

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

	2018					2019					2020		
	1Q	2Q	3Q	4Q	FY	1Q	2Q	3Q	4Q	FY	1Q	2Q	3Q
Footprint (a)													
Estimated Passings	50,526	50,725	50,977	51,185	51,185	51,384	51,619	51,940	52,154	52,154	52,418	52,714	53,022
Customer Relationships (b)													
Residential	25,730	25,871	26,063	26,270	26,270	26,591	26,755	27,037	27,277	27,277	27,745	28,496	28,912
Small and Medium Business ("SMB")	1,695	1,750	1,792	1,833	1,833	1,863	1,902	1,930	1,958	1,958	1,976	1,980	2,021
Total Customer Relationships	27,425	27,621	27,855	28,103	28,103	28,454	28,657	28,967	29,235	29,235	29,721	30,476	30,933
Residential	231	141	192	207	771	321	164	282	240	1,007	468	751	416
SMB	33	55	42	41	171	30	39	28	28	125	18	4	41
Total Customer Relationships Net Additions	264	196	234	248	942	351	203	310	268	1,132	486	755	457
Total Customer Relationship Penetration of Estimated Passings (c)	54.3%	54.5%	54.6%	54.9%	54.9%	55.4%	55.5%	55.8%	56.1%	56.1%	56.7%	57.8%	58.3%
Monthly Residential Revenue per Residential Customer (d)	\$ 111.41	\$ 111.88	\$ 111.13	\$ 111.78	\$ 111.56	\$ 112.47	\$ 112.20	\$ 112.00	\$ 113.79	\$ 112.63	\$ 112.73	\$ 110.82	\$ 109.03
Monthly SMB Revenue per SMB Customer (e)	\$ 178.84	\$ 176.96	\$ 173.52	\$ 170.62	\$ 174.88	\$ 170.64	\$ 170.42	\$ 169.44	\$ 169.06	\$ 169.90	\$ 168.83	\$ 166.06	\$ 164.77
Residential Customer Relationships Penetration													
Single Play Penetration (f)	41.1%	41.3%	41.7%	41.6%	41.6%	42.1%	42.4%	42.7%	43.0%	43.0%	43.6%	44.0%	44.2%
Double Play Penetration (f)	25.4%	25.6%	26.1%	27.0%	27.0%	27.9%	28.8%	29.9%	30.7%	30.7%	31.2%	31.7%	32.3%
Triple Play Penetration (f)	33.5%	33.0%	32.3%	31.4%	31.4%	30.0%	28.8%	27.3%	26.2%	26.2%	25.2%	24.3%	23.5%
% Residential Non-Video Customer Relationships	36.7%	37.4%	38.1%	38.7%	38.7%	40.0%	40.9%	41.8%	42.7%	42.7%	44.0%	45.1%	45.7%
Internet													
Residential	22,852	23,070	23,336	23,625	23,625	24,023	24,244	24,595	24,908	24,908	25,471	26,313	26,807
SMB	1,503	1,552	1,594	1,634	1,634	1,664	1,701	1,730	1,756	1,756	1,775	1,783	1,826
Total Internet Customers	24,355	24,622	24,930	25,259	25,259	25,687	25,945	26,325	26,664	26,664	27,246	28,096	28,633
Residential	334	218	266	289	1,107	398	221	351	313	1,283	563	842	494
SMB	33	49	42	40	164	30	37	29	26	122	19	8	43
Total Internet Net Additions	367	267	308	329	1,271	428	258	380	339	1,405	582	850	537
Video													
Residential	16,279	16,206	16,140	16,104	16,104	15,952	15,802	15,725	15,620	15,620	15,550	15,652	15,705
SMB	460	476	488	502	502	509	518	520	524	524	524	516	530
Total Video Customers	16,739	16,682	16,628	16,606	16,606	16,461	16,320	16,245	16,144	16,144	16,074	16,168	16,235
Residential	(121)	(73)	(66)	(36)	(296)	(152)	(150)	(77)	(105)	(484)	(70)	102	53
SMB	10	16	12	14	52	7	9	2	4	22	-	(8)	14
Total Video Net Additions (Losses)	(111)	(57)	(54)	(22)	(244)	(145)	(141)	(75)	(101)	(462)	(70)	94	67
Voice													
Residential	10,370	10,325	10,218	10,135	10,135	10,015	9,808	9,595	9,443	9,443	9,360	9,398	9,335
SMB	957	994	1,024	1,051	1,051	1,072	1,097	1,120	1,144	1,144	1,162	1,169	1,207
Total Voice Customers	11,327	11,319	11,242	11,186	11,186	11,087	10,905	10,715	10,587	10,587	10,522	10,567	10,542
Residential	(54)	(45)	(107)	(83)	(289)	(120)	(207)	(213)	(152)	(692)	(83)	38	(63)
SMB	27	37	30	27	121	21	25	23	24	93	18	7	38
Total Voice Net Additions (Losses)	(27)	(8)	(77)	(56)	(168)	(99)	(182)	(190)	(128)	(599)	(65)	45	(25)
Mobile Lines													
Residential	-	-	21	134	134	310	518	793	1,078	1,078	1,359	1,672	2,020
SMB	-	-	-	-	-	-	-	1	4	4	13	25	40
Total Mobile Lines	-	-	21	134	134	310	518	794	1,082	1,082	1,372	1,697	2,060
Residential	-	-	21	113	134	176	208	275	285	944	281	313	348
SMB	-	-	-	-	-	-	-	1	3	4	9	12	15
Total Mobile Lines Net Additions	-	-	21	113	134	176	208	276	288	948	290	325	363
Enterprise (g)													
Enterprise Primary Service Units ("PSUs")	228	235	243	248	248	253	258	264	267	267	269	270	272
Enterprise Net Additions	8	7	8	5	28	5	5	6	3	19	2	1	2

All percentages are calculated using whole numbers. Minor differences may exist due to rounding.
See footnotes on page 5.

Charter Communications, Inc.
Revenue, Expenses, and Adjusted EBITDA ^(h)
(\$ in millions; unaudited)

	2018					2019					2020		
	1Q	2Q	3Q	4Q	FY	1Q	2Q	3Q	4Q	FY	1Q	2Q	3Q
Revenue													
Internet	\$ 3,707	\$ 3,770	\$ 3,809	\$ 3,895	\$ 15,181	\$ 4,024	\$ 4,103	\$ 4,195	\$ 4,345	\$ 16,667	\$ 4,407	\$ 4,530	\$ 4,722
Video	4,292	4,363	4,332	4,361	17,348	4,384	4,391	4,359	4,473	17,607	4,422	4,371	4,221
Voice	556	531	512	515	2,114	504	489	477	450	1,920	457	451	449
Residential Revenue	8,555	8,664	8,653	8,771	34,643	8,912	8,983	9,031	9,268	36,194	9,286	9,352	9,392
Small and Medium Business	900	915	922	928	3,665	945	963	974	986	3,868	996	983	988
Enterprise	622	627	632	647	2,528	643	652	644	617	2,556	622	606	617
Commercial Revenue	1,522	1,542	1,554	1,575	6,193	1,588	1,615	1,618	1,603	6,424	1,618	1,589	1,605
Advertising Sales	356	427	440	562	1,785	345	395	394	434	1,568	365	249	460
Mobile	-	-	17	89	106	140	158	192	236	726	258	310	368
Other	224	221	228	234	907	221	196	215	220	852	211	196	214
Total Revenue	\$ 10,657	\$ 10,854	\$ 10,892	\$ 11,231	\$ 43,634	\$ 11,206	\$ 11,347	\$ 11,450	\$ 11,761	\$ 45,764	\$ 11,738	\$ 11,696	\$ 12,039
<i>Y/Y Growth</i>	<i>4.9%</i>	<i>4.8%</i>	<i>4.2%</i>	<i>5.9%</i>	<i>4.9%</i>	<i>5.1%</i>	<i>4.5%</i>	<i>5.1%</i>	<i>4.7%</i>	<i>4.9%</i>	<i>4.8%</i>	<i>3.1%</i>	<i>5.1%</i>
Costs and Expenses													
Programming	\$ 2,752	\$ 2,803	\$ 2,778	\$ 2,791	\$ 11,124	\$ 2,865	\$ 2,827	\$ 2,790	\$ 2,808	\$ 11,290	\$ 2,892	\$ 2,873	\$ 2,727
Regulatory, Connectivity and Produced Content	533	560	546	571	2,210	561	597	612	596	2,366	551	488	612
Costs to Service Customers	1,854	1,784	1,854	1,835	7,327	1,822	1,767	1,894	1,794	7,277	1,848	1,848	1,902
Marketing	751	769	790	732	3,042	735	768	793	748	3,044	766	719	788
Mobile	8	33	94	211	346	260	277	337	372	1,246	374	413	456
Other Expense	866	854	879	927	3,526	908	926	938	914	3,686	911	866	915
Total Operating Costs and Expenses	\$ 6,764	\$ 6,803	\$ 6,941	\$ 7,067	\$ 27,575	\$ 7,151	\$ 7,162	\$ 7,364	\$ 7,232	\$ 28,909	\$ 7,342	\$ 7,207	\$ 7,400
Adjusted EBITDA ^(h)													
Adjusted EBITDA ^(h)	\$ 3,893	\$4,051	\$3,951	\$4,164	\$16,059	\$4,055	\$4,185	\$4,086	\$4,529	\$16,855	\$4,396	\$4,489	\$4,639
<i>Y/Y Growth</i>	<i>6.5%</i>	<i>5.3%</i>	<i>3.5%</i>	<i>4.6%</i>	<i>5.0%</i>	<i>4.2%</i>	<i>3.3%</i>	<i>3.4%</i>	<i>8.8%</i>	<i>5.0%</i>	<i>8.4%</i>	<i>7.3%</i>	<i>13.6%</i>
Adjusted EBITDA Margin ^(h)	36.5%	37.3%	36.3%	37.1%	36.8%	36.2%	36.9%	35.7%	38.5%	36.8%	37.4%	38.4%	38.5%
Cable Adjusted EBITDA ^(h)	\$ 3,901	\$ 4,084	\$ 4,028	\$ 4,286	\$ 16,299	\$ 4,175	\$ 4,304	\$ 4,231	\$ 4,665	\$ 17,375	\$ 4,512	\$ 4,592	\$ 4,727
<i>Cable Y/Y Growth</i>	<i>6.8%</i>	<i>6.2%</i>	<i>5.5%</i>	<i>7.6%</i>	<i>6.5%</i>	<i>7.0%</i>	<i>5.4%</i>	<i>5.0%</i>	<i>8.9%</i>	<i>6.6%</i>	<i>8.1%</i>	<i>6.7%</i>	<i>11.7%</i>
Cable Adjusted EBITDA Margin ^(h)	36.6%	37.6%	37.0%	38.5%	37.4%	37.7%	38.5%	37.6%	40.5%	38.6%	39.3%	40.3%	40.5%

Adjusted EBITDA ^(h) and cable Adjusted EBITDA ^(h) are non-GAAP terms. See page 4 for the reconciliation of Adjusted EBITDA ^(h) and cable Adjusted EBITDA ^(h) to net income attributable to Charter shareholders as defined by GAAP.

All percentages are calculated using whole numbers. Minor differences may exist due to rounding. See footnotes on page 5.

Charter Communications, Inc.
Capital Expenditures
(\$ in millions; unaudited)

	2018					2019					2020		
	1Q	2Q	3Q	4Q	FY	1Q	2Q	3Q	4Q	FY	1Q	2Q	3Q
Capital Expenditures													
Customer premise equipment ⁽ⁱ⁾	\$ 934	\$ 828	\$ 675	\$ 687	\$ 3,124	\$ 565	\$ 492	\$ 470	\$ 543	\$ 2,070	\$ 463	\$ 518	\$ 520
Scalable infrastructure ⁽ⁱ⁾	486	587	505	649	2,227	297	223	320	599	1,439	170	385	424
Line extensions ^(k)	291	353	348	381	1,373	321	363	370	390	1,444	343	422	439
Success Based	1,711	1,768	1,528	1,717	6,724	1,183	1,078	1,160	1,532	4,953	976	1,325	1,383
Upgrade/Rebuild ^(l)	142	190	190	182	704	131	155	165	183	634	129	155	175
Support capital ^(m)	330	433	400	534	1,697	351	364	326	567	1,608	356	397	456
Total capital expenditures	2,183	2,391	2,118	2,433	9,125	1,665	1,597	1,651	2,282	7,195	1,461	1,877	2,014
Less: Mobile capital expenditures	(17)	(53)	(66)	(106)	(242)	(88)	(93)	(100)	(151)	(432)	(87)	(125)	(139)
Cable capital expenditures	\$ 2,166	\$ 2,338	\$ 2,052	\$ 2,327	\$ 8,883	\$ 1,577	\$ 1,504	\$ 1,551	\$ 2,131	\$ 6,763	\$ 1,374	\$ 1,752	\$ 1,875
Capital expenditures included in total related to:													
Commercial services	\$ 283	\$ 309	\$ 342	\$ 379	\$ 1,313	\$ 305	\$ 324	\$ 327	\$ 358	\$ 1,314	\$ 261	\$ 323	\$ 358
All-digital transition	\$ 186	\$ 88	\$ 42	\$ 28	\$ 344	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

See footnotes on page 5.

Charter Communications, Inc.
Reconciliation of Non-GAAP Measures to GAAP Measures
(\$ in millions; unaudited)

	2018					2019					2020		
	1Q	2Q	3Q	4Q	FY	1Q	2Q	3Q	4Q	FY	1Q	2Q	3Q
Reconciliation													
Net income attributable to Charter shareholders	\$ 168	\$ 273	\$ 493	\$ 296	\$ 1,230	\$ 253	\$ 314	\$ 387	\$ 714	\$ 1,668	\$ 396	\$ 766	\$ 814
Plus:													
Net income attributable to noncontrolling interest	55	66	91	64	276	64	72	80	108	324	71	110	118
Interest expense, net	851	878	901	910	3,540	925	945	963	964	3,797	980	957	946
Income tax expense	28	41	109	2	180	119	84	126	110	439	29	166	177
Depreciation and amortization	2,710	2,592	2,482	2,534	10,318	2,550	2,500	2,415	2,461	9,926	2,497	2,428	2,370
Stock compensation expense	72	70	71	72	285	85	82	71	77	315	90	90	83
Loss on extinguishment of debt	-	-	-	-	-	-	-	-	25	25	27	36	58
Gain (loss) on financial instruments, net	(63)	75	(12)	110	110	(37)	119	34	(62)	54	318	(64)	(69)
Other pension (benefits) costs, net	(20)	(20)	(207)	55	(192)	(9)	(9)	(9)	96	69	(10)	(11)	115
Other, net	92	76	23	121	312	105	78	19	36	238	(2)	11	27
Adjusted EBITDA ^(h)	3,893	4,051	3,951	4,164	16,059	4,055	4,185	4,086	4,529	16,855	4,396	4,489	4,639
Less: Mobile revenue	-	-	(17)	(89)	(106)	(140)	(158)	(192)	(236)	(726)	(258)	(310)	(368)
Plus: Mobile costs and expenses	8	33	94	211	346	260	277	337	372	1,246	374	413	456
Cable Adjusted EBITDA ^(h)	\$ 3,901	\$ 4,084	\$ 4,028	\$ 4,286	\$ 16,299	\$ 4,175	\$ 4,304	\$ 4,231	\$ 4,665	\$ 17,375	\$ 4,512	\$ 4,592	\$ 4,727
Net cash flows from operating activities	\$ 2,699	\$ 3,096	\$ 2,804	\$ 3,168	\$ 11,767	\$ 2,686	\$ 2,761	\$ 2,943	\$ 3,358	\$ 11,748	\$ 3,220	\$ 3,529	\$ 3,664
Less:													
Purchases of property, plant and equipment	(2,183)	(2,391)	(2,118)	(2,433)	(9,125)	(1,665)	(1,597)	(1,651)	(2,282)	(7,195)	(1,461)	(1,877)	(2,014)
Change in accrued expenses related to capital expenditures	(565)	99	(154)	150	(470)	(376)	(52)	(21)	504	55	(388)	214	104
Free cash flow ^(h)	(49)	804	532	885	2,172	645	1,112	1,271	1,580	4,608	1,371	1,866	1,754
Plus:													
Mobile net cash outflows from operating activities	8	63	83	198	352	203	204	156	166	729	173	108	126
Purchases of mobile property, plant and equipment	17	53	66	106	242	88	93	100	151	432	87	125	139
Cable free cash flow ^(h)	\$ (24)	\$ 920	\$ 681	\$ 1,189	\$ 2,766	\$ 936	\$ 1,409	\$ 1,527	\$ 1,897	\$ 5,769	\$ 1,631	\$ 2,099	\$ 2,019

See page 2 for detail of the components included within Adjusted EBITDA ^(h) and cable Adjusted EBITDA ^(h).

The above schedule is presented in order to reconcile Adjusted EBITDA ^(h), cable Adjusted EBITDA ^(h), free cash flow ^(h) and cable free cash flow ^(h), 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 5.

Charter Communications, Inc.

Notes

- (a) 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 service. These estimates are based upon the information available at this time and are updated for all periods presented when new information becomes available.
- (b) Customer relationships include the number of customers that receive one or more levels of service, encompassing Internet, video 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 exclude enterprise and mobile-only customer relationships. At September 30, 2020, there were approximately 60,200 customers that would have been disconnected under our normal collection policies, but were not due to certain mandates in place.
- (c) Penetration represents residential and SMB customers as a percentage of estimated passings. Penetration excludes mobile-only customers.
- (d) Monthly residential revenue per residential customer is calculated as total residential quarterly revenue divided by three divided by average residential customer relationships during the respective quarter and excludes mobile revenue and customers.
- (e) Monthly SMB revenue per SMB customer is calculated as total SMB quarterly revenue divided by three divided by average SMB customer relationships during the respective quarter and excludes mobile revenue and customers.
- (f) 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, excluding mobile.
- (g) Enterprise PSUs represents the aggregate number of fiber service offerings counting each separate service offering at each customer location as an individual PSU.
- (h) Adjusted EBITDA is defined as net income attributable to Charter shareholders plus net income attributable to noncontrolling interest, 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, net, other (income) expense, net and other operating (income) expenses, net such as 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.

Free cash flow is defined as net cash flows from operating activities, less capital expenditures and changes in accrued expenses related to capital expenditures.

Cable Adjusted EBITDA is defined as Adjusted EBITDA less mobile revenues plus mobile operating costs and expenses. Cable free cash flow is defined as free cash flow plus net cash outflows from operating activities and capital expenditures related to mobile.

- (i) 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.).
- (j) 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).
- (k) Line extensions include network costs associated with entering new service areas (e.g., fiber/coaxial cable, amplifiers, electronic equipment, make-ready and design engineering).
- (l) Upgrade/rebuild includes costs to modify or replace existing fiber/coaxial cable networks, including betterments.
- (m) 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).