

Maureen O. Helmer  
Partner

October 27, 2017

**VIA ELECTRONIC MAIL**

Secretary Burgess  
New York State Public Service Commission  
Three Empire State Plaza  
Albany, New York 12223-1350

**RE: Joint Petition of Charter Communications and Time Warner Cable for Approval of a Transfer of Control of Subsidiaries and Franchises, Pro Forma Reorganization, and Certain Financing Agreements**  
**Case 15-M-0388**

**Charter's Response to Chair Rhodes Letter Dated October 12, 2017**

Dear Secretary Burgess:

On October 12, 2017, Chair Rhodes sent correspondence (the "Letter") to Charter Communications, Inc. ("Charter") with respect to the current status of Charter's commitments presented in connection with Charter's merger with Time Warner Cable. The Letter seeks information on a wide range of issues regarding Charter's labor dispute, broadband speeds and service offerings, customer complaint levels, service improvement investments, and Charter's obligation to meet its network expansion commitments under the Merger Order.

In response to the Letter, Charter is providing the attached Response and supporting Exhibits.<sup>1</sup> A detailed list of Charter's Supporting Exhibits is attached to this cover letter. Confidential and unredacted versions of Charter's Response and Confidential Exhibits will be provided to the Records Access Officer this afternoon.

Please do not hesitate to call the undersigned if you have any questions regarding this matter.

Respectfully submitted,

/s/ Maureen Helmer

Maureen Helmer, Esq.  
*Counsel for Charter Communications, Inc.*

cc: Debra LaBelle, Graham Jesmer, Joseph Yakel, Linda Dorsey, Brian Ossias,  
Thomas Congdon, LuAnn Scherer, *DPS Staff*

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<sup>1</sup>Supporting Exhibits are labeled in accordance with the Request numbers in the Letter. There are no exhibits attached in response to Requests 3, 5, 9, and 10.

**CHARTER RESPONSE TO CHAIR RHODES LETTER**  
**SUPPORTING EXHIBIT LIST<sup>1</sup>**

RESPONSE TO REQUEST 1a:

- **Confidential Exhibit 1a** – Customer Facing Jobs (**Designated Confidential**)

RESPONSE TO REQUEST 2a:

- **Exhibit 2a-1** – Ratecard for Albany, Canajoharie, Cobleskill, Middleburgh, Queensbury, Clifton Park
- **Exhibit 2a-2** – Ratecard for Auburn, Bainbridge Sidney, Jefferson, Lewis, Syracuse, Utica, Tri-Lakes
- **Exhibit 2a-3** – Ratecard for Avoca, Jamestown, Watkins Glen
- **Exhibit 2a-4** – Ratecard for Brooklyn Queens
- **Exhibit 2a-5** – Ratecard for Dunkirk, Erie County, WNY Suburban
- **Exhibit 2a-6** – Ratecard for Friendship, Angelica, Dansville, Dundee
- **Exhibit 2a-7** – Ratecard for Hoosick
- **Exhibit 2a-8** – Ratecard for Hudson Valley
- **Exhibit 2a-9** – Ratecard for Jefferson Summit
- **Exhibit 2a-10** – Ratecard for Manhattan
- **Exhibit 2a-11** – Ratecard for Mt Vernon Staten Island
- **Exhibit 2a-12** – Ratecard for New Jersey, Bergen Co.

RESPONSE TO REQUEST 4a

- **Exhibit 4a-1** – SIA Direct Mail Communication
- **Exhibit 4a-2** – 7.18.17 NAN
- **Exhibit 4a-3** – Buffalo SIA Event Poster
- **Exhibit 4a-4** – Buffalov2R
- **Exhibit 4a-5** – CHA-1478 SIA-Community Flyer NonLogo
- **Exhibit 4a-6** – Charter Spectrum Internet Assist (2)
- **Exhibit 4a-7** – NAN Digital Divide Advisory
- **Exhibit 4a-8** – RDRC Media Advisory 7-11-17
- **Exhibit 4a-9** – Redemption Inc. Advisory 8-17
- **Exhibit 4a-10** – Rochester SIA Event Poster
- **Exhibit 4a-11** – SIA Takeaway Flyer Feb 2017
- **Exhibit 4a-12** – SIA Template Release CNY Final - 05-2017
- **Exhibit 4a-13** – Spanish CHA 1478 SIA Takeaway Flyer Feb 2017 SPA
- **Exhibit 4a-14** – Syracuse SIA Event Poster Updated Logo
- **Exhibit 4a-15** – Updated ROCSIA 2
- **Exhibit 4a-16** – Life Camp Inc Media Advisory 7-20-17

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<sup>1</sup> Please note that the Exhibits are labeled in accordance with the Request numbers in Chair Rhodes' Letter. There are no supporting exhibits in response to Requests 3, 5, 9, and 10. Therefore, these numbers have not been used in exhibit labels.

RESPONSE TO REQUEST 6a (All BPO Phase II and Phase III Documents are **designated confidential**)

Charter BPO Phase II Application

- **Confidential Exhibit 6a-1** – Charter Phase II Financial Statements
- **Confidential Exhibit 6a-2** – Application 69996
- **Confidential Exhibit 6a-3** – Charter 2016 New NY Application Fee Check
- **Confidential Exhibit 6a-4** – Charter 2016 New NY Bid Cover Letter
- **Confidential Exhibit 6a-5** – Charter 2016 New NY Budget Q6133
- **Confidential Exhibit 6a-6** – Charter 2016 New NY Shapefile Q6146
- **Confidential Exhibit 6a-7** – Charter 2016 New NY Timeline Q6146 Answer
- **Confidential Exhibit 6a-8** – Charter 2016 New NY Waivers
- **Confidential Exhibit 6a-9** – Charter Municipalities and Counties New NY 2016.xlsx
- **Confidential Exhibit 6a-10** – Charter Network Design
- **Confidential Exhibit 6a-11** – Charter Pro Forma Statements New NY 2016
- **Confidential Exhibit 6a-12** – Charter Waivers New NY 2016
- **Confidential Exhibit 6a-31** – ESD - Charter - Request for Confidential Treatment - New NY Bid Info
- **Confidential Exhibit 6a-14** – Confidential Exhibit A - Charter Municipalities and Counties New NY 2016

Charter BPO Phase III Application

- **Confidential Exhibit 6a-15** – Application 77521
- **Confidential Exhibit 6a-16** – Application 77585
- **Confidential Exhibit 6a-17** – Charter NNY Phase 3 NYS Auction Proposed Addresses
- **Confidential Exhibit 6a-18** – Charter NNY Network Design
- **Confidential Exhibit 6a-19** – Charter NNY P3 2017 Waivers
- **Confidential Exhibit 6a-20** – Charter NNY P3 Cover Letter
- **Confidential Exhibit 6a-21** – Charter NNY Phase 3 CAF Auction Proposed Addresses
- **Confidential Exhibit 6a-22** – Q 6149 Charter NNY Answer
- **Confidential Exhibit 6a-23** – Q 6150 Charter NNY Answer
- **Confidential Exhibit 6a-24** – Q 6159 Charter NNY Answer Pro-Formas
- **Confidential Exhibit 6a-25** – Q 6167 Charter NNY Response
- **Confidential Exhibit 6a-26** – Q 6720 Charter NNY Answer Timeline

RESPONSE TO REQUEST 7

- **Exhibit 7a-1** – FCC Form 477 DEPLOYMENT June 2017 Data
- **Exhibit 7a-2** – Marketing Materials for 100 Mbps
- **Exhibit 7a-3** – Marketing Materials for 100 Mbps
- **Exhibit 7a-4** – Marketing Materials for 100 Mbps (Power-point)

RESPONSE TO REQUEST 8

- **Confidential Exhibit 8a** – Columbia Country Updates (**Designated Confidential**)