



ANTHONY BRINDISI  
119<sup>th</sup> Assembly District

THE ASSEMBLY  
STATE OF NEW YORK  
ALBANY

CHAIR  
Subcommittee on  
Students with Special Needs  
COMMITTEES  
Economic Development, Job Creation,  
Commerce and Industry  
Governmental Employees  
Higher Education  
Aging  
Education  
Transportation

December 18, 2018

Mr. John B. Rhodes, Chairman  
New York State Public Service Commission  
Three Empire State Plaza  
Albany, NY 12223-1350

Dear Chairman Rhodes:

I am writing to strongly urge that the extension that was recently granted by the New York State Public Service Commission (PSC) to Charter Communications, Inc. (Spectrum) and Time Warner Cable Inc. to extend the deadline for filing the Commission's required 'six month exit plan' to February 11, 2019 be the last such extension granted in this case.

This week, the State Attorney General's office reached a landmark settlement with Charter/Spectrum that will refund millions of dollars to customers because of false advertising claims about internet speed and service. However, I still believe there are separate issues that should be resolved through the case before the PSC.

On July 27, 2018, the PSC revoked the 2016 merger agreement between Charter Communications and Time Warner Cable because Charter did not live up to the agreement, including extending broadband coverage to about 150,000 households and businesses. At that time, the PSC gave Charter 60 days to file an orderly transition plan for a new cable and internet provider. Since that time, several extensions sought by Charter and Time Warner have been granted to the companies and with the latest extension the company has nearly two months before the six month transition plan must be filed.

It is simply unacceptable to keep delaying Charter's exit from New York State if they cannot meet their obligations to customers. While the company keeps getting extensions granted, I am hearing on a daily basis from Charter customers experiencing poor service and increased rates. On October 23, 2018 I wrote to the Commission because many cable and internet customers received notice in their October bill that several fees and charges were being increased, raising many cable and internet customers' bills by about \$100 a year.

Over the past two years, I have heard from well over 2,000 constituents who have seen their monthly bills from Spectrum double almost overnight; who are experiencing slow broadband service; and who frequently encounter poor customer service.

The PSC's November 23, 2018 order granting Charter an extension until January 11, 2019 to present its exit plan reads, in part, "The Compliance and Revocation Orders were designed to deal with very serious consumer issues presented by Charter's conduct related to the company's network expansion." This is exactly the problem. Charter has had since July to prepare an exit

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Chairman John B. Rhodes

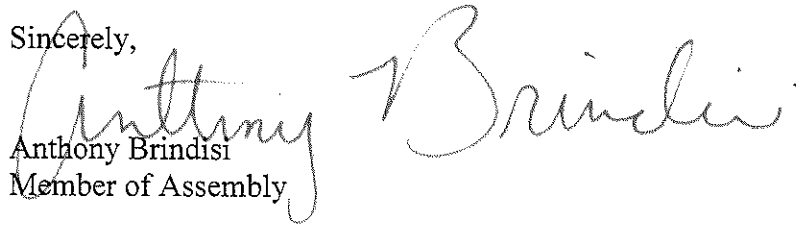
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strategy and delaying it any further is not in the best interests of its customers, many of whom rely on cable and internet service for their job, or to communicate with family members.

Therefore, I would respectfully ask that if there are further extension requests made by Charter (Spectrum) and Time-Warner that they be denied, so that the many customers affected by Spectrum's poor service and continued rate increases get relief as soon as possible.

Thank you very much for your attention to this matter. If you have any questions, please feel free to contact my office.

Sincerely,

A handwritten signature in cursive script that reads "Anthony Brindisi". The signature is written in dark ink and is positioned to the right of the typed name.

Anthony Brindisi  
Member of Assembly