

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	4Q	FY
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	53,300	53,300
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	29,079	29,079
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	2,051	2,051
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	31,130	31,130
Residential	231	141	192	207	771	321	164	282	240	1,007	468	751	416	167	1,802
SMB	33	55	42	41	171	30	39	28	28	125	18	4	41	30	93
Total Customer Relationships Net Additions	264	196	234	248	942	351	203	310	268	1,132	486	755	457	197	1,895
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%	58.4%	58.4%
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	\$ 111.85	\$ 111.15
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	\$ 163.02	\$ 165.60
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%	44.5%	44.5%
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%	32.7%	32.7%
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%	22.9%	22.9%
% 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%	46.2%	46.2%
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	27,023	27,023
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	1,856	1,856
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	28,879	28,879
Residential	334	218	266	289	1,107	398	221	351	313	1,283	563	842	494	216	2,115
SMB	33	49	42	40	164	30	37	29	26	122	19	8	43	30	100
Total Internet Net Additions	367	267	308	329	1,271	428	258	380	339	1,405	582	850	537	246	2,215
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	15,639	15,639
SMB	460	476	488	502	502	509	518	520	524	524	524	516	530	561	561
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	16,200	16,200
Residential	(121)	(73)	(66)	(36)	(296)	(152)	(150)	(77)	(105)	(484)	(70)	102	53	(66)	19
SMB	10	16	12	14	52	7	9	2	4	22	-	(8)	14	31	37
Total Video Net Additions (Losses)	(111)	(57)	(54)	(22)	(244)	(145)	(141)	(75)	(101)	(462)	(70)	94	67	(35)	56
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	9,215	9,215
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	1,224	1,224
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	10,439	10,439
Residential	(54)	(45)	(107)	(83)	(289)	(120)	(207)	(213)	(152)	(692)	(83)	38	(63)	(120)	(228)
SMB	27	37	30	27	121	21	25	23	24	93	18	7	38	17	80
Total Voice Net Additions (Losses)	(27)	(8)	(77)	(56)	(168)	(99)	(182)	(190)	(128)	(599)	(65)	45	(25)	(103)	(148)
Mobile Lines															
Residential	-	-	21	134	134	310	518	793	1,078	1,078	1,359	1,672	2,020	2,320	2,320
SMB	-	-	-	-	-	-	-	1	4	4	13	25	40	55	55
Total Mobile Lines	-	-	21	134	134	310	518	794	1,082	1,082	1,372	1,697	2,060	2,375	2,375
Residential	-	-	21	113	134	176	208	275	285	944	281	313	348	300	1,242
SMB	-	-	-	-	-	-	-	1	3	4	9	12	15	15	51
Total Mobile Lines Net Additions	-	-	21	113	134	176	208	276	288	948	290	325	363	315	1,293
Enterprise (g)															
Enterprise Primary Service Units ("PSUs")	228	235	243	248	248	253	258	264	267	267	269	270	272	274	274
Enterprise Net Additions	8	7	8	5	28	5	5	6	3	19	2	1	2	2	7

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	4Q	FY
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	\$ 4,862	\$ 18,521
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	4,418	17,432
Voice	556	531	512	515	2,114	504	489	477	450	1,920	457	451	449	449	1,806
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	9,729	37,759
Small and Medium Business	900	915	922	928	3,665	945	963	974	986	3,868	996	983	988	997	3,964
Enterprise	622	627	632	647	2,528	643	652	644	617	2,556	622	606	617	623	2,468
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	1,620	6,432
Advertising Sales	356	427	440	562	1,785	345	395	394	434	1,568	365	249	460	625	1,699
Mobile	-	-	17	89	106	140	158	192	236	726	258	310	368	428	1,364
Other	224	221	228	234	907	221	196	215	220	852	211	196	214	222	843
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	\$ 12,624	\$ 48,097
<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>	<i>7.3%</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	\$ 2,909	\$ 11,401
Regulatory, Connectivity and Produced Content	533	560	546	571	2,210	561	597	612	596	2,366	551	488	612	532	2,183
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	1,874	7,472
Marketing	751	769	790	732	3,042	735	768	793	748	3,044	766	719	788	758	3,031
Mobile	8	33	94	211	346	260	277	337	372	1,246	374	413	456	522	1,765
Other Expense	866	854	879	927	3,526	908	926	938	914	3,686	911	866	915	1,035	3,727
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	\$ 7,630	\$ 29,579
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	\$ 4,994	\$ 18,518
<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>	<i>10.2%</i>	<i>9.9%</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%	39.6%	38.5%

Adjusted EBITDA ^(h) is a non-GAAP term. See page 4 for the reconciliation of 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	4Q	FY
Capital Expenditures															
Customer premise equipment ⁽ⁱ⁾	\$ 934	\$ 828	\$ 675	\$ 687	\$ 3,124	\$ 565	\$ 492	\$ 470	\$ 543	\$ 2,070	\$ 463	\$ 518	\$ 520	\$ 501	\$ 2,002
Scalable infrastructure ^(j)	486	587	505	649	2,227	297	223	320	599	1,439	170	385	424	499	1,478
Line extensions ^(k)	291	353	348	381	1,373	321	363	370	390	1,444	343	422	439	437	1,641
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	1,437	5,121
Upgrade/Rebuild ^(l)	142	190	190	182	704	131	155	165	183	634	129	155	175	156	615
Support capital ^(m)	330	433	400	534	1,697	351	364	326	567	1,608	356	397	456	470	1,679
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	\$ 2,063	\$ 7,415
Capital expenditures included in total related to:															
Commercial services	\$ 283	\$ 309	\$ 342	\$ 379	\$ 1,313	\$ 305	\$ 324	\$ 327	\$ 358	\$ 1,314	\$ 261	\$ 323	\$ 358	\$ 383	\$ 1,325
Mobile	\$ 17	\$ 53	\$ 66	\$ 106	\$ 242	\$ 88	\$ 93	\$ 100	\$ 151	\$ 432	\$ 87	\$ 125	\$ 139	\$ 157	\$ 508
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	4Q	FY
Reconciliation															
Net income attributable to Charter shareholders	\$ 168	\$ 273	\$ 493	\$ 296	\$ 1,230	\$ 253	\$ 314	\$ 387	\$ 714	\$ 1,668	\$ 396	\$ 766	\$ 814	\$ 1,246	\$ 3,222
Plus:															
Net income attributable to noncontrolling interest	55	66	91	64	276	64	72	80	108	324	71	110	118	155	454
Interest expense, net	851	878	901	910	3,540	925	945	963	964	3,797	980	957	946	965	3,848
Income tax expense	28	41	109	2	180	119	84	126	110	439	29	166	177	254	626
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	2,409	9,704
Stock compensation expense	72	70	71	72	285	85	82	71	77	315	90	90	83	88	351
Loss on extinguishment of debt	-	-	-	-	-	-	-	-	25	25	27	36	58	22	143
Gain (loss) on financial instruments, net	(63)	75	(12)	110	110	(37)	119	34	(62)	54	318	(64)	(69)	(170)	15
Other pension (benefits) costs, net	(20)	(20)	(207)	55	(192)	(9)	(9)	(9)	96	69	(10)	(11)	115	(28)	66
Other, net	92	76	23	121	312	105	78	19	36	238	(2)	11	27	53	89
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	\$ 4,994	\$ 18,518
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	\$ 4,149	\$ 14,562
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)	(2,063)	(7,415)
Change in accrued expenses related to capital expenditures	(565)	99	(154)	150	(470)	(376)	(52)	(21)	504	55	(388)	214	104	(7)	(77)
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	\$ 2,079	\$ 7,070

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

The above schedule is presented in order to reconcile Adjusted EBITDA ^(h) and 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.
- (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., digital receivers 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).