8	33	94
Adjusted EBITDA - Cable ⁽ⁱ⁾	\$ 3,433	\$ 3,542	\$ 3,636	\$ 3,853	\$14,464	\$ 3,654	\$ 3,847	\$ 3,819	\$ 3,981	\$15,301	\$ 3,901	\$ 4,084	\$ 4,028

	2016					2017					2018		
	1Q	2Q	3Q	4Q	FY	1Q	2Q	3Q	4Q	FY	1Q	2Q	3Q
Actual Reconciliation													
Consolidated net income (loss)	\$ (188)	\$ 3,114	\$ 250	\$ 569	\$ 3,745	\$ 211	\$ 195	\$ 92	\$ 9,617	\$10,115	\$ 223	\$ 339	\$ 584
Plus:													
Interest expense, net	454	593	724	728	2,499	713	749	788	840	3,090	851	878	901
Income tax (benefit) expense	28	(3,179)	16	210	(2,925)	25	48	26	(9,186)	(9,087)	28	41	109
Depreciation and amortization	539	1,436	2,437	2,495	6,907	2,550	2,595	2,701	2,742	10,588	2,710	2,592	2,482
Stock compensation expense	24	63	81	76	244	69	65	64	63	261	72	70	71
Loss on extinguishment of debt	—	110	—	1	111	34	1	—	5	40	—	—	—
(Gain) loss on financial instruments, net	5	50	(71)	(73)	(89)	(38)	70	(17)	(84)	(69)	(63)	75	(12)
Other pension (benefits) costs	—	(520)	(13)	(366)	(899)	(13)	(13)	17	8	(1)	(20)	(20)	(207)
Other, net	21	553	212	213	999	103	137	148	(24)	364	92	76	23
Adjusted EBITDA ⁽ⁱ⁾	\$ 883	\$ 2,220	\$ 3,636	\$ 3,853	\$10,592	\$ 3,654	\$ 3,847	\$ 3,819	\$ 3,981	\$15,301	\$ 3,893	\$ 4,051	\$ 3,951
Net cash flows from operating activities	\$ 424	\$ 1,590	\$ 2,801	\$ 3,226	\$ 8,041	\$ 2,843	\$ 2,945	\$ 2,908	\$ 3,258	\$11,954	\$ 2,699	\$ 3,096	\$ 2,804
Less:													
Purchases of property, plant and equipment	(429)	(1,260)	(1,748)	(1,888)	(5,325)	(1,555)	(2,148)	(2,393)	(2,585)	(8,681)	(2,183)	(2,391)	(2,118)
Change in accrued expenses related to capital expenditures	(56)	194	(52)	517	603	(150)	347	79	544	820	(565)	99	(154)
Free cash flow	(61)	524	1,001	1,855	3,319	1,138	1,144	594	1,217	4,093	(49)	804	532
Plus:													
Net cash outflows from operating activities - Mobile	—	—	—	—	—	—	—	—	—	—	8	63	83
Purchases of property, plant and equipment - Mobile	—	—	—	—	—	—	—	—	—	—	17	53	66
Free cash flow - Cable	\$ (61)	\$ 524	\$ 1,001	\$ 1,855	\$ 3,319	\$ 1,138	\$ 1,144	\$ 594	\$ 1,217	\$ 4,093	\$ (24)	\$ 920	\$ 681

See pages 2 and 3 for detail of the components included within Adjusted EBITDA ⁽ⁱ⁾.

The above schedule is presented in order to reconcile Adjusted EBITDA ⁽ⁱ⁾, Adjusted EBITDA - Cable, free cash flow and free cash flow - Cable, non-GAAP measures, to the most directly comparable GAAP measures in accordance with Section 401(b) of the Sarbanes-Oxley Act. See footnotes on page 6.

Charter Communications, Inc.
Notes

- (a) Between the closing of the TWC and Bright House transactions in May 2016 through the first quarter of 2018, Charter has reported its customer data and results using legacy company reporting methodologies. During the second quarter of 2018, Charter implemented certain reporting changes on a retrospective basis which allowed for the recasting of historical customer data and results using consistent definitions and reporting methodologies across all three legacy companies. Legacy Bright House customer statistics have also been adjusted to reflect customers in the Bright House footprint as if such customers had been on Charter's seasonal program during the applicable period. Legacy TWC Hawaii customer statistics are expected to move to Charter's standard methodology in 2019 and variances, if any, will be disclosed at that time.

Further, in the second quarter of 2018, certain revenue line items and associated expenses were recast to reflect the customer changes noted above and to classify certain expenses more closely with organizational responsibility. There were no changes to total revenue, Adjusted EBITDA, capital expenditures, free cash flow or net income.

- (b) Passings represent our estimate of the number of units, such as single family homes, apartment and condominium units and small and medium business and enterprise sites passed by our cable distribution network in the areas where we offer the service indicated. These estimates are based upon the information available at this time and are updated for all periods presented when new information becomes available.
- (c) Penetration represents residential and small and medium business customers as a percentage of estimated passings for the service indicated.
- (d) Customer relationships include the number of customers that receive one or more levels of service, encompassing video, Internet and voice services, without regard to which service(s) such customers receive. Customers who reside in residential multiple dwelling units ("MDUs") and that are billed under bulk contracts are counted based on the number of billed units within each bulk MDU. Total customer relationships excludes enterprise customer relationships.
- (e) Monthly residential revenue per residential customer is calculated as total residential video, Internet and voice quarterly pro forma revenue divided by three divided by average pro forma residential customer relationships during the respective quarter.
- (f) Monthly small and medium business revenue per customer is calculated as total small and medium business quarterly pro forma revenue divided by three divided by average pro forma small and medium business customer relationships during the respective quarter.
- (g) Enterprise PSUs represents the aggregate number of fiber service offerings counting each separate service offering as an individual PSU.
- (h) Single play, double play and triple play customers represent customers that subscribe to one, two or three of Charter service offerings, respectively.
- (i) Single play, double play and triple play penetration represents the number of residential single play, double play and triple play customers, respectively, as a percentage of residential customer relationships.
- (j) Adjusted EBITDA is defined as consolidated net income (loss) plus net interest expense, income taxes, depreciation and amortization, stock compensation expense, loss on extinguishment of debt, (gain) loss on financial instruments, net, other pension benefits (costs), other (income) expense, net and other operating (income) expenses, such as merger and restructuring costs, special charges and (gain) loss on sale or retirement of assets. As such, it eliminates the significant non-cash depreciation and amortization expense that results from the capital-intensive nature of our businesses as well as other non-cash or special items, and is unaffected by our capital structure or investment activities.
- (k) Customer premise equipment includes costs incurred at the customer residence to secure new customers and revenue generating units, including customer installation costs and customer premise equipment (e.g., set-top boxes and cable modems, etc.).
- (l) Scalable infrastructure includes costs, not related to customer premise equipment or our network, to secure growth of new customers and revenue generating units, or provide service enhancements (e.g., headend equipment).
- (m) Line extensions include network costs associated with entering new service areas (e.g., fiber/coaxial cable, amplifiers, electronic equipment, make-ready and design engineering).
- (n) Upgrade/rebuild includes costs to modify or replace existing fiber/coaxial cable networks, including betterments.
- (o) Support capital includes costs associated with the replacement or enhancement of non-network assets due to technological and physical obsolescence (e.g., non-network equipment, land, buildings and vehicles).