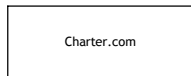


K



Existing customer? [Login to your account](#)

Charter.net Contact Us Order Services

Quick Links: [Check Email](#) | [Pay Bill](#)

L

[Cable TV](#) | [Internet](#) | [Telephone](#) | [Bundles](#) | [Business](#) | [Support](#)

Secondary nav appears in the rollover state; user can select when item is highlighted

Cable

Internet

Telephone

Special offers

[Depending on what the user selects on the left, this main content area is updated.]

Find Deals in Your Neighborhood

Enter your home phone: -- --

Enter your address

Helpful Links

[Check your email](#)

[Pay your bill](#)

[Add/upgrade services](#)

[Get help](#)

[Announcements](#)

[Moving?](#)

Z

[About Charter](#) | [Locations](#) | [Investor & News Center](#) | [Careers](#) | [Site Map](#) | [Your Privacy Rights](#) | [Policies](#) | [Leased Access](#)
 Charter Communications Sites: [Charter.com](#) | [Charter.net](#) | [Charter Business](#) | [Charter Media](#) | [Charter Latino](#)
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Uses:

A: Hero Banner with 4 display states controlled by user using left-hand navigation (See pp 3 & 5)
 Content Managed
 Flash

B: Localization Module (See p. 8)
 Dynamic
 JavaScript

J: Non-rotating Promotional Banner
 Image is JPG, GIF or PNG
 Content Managed
 Content admin determines target link during content creation
 Link will always lead to secondary screen

P: Rotating Promotional Banner (up to 4 banners set to rotate every x seconds)
 Image is JPG, GIF or PNG
 Content Managed
 FLASH with Ad units and caption text content managed via XML by content admin during content creation
 Link will always lead to secondary screen

F: Non-Rotating Promotional Banner
 Image is JPG, GIF or PNG
 Content Managed
 Content admin determines target link during content creation
 Link will always lead to secondary screen

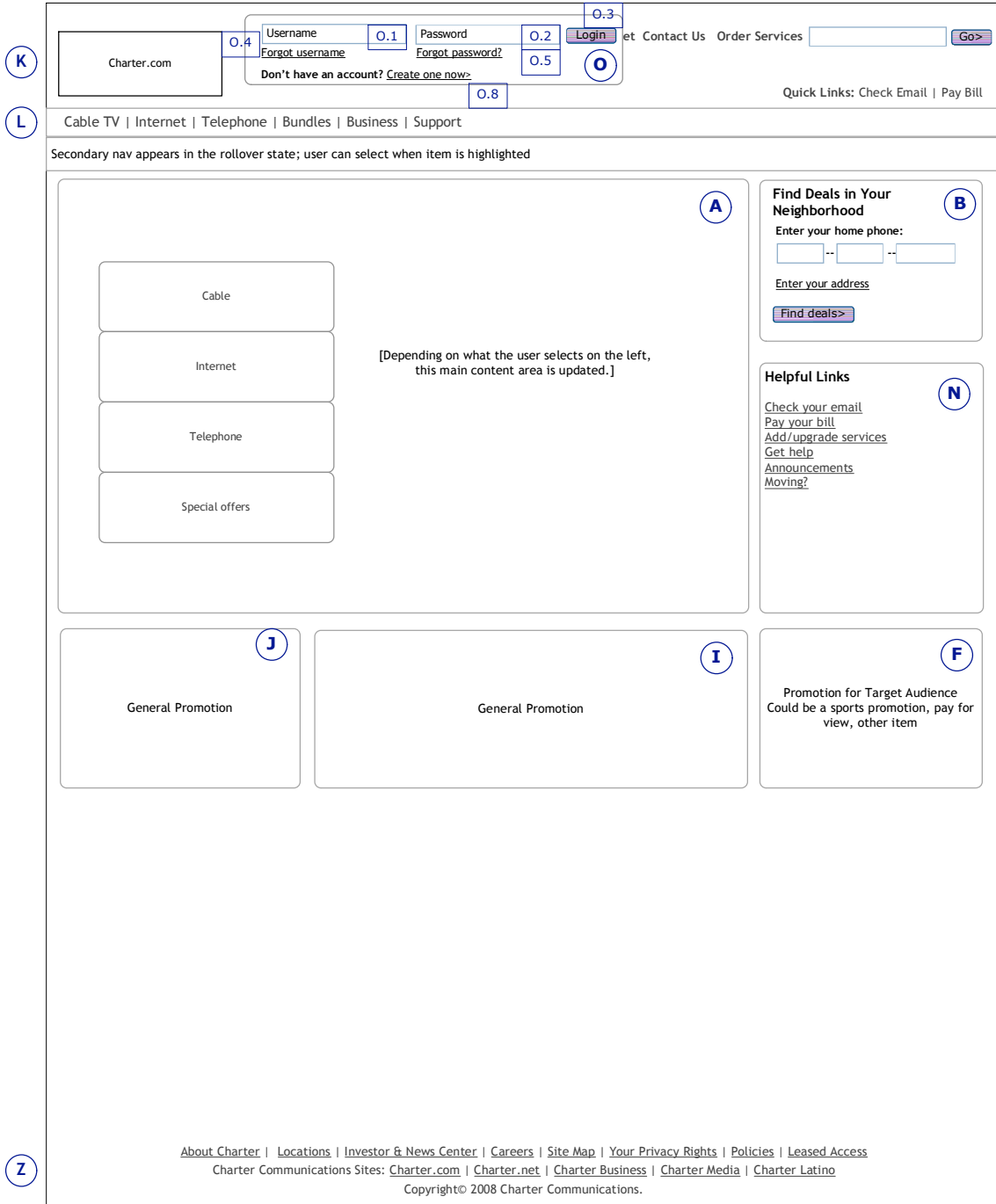
K: Header/Log-in Area (see pp 3 & 5)
 Dynamic
 JavaScript for log-in

L: Navigation bar for homepage only
 Dynamic
 JavaScript for open & close at mouse over & rollover effect

N: Helpful links
 Content Managed
 HTML Fragment
 Content admin determines target link during content creation
 Link will always lead to secondary screen

Questions? Call 1-866-932-4353

CLIENT NAME	AUTHOR	TITLE	FILENAME	CREATE DATE	REVISED	PAGE
Charter.com	M Brodie	Screen Concepts	Charter-LandingScreenTemplate_v4.1.7.vsd	4/15/2008	8/2/2008	2 OF 44



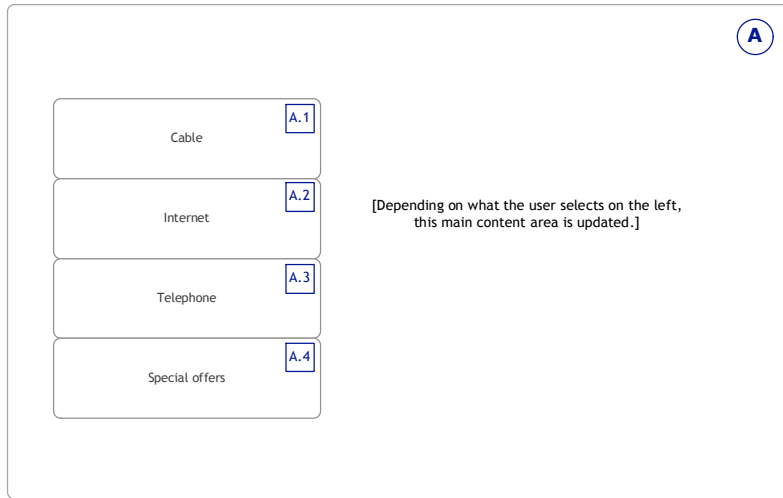
Uses:

O: Login

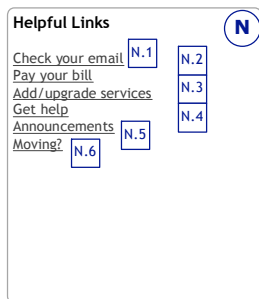
This appears if the user selects login. Other options appear below

module [O]: Module Title				
#	Object	Label	Type	Logic
O.1	Username		Textbox	Use existing rules for username at the site.
O.2	Password		Textbox	Use existing rules for password at the site.
O.3	Login		Button	Submits to the system; use existing validation rules.
O.4	Forgot username		Link	Brings user to http://www.charter.com/customers/support.aspx?supportarticleid=1085#ID
O.5	Forgot password		Link	Brings user to https://www.charter.com/order/forgot.aspx
O.8	Create one now		Link	Brings user to https://www.charter.com/order/login.aspx to register.

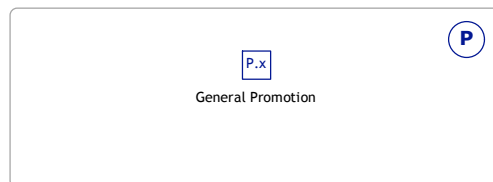
For the forgot username, we should bring the user to a screen and not a help section.



module A: Hero Banner with 4 Display States				
#	Object	Label	Type	Logic
A.1	Cable		Link	User selects and main content area updated with Cable Promotion
A.2	Internet		Link	User selects and main content area updated with Internet Promotion
A.3	Telephone		Link	User selects and main content area updated with Telephone Promotion
A.4	Special Offers		Link	User selects and main content area updated with Special Offers Promotion

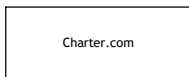


module N: Helpful Links				
#	Object	Label	Type	Logic
N.1	Check your email		Link	Brings User to charter.net (New Site)
N.2	Pay your bill		Link	Brings User to 0.6
N.3	Add/ upgrade services		Link	User is brought to login screen.
N.4	Get help		Link	User selects and is brought to Contact Us
N.5	Announcements		Link	TBD
N.6	Moving?		Link	User selects and is brought to the moving screen.



module P: Rotating Promotional Banner				
#	Object	Label	Type	Logic
P.x	[Rotating Promotion]		Link	User selects and is brought to associated promotional screen

K



Existing customer? [Login to your account](#)

Charter.net Contact Us Order Services [Go>](#)

Quick Links: [Check Email](#) | [Pay Bill](#)

L

[Cable TV](#) | [Internet](#) | [Telephone](#) | [Bundles](#) | [Business](#) | [Support](#)

[Special Offers](#) | [Cable Packages & Plans](#) | [On Demand](#) | [Pay-Per-View](#) | [DVR](#) | [HD](#) | [Cable Help](#)

Special Offers

Promo 1

Promo 2

Promo 3

[Depending on what the user selects on the left, this main content area is updated.]

A

Find Deals in Your Neighborhood

B

Enter your home phone:

 -- --

Enter your address

[Find deals>](#)

Ordering help? [Online chat](#)

C

Programming

D

- [Sports](#) D.x
- [Family](#)
- [Women's Network](#)
- [Men's Network](#)
- [Children's Network](#)
- [Movie Channels](#)
- [Food/Home](#)

Find channels D.2

Charter makes Cable better

E

Text about HD

Text about Pay-Per-View

Channel Promotion
Link to promo screen?

Channel Promotion
Link to promo screen?

Channel Promotion
Link to promo screen?

F

Promotion for Target Audience
Could be a sports promotion, pay for view, other item

Uses:

A: Main promotion area

Hero banner with 3 display states controlled by user with in-banner navigation buttons (similar to homepage)
Content Managed
Flash

B: Find Deals in your neighborhood

Multiple versions of this. See Module B detail screen.

C: Online chat

This appears in all cases. There should be the ability to turn this module on or off depending on the state of Module B (display this only for users who have entered a phone number or have logged in - essentially, users who have submitted a value for B)

D: Programming

Programming Module with links to thematic programming landing pages and a localization layer for directing users to programming available in their area (see pp 9-10 for details)
Mousing over D.X programming links will highlight link and display corresponding JPG/GIF or PNG image to the right
D.x links are content managed
D.2 link is dynamic
Javascript for roll-over effects for D.x links
Javascript for "find channels" localization layer

module D: Programming

#	Object	Label	Type	Logic
D.x	[Screen links]		Link	User selects and is brought to that programming landing screen
D.2	Find channels		Link	User selects and the find channels screen is displayed in the same area or as a popup layer.

E: Programming Promotion Carousel

Programming Promotion Carousel allows the business to promote multiple items same-size promotions (3-x) in a horizontally scrolling space
Content managed
Individual promotions link to secondary screens determined by content admin at time of creation
Flash

F: General promotion

Non-rotating promotional banner
Image is JPG, GIF or PNG
Content Managed
Content admin determines target link during content creation
Link will always lead to secondary screen

Z

CLIENT NAME	AUTHOR	TITLE	FILENAME	CREATE DATE	REVISED	PAGE
Charter.com	M Brodie	Screen Concepts	Charter-LandingScreenTemplate_v4.1.7.vsd	4/15/2008	8/2/2008	7 OF 44

User not logged in; first time site visitor

Find Deals in Your Neighborhood
 Enter your home phone*:
 -- -- **B.1**
 Enter your address **B.2**
 B.3

User not logged in; user is a customer and previously logged in

Find Deals in Your Neighborhood
 Welcome back, [name]!
 View your special deals
 B.4

User logged in and a customer

Find Deals in Your Neighborhood
 Welcome back, [name]!
 (Not [name])? **B.10**
 Address:
 123 School Street
 Town, ST 12345
 Change address **B.5**
 View your special deals **B.6**

Returning user; not a customer and not logged in

Find Deals in Your Neighborhood
 Welcome back!
 Phone: (123) 456-7890
 Change phone
 View your special deals

Returning user; changing phone numbers

Find Deals in Your Neighborhood
 Welcome back!
 Change your home phone:
 123 -- 456 -- 7890 **B.1**
 View your special deals

module [B]: Localization Module				
#	Object	Label	Type	Logic
B.1	Phone number		textbox	User is able to enter numbers only into the text fields (length is 3 / 3 / 4) User is auto-tabbed after entering 3 digits then 3 digits then after the 4 th digit in the next box, the cursor goes to the button where the user can select it via mouse or enter button.
B.2	Enter your address		Link	User selects and the area is replaced by the address fields.
B.3	Find deals		Button	User selects (via mouse or enter/return key) and data is submitted to the system to refresh the screen with the right data.
B.4	Login		Button	User selects and is brought to a login screen.
B.5	Change phone		Link	User selects and the area is replaced by the phone fields with the default value of the phone number previously selected.
B.6	Go now		Button	Same as B.3
B.7	Enter your home phone		Link	User selects and B.8, B.9, and B.10 are replaced with B.1
B.8	Street address		textbox	Default value is Street address; all values accepted. User puts his cursor in the box and the value deletes. User cannot submit Street address as a value - different error message is displayed.
B.9	Zip Code		textbox	Default value is Zip code; user can enter 5 or 9 digit value. User cannot submit the value zip code
B.10	Not username?		Link	User selects and the cookie is cleared.

User selects to enter an address

Find Deals in Your Neighborhood
 Enter your address:
 Street address **B.8**
 Zip code **B.9**
 Enter your home phone

Error message

Find Deals in Your Neighborhood
 We couldn't find your address/ phone in our database. You may not be in our coverage area.
 If you have questions, please contact Charter Support at (800) 123-4567 or re-enter your address and try again.
 Enter your address:
 [default]
 [default]
 Enter your home phone

Find Deals in Your Neighborhood
 Please enter a value for your address/zip code.
 Enter your address:
 [default]
 [default]
 Enter your home phone

Programming D

Sports D.x

Family

Women's Network

Men's Network

Children's Network

Movie Channels

Food/Home

► Find channels D.2

User selects to find channels

Find channels D

Enter your home phone:

-- -- D.3

Enter your address D.4

Cancel Find channels>

D.6 D.5

User selects to enter an address

Find Channels in Your Neighborhood

Enter your address:

Street address D.7

Zip code D.8

Enter your home phone D.9

Cancel Find channels>

D.11 D.10

Charter makes Cable better E

E.x

Text about HD

Text about Pay-Per-View

Channel Promotion
Link to promo screen?

Channel Promotion
Link to promo screen?

Channel Promotion
Link to promo screen?

E.1 E.1

module D: Programming				
#	Object	Label	Type	Logic
D.x	[Screen links]		Link	User selects and is brought to that programming landing screen
D.2	Find channels		Link	User selects and the find channels screen is displayed in the same area or as a popup layer.

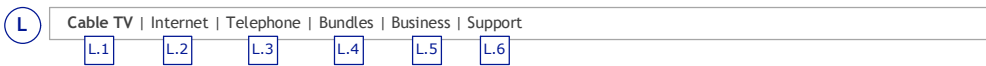
module D: Find Channels – Phone Number				
#	Object	Label	Type	Logic
D.3	Phone number		textbox	User is able to enter numbers only into the text fields (length is 3 / 3 / 4) User is auto-tabbed after entering 3 digits then 3 digits then after the 4 th digit in the next box, the cursor goes to the button where the user can select it via mouse or enter button.
D.4	Enter your address		Link	User selects and the area is replaced by the address fields.
D.5	Find channels>		Button	User selects (via mouse or enter/return key) and data is submitted to the system to refresh the screen with the right data.
D.6	Cancel		Button	User selects and original Programming Module is displayed.

module D: Find Channels – Address				
#	Object	Label	Type	Logic
D.7	Street address		textbox	Default value is Street address; all values accepted. User puts his cursor in the box and the value deletes. User cannot submit Street address as a value - different error message is displayed.
D.8	Zip Code		textbox	Default value is Zip code; user can enter 5 or 9 digit value. User cannot submit the value zip code
D.9	Enter your home phone		Link	User selects and the area is replaced by the address fields.
D.10	Find channels>		Button	User selects (via mouse or enter/return key) and data is submitted to the system to refresh the screen with the right data.
D.11	Cancel		Button	User selects and original Programming Module is displayed.

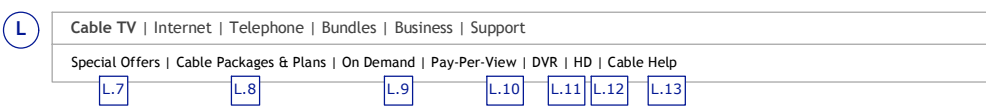
module E: Programming Promotion Carousel				
#	Object	Label	Type	Logic
E.x	Promotions		link	User selects and is taken to the featured Promo Screen; links will be defined through the CMS along with the content for each item.
E.1	◀ (Left Arrow)		link	User selects and the promotions shift over 1 to the left (the left most promotion is hidden and a new one appears on the right)
E.2	▶ (Right Arrow)		link	User selects and the promotions shift over 1 to the right (the right most promotion is hidden and a new one appears on the left)



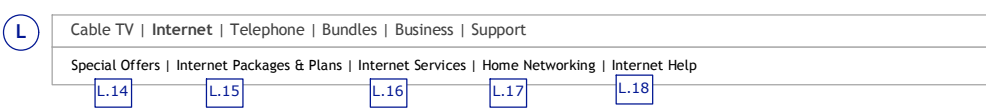
module K: Header				
#	Object	Label	Type	Logic
K.1	Charter.com Logo		Link	Brings user to 1.0
K.2	Login to your account		Link	User selects and the login area appears. See Login Module Detail Screen
K.3	Charter.net		Link	Brings User to charter.net (New Site)
K.4	Contact Us		Link	Brings User to 7.0
K.5	Order Services		Link	Brings user to the order screen the in Buy Flow
K.6	Search Box		Text Field	Length = TBD; Alphanumeric characters accepted;
K.7	Go>		Button	Validates entered data; submits query to system; brings user to 0.1
K.8	Check Email		Link	Brings User to charter.net (New Site)
K.9	Pay Bill		Link	Brings User to 0.6; if user is not logged in, brings user to login screen



module L: Main Nav				
#	Object	Label	Type	Logic
L.1	Cable TV		Link	Brings User to 8.0
L.2	Internet		Link	Brings User to 9.0
L.3	Telephone		Link	Brings User to 10.0
L.4	Bundles		Link	Brings User to 11.0
L.5	Business		Link	Brings User to 12.0
L.6	Support		Link	Brings User to 13.0



module L: Bundles – 2 nd Level Main Navigation; Appears when Services & Support is selected from Main Nav				
#	Object	Label	Type	Logic
L.7	Special Offers		Link	Brings User to 8.0
L.8	Cable Packages & Plans		Link	Brings User to localization flow; if user is logged in or localized, the user is brought to 8.1
L.9	On Demand		Link	Brings User to 8.2
L.10	Pay-Per-View		Link	Brings User to 8.3
L.11	DVR		Link	Brings User to 8.4
L.12	HD		Link	Brings User to 8.5
L.13	Cable Help		Link	Brings User to 12.1



module L: Bundles – 2 nd Level Main Navigation; Appears when Services & Support is selected from Main Nav				
#	Object	Label	Type	Logic
L.14	Special Offers		Link	Brings User to 9.0
L.15	Internet Packages & Plans		Link	Brings User to localization flow; if user is logged in or localized, the user is brought to 9.1
L.16	Internet Services		Link	Brings User to 9.2
L.17	Home Networking		Link	Brings User to 9.3
L.18	Internet Help		Link	Brings User to 12.2

L

Cable TV Internet Telephone Bundles Business Support
Special Offers Telephone Packages & Plans Features International Calling Plans Worldwide 250 Plan Telephone Help
L.19 L.20 L.21 L.22 L.23 L.24

L

Cable TV Internet Telephone Bundles Business Support
Special Offers
L.25

Z

Z.1 Z.2 Z.3 Z.4 Z.5 Z.6 Z.7 Z.8
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Charter Communications Sites: Charter.com Charter.net Charter Business Charter Media Charter Latino
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Z.10 Z.11

module L: Telephone – 2nd Level Main Navigation; Appears when Services & Support is selected from Main Nav

#	Object	Label	Type	Logic
L.19	Special Offers		Link	Brings User to 10.0
L.20	Cable Packages & Plans		Link	Brings User to localization flow; if user is logged in or localized, the user is brought to 10.1
L.21	Features		Link	Brings User to 10.2
L.22	International Calling Plan		Link	Brings User to 10.3
L.23	Worldwide 250 Plan		Link	Brings User to 10.4
L.24	Telephone Help		Link	Brings User to 12.4

module L: Bundles – 2nd Level Main Navigation; Appears when Services & Support is selected from Main Nav

#	Object	Label	Type	Logic
L.25	Special Offers		Link	Brings User to 11.0

module Z: Footer

#	Object	Label	Type	Logic
Z.1	About Charter		Link	Brings User to 2.0
Z.2	Locations		Link	Brings User to 4.0
Z.3	Investor & News Center		Link	Brings User to 0.11
Z.4	Careers		Link	Brings User to 3.0
Z.5	Site Map		Link	Brings User to 0.14
Z.6	Your Privacy Rights		Link	Brings User to 0.15
Z.7	Policies		Link	Brings User to 0.16
Z.8	Leased Access		Link	Brings User to 0.17
Z.9	Charter.com		Link	Brings user to charter.com
Z.10	Charter.net		Link	Brings user to charter.net (New Site)
Z.11	Charter Business		Link	Brings user to Charter Business (New Site)
Z.12	Charter Media		Link	Brings User to 0.12 (new site)
Z.13	Charter Latino		Link	Brings User to 0.13 (new site)