

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

	2019					2020					2021	
	1Q	2Q	3Q	4Q	FY	1Q	2Q	3Q	4Q	FY	1Q	2Q
Footprint (a)												
Estimated Passings	51,384	51,619	51,940	52,154	52,154	52,418	52,714	53,022	53,300	53,300	53,592	53,884
Customer Relationships (b)												
Residential	26,591	26,755	27,037	27,277	27,277	27,745	28,496	28,912	29,079	29,079	29,361	29,660
Small and Medium Business ("SMB")	1,863	1,902	1,930	1,958	1,958	1,976	1,980	2,021	2,051	2,051	2,071	2,104
Total Customer Relationships	28,454	28,657	28,967	29,235	29,235	29,721	30,476	30,933	31,130	31,130	31,432	31,764
Residential	321	164	282	240	1,007	468	751	416	167	1,802	282	299
SMB	30	39	28	28	125	18	4	41	30	93	20	33
Total Customer Relationships Net Additions	351	203	310	268	1,132	486	755	457	197	1,895	302	332
Total Customer Relationship Penetration of Estimated Passings (c)	55.4%	55.5%	55.8%	56.1%	56.1%	56.7%	57.8%	58.3%	58.4%	58.4%	58.7%	58.9%
Monthly Residential Revenue per Residential Customer (d)	\$ 112.47	\$ 112.20	\$ 112.00	\$ 113.79	\$ 112.63	\$ 112.73	\$ 110.82	\$ 109.03	\$ 111.85	\$ 111.15	\$ 112.18	\$ 112.85
Monthly SMB Revenue per SMB Customer (e)	\$ 170.64	\$ 170.42	\$ 169.44	\$ 169.06	\$ 169.90	\$ 168.83	\$ 166.06	\$ 164.77	\$ 163.02	\$ 165.60	\$ 163.79	\$ 166.28
Residential Customer Relationships Penetration												
Single Play Penetration (f)	42.1%	42.4%	42.7%	43.0%	43.0%	43.6%	44.0%	44.2%	44.5%	44.5%	45.2%	45.7%
Double Play Penetration (f)	27.9%	28.8%	29.9%	30.7%	30.7%	31.2%	31.7%	32.3%	32.7%	32.7%	32.6%	32.7%
Triple Play Penetration (f)	30.0%	28.8%	27.3%	26.2%	26.2%	25.2%	24.3%	23.5%	22.9%	22.9%	22.2%	21.6%
% Residential Non-Video Customer Relationships	40.0%	40.9%	41.8%	42.7%	42.7%	44.0%	45.1%	45.7%	46.2%	46.2%	47.3%	48.0%
Internet												
Residential	24,023	24,244	24,595	24,908	24,908	25,471	26,313	26,807	27,023	27,023	27,357	27,722
SMB	1,664	1,701	1,730	1,756	1,756	1,775	1,783	1,826	1,856	1,856	1,877	1,912
Total Internet Customers	25,687	25,945	26,325	26,664	26,664	27,246	28,096	28,633	28,879	28,879	29,234	29,634
Residential	398	221	351	313	1,283	563	842	494	216	2,115	334	365
SMB	30	37	29	26	122	19	8	43	30	100	21	35
Total Internet Net Additions	428	258	380	339	1,405	582	850	537	246	2,215	355	400
Video												
Residential	15,952	15,802	15,725	15,620	15,620	15,550	15,652	15,705	15,639	15,639	15,483	15,420
SMB	509	518	520	524	524	524	516	530	561	561	579	592
Total Video Customers	16,461	16,320	16,245	16,144	16,144	16,074	16,168	16,235	16,200	16,200	16,062	16,012
Residential	(152)	(150)	(77)	(105)	(484)	(70)	102	53	(66)	19	(156)	(63)
SMB	7	9	2	4	22	-	(8)	14	31	37	18	13
Total Video Net Additions (Losses)	(145)	(141)	(75)	(101)	(462)	(70)	94	67	(35)	56	(138)	(50)
Voice												
Residential	10,015	9,808	9,595	9,443	9,443	9,360	9,398	9,335	9,215	9,215	9,113	9,014
SMB	1,072	1,097	1,120	1,144	1,144	1,162	1,169	1,207	1,224	1,224	1,238	1,259
Total Voice Customers	11,087	10,905	10,715	10,587	10,587	10,522	10,567	10,542	10,439	10,439	10,351	10,273
Residential	(120)	(207)	(213)	(152)	(692)	(83)	38	(63)	(120)	(228)	(102)	(99)
SMB	21	25	23	24	93	18	7	38	17	80	14	21
Total Voice Net Additions (Losses)	(99)	(182)	(190)	(128)	(599)	(65)	45	(25)	(103)	(148)	(88)	(78)
Mobile Lines (g)												
Residential	310	518	793	1,078	1,078	1,359	1,672	2,020	2,320	2,320	2,605	2,855
SMB	-	-	1	4	4	13	25	40	55	55	70	85
Total Mobile Lines	310	518	794	1,082	1,082	1,372	1,697	2,060	2,375	2,375	2,675	2,940
Residential	176	208	275	285	944	281	313	348	300	1,242	285	250
SMB	-	-	1	3	4	9	12	15	15	51	15	15
Total Mobile Lines Net Additions	176	208	276	288	948	290	325	363	315	1,293	300	265
Enterprise (h)												
Enterprise Primary Service Units ("PSUs")	253	258	264	267	267	269	270	272	274	274	276	280
Enterprise Net Additions	5	5	6	3	19	2	1	2	2	7	2	4

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 ⁽ⁱ⁾
(\$ in millions; unaudited)

	2019					2020					2021	
	1Q	2Q	3Q	4Q	FY	1Q	2Q	3Q	4Q	FY	1Q	2Q
Revenue												
Internet	\$ 4,024	\$ 4,103	\$ 4,195	\$ 4,345	\$ 16,667	\$ 4,407	\$ 4,530	\$ 4,722	\$ 4,862	\$ 18,521	\$ 5,086	\$ 5,221
Video	4,384	4,391	4,359	4,473	17,607	4,422	4,371	4,221	4,418	17,432	4,344	4,378
Voice	504	489	477	450	1,920	457	451	449	449	1,806	399	394
Residential Revenue	8,912	8,983	9,031	9,268	36,194	9,286	9,352	9,392	9,729	37,759	9,829	9,993
Small and Medium Business	945	963	974	986	3,868	996	983	988	997	3,964	1,012	1,042
Enterprise	643	652	644	617	2,556	622	606	617	623	2,468	638	636
Commercial Revenue	1,588	1,615	1,618	1,603	6,424	1,618	1,589	1,605	1,620	6,432	1,650	1,678
Advertising Sales	345	395	394	434	1,568	365	249	460	625	1,699	344	411
Mobile	140	158	192	236	726	258	310	368	428	1,364	492	519
Other	221	196	215	220	852	211	196	214	222	843	207	201
Total Revenue	\$ 11,206	\$ 11,347	\$ 11,450	\$ 11,761	\$ 45,764	\$ 11,738	\$ 11,696	\$ 12,039	\$ 12,624	\$ 48,097	\$ 12,522	\$ 12,802
<i>Y/Y Growth</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>	<i>6.7%</i>	<i>9.5%</i>
Costs and Expenses												
Programming	\$ 2,865	\$ 2,827	\$ 2,790	\$ 2,808	\$ 11,290	\$ 2,892	\$ 2,873	\$ 2,727	\$ 2,909	\$ 11,401	\$ 2,988	\$ 2,978
Regulatory, Connectivity and Produced Content	561	597	612	596	2,366	551	488	612	532	2,183	600	668
Costs to Service Customers	1,822	1,767	1,894	1,794	7,277	1,848	1,848	1,902	1,874	7,472	1,804	1,827
Marketing	735	768	793	748	3,044	766	719	788	758	3,031	751	741
Mobile	260	277	337	372	1,246	374	413	456	522	1,765	572	586
Other Expense	908	926	938	914	3,686	911	866	915	1,035	3,727	862	982
Total Operating Costs and Expenses	\$ 7,151	\$ 7,162	\$ 7,364	\$ 7,232	\$ 28,909	\$ 7,342	\$ 7,207	\$ 7,400	\$ 7,630	\$ 29,579	\$ 7,577	\$ 7,782
Adjusted EBITDA ⁽ⁱ⁾												
Adjusted EBITDA ⁽ⁱ⁾	\$4,055	\$4,185	\$4,086	\$4,529	\$16,855	\$4,396	\$4,489	\$4,639	\$4,994	\$18,518	\$4,945	\$5,020
<i>Y/Y Growth</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>	<i>12.5%</i>	<i>11.8%</i>
Adjusted EBITDA Margin ⁽ⁱ⁾	36.2%	36.9%	35.7%	38.5%	36.8%	37.4%	38.4%	38.5%	39.6%	38.5%	39.5%	39.2%

Adjusted EBITDA ⁽ⁱ⁾ is a non-GAAP term. See page 4 for the reconciliation of Adjusted EBITDA ⁽ⁱ⁾ 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)

	2019					2020					2021	
	1Q	2Q	3Q	4Q	FY	1Q	2Q	3Q	4Q	FY	1Q	2Q
Capital Expenditures												
Customer premise equipment ^(j)	\$ 565	\$ 492	\$ 470	\$ 543	\$ 2,070	\$ 463	\$ 518	\$ 520	\$ 501	\$ 2,002	\$ 489	\$ 494
Scalable infrastructure ^(k)	297	223	320	599	1,439	170	385	424	499	1,478	411	437
Line extensions ^(l)	321	363	370	390	1,444	343	422	439	437	1,641	399	400
Success Based	1,183	1,078	1,160	1,532	4,953	976	1,325	1,383	1,437	5,121	1,299	1,331
Upgrade/Rebuild ^(m)	131	155	165	183	634	129	155	175	156	615	145	161
Support capital ⁽ⁿ⁾	351	364	326	567	1,608	356	397	456	470	1,679	377	389
Total capital expenditures	\$ 1,665	\$ 1,597	\$ 1,651	\$ 2,282	\$ 7,195	\$ 1,461	\$ 1,877	\$ 2,014	\$ 2,063	\$ 7,415	\$ 1,821	\$ 1,881
Capital expenditures included in total related to:												
Commercial services	\$ 305	\$ 324	\$ 327	\$ 358	\$ 1,314	\$ 261	\$ 323	\$ 358	\$ 383	\$ 1,325	\$ 333	\$ 397
Mobile	\$ 88	\$ 93	\$ 100	\$ 151	\$ 432	\$ 87	\$ 125	\$ 139	\$ 157	\$ 508	\$ 112	\$ 124

See footnotes on page 5.

Charter Communications, Inc.

Reconciliation of Non-GAAP Measures to GAAP Measures

(\$ in millions; unaudited)

	2019					2020					2021	
	1Q	2Q	3Q	4Q	FY	1Q	2Q	3Q	4Q	FY	1Q	2Q
Reconciliation												
Net income attributable to Charter shareholders	\$ 253	\$ 314	\$ 387	\$ 714	\$ 1,668	\$ 396	\$ 766	\$ 814	\$ 1,246	\$ 3,222	\$ 807	\$ 1,020
Plus:												
Net income attributable to noncontrolling interest	64	72	80	108	324	71	110	118	155	454	114	138
Interest expense, net	925	945	963	964	3,797	980	957	946	965	3,848	983	1,004
Income tax expense	119	84	126	110	439	29	166	177	254	626	216	281
Depreciation and amortization	2,550	2,500	2,415	2,461	9,926	2,497	2,428	2,370	2,409	9,704	2,441	2,354
Stock compensation expense	85	82	71	77	315	90	90	83	88	351	134	100
Other (income) expenses, net	59	188	44	95	386	333	(28)	131	(123)	313	250	123
Adjusted EBITDA ⁽ⁱ⁾	\$ 4,055	\$ 4,185	\$ 4,086	\$ 4,529	\$ 16,855	\$ 4,396	\$ 4,489	\$ 4,639	\$ 4,994	\$ 18,518	\$ 4,945	\$ 5,020
Net cash flows from operating activities	\$ 2,686	\$ 2,761	\$ 2,943	\$ 3,358	\$ 11,748	\$ 3,220	\$ 3,529	\$ 3,664	\$ 4,149	\$ 14,562	\$ 3,751	\$ 3,999
Less:												
Purchases of property, plant and equipment	(1,665)	(1,597)	(1,651)	(2,282)	(7,195)	(1,461)	(1,877)	(2,014)	(2,063)	(7,415)	(1,821)	(1,881)
Change in accrued expenses related to capital expenditures	(376)	(52)	(21)	504	55	(388)	214	104	(7)	(77)	(75)	(50)
Free cash flow ⁽ⁱ⁾	\$ 645	\$ 1,112	\$ 1,271	\$ 1,580	\$ 4,608	\$ 1,371	\$ 1,866	\$ 1,754	\$ 2,079	\$ 7,070	\$ 1,855	\$ 2,068

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

The above schedule is presented in order to reconcile Adjusted EBITDA ⁽ⁱ⁾ and free cash flow ⁽ⁱ⁾, 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.
- (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) Mobile lines include phones and tablets which require one of our standard rate plans (e.g., "Unlimited" or "By the Gig"). Mobile lines exclude wearables and other devices that do not require standard phone rate plans.
- (h) Enterprise PSUs represents the aggregate number of fiber service offerings counting each separate service offering at each customer location as an individual PSU.
- (i) 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, other (income) expenses, 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.
- (j) 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.).
- (k) 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).
- (l) Line extensions include network costs associated with entering new service areas (e.g., fiber/coaxial cable, amplifiers, electronic equipment, make-ready and design engineering).
- (m) Upgrade/rebuild includes costs to modify or replace existing fiber/coaxial cable networks, including betterments.
- (n) 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).