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Partner

January 29, 2018

VIA ELECTRONIC MAIL

Hon. Kathleen H. Burgess
Secretary to the Commission
New York State Public Service Commission
Three Empire State Plaza
Albany, New York 12223-1350

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

Submission of 2017 PSC Video Complaint Data

Dear Secretary Burgess:

Charter Communications, Inc. (“Charter”) respectfully submits this letter in compliance with Clause III.B.3 of the Commission’s Order approving the merger of Charter with Time Warner Cable Inc. (“TWC”),¹ which requires Charter to file its New York State Public Service Commission (“PSC”) cable complaint data with the Secretary to the Commission within 30 days after the end of each calendar year.

Ordering Clause III.B.1 requires Charter to show a 17.5% reduction in TWC’s 2014 cable PSC Complaint Rate by 2018 and a 35% reduction by 2020. Ordering Clause III.B.3 requires “New Charter” to file its cable PSC complaint data on an annual basis. This letter provides Charter’s video complaint data for the 2017 time period.

For 2017, the first full year of integrated operations for Charter in New York, the company had a total number of 1,028 initial complaints (“QRS”- initial complaints; compared to

¹ Case 15-M-0388 - *Joint Petition of Charter Communications Time Warner Cable for Approval of a Transfer Control of Subsidiaries and Franchises, Pro Forma Reorganization, and Certain Financing Arrangements*, Order Granting Joint Petition Subject to Conditions (Issued and Effective January 8, 2016) (the “Merger Order” or “Order”).

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1,329 for 2016) regarding video, 146 of which were escalated (“SRS”- escalated complaints; compared to 178 for 2016) for further handling and investigation.²

As was the case in 2016, last year many of our customers experienced a variety of changes as we continued to roll-out new products and services, and various technological improvements. As the Commission is aware, change can trigger complaints as customers adjust to new service options, promotions and packages. Notwithstanding these challenges of integration and product advancement, Charter is pleased to report, as noted above, that complaints have actually declined in 2017 and Charter is making significant progress towards meeting the complaint rate targets established in the Merger Order. This is due in large part to an increased level of accountability for the complaint handling process within the Company.

As described in last year’s filing,

[REDACTED]

Charter expects that 2018 will continue to bring technological and product changes and additional enhancements to our New York customers. For example, we will be implementing digital conversions in certain systems which will require all channel lineups to be digitized and encrypted. These digital conversions will improve video picture and sound quality, and will allow us to offer even more HD video choices, On Demand titles, faster Internet speeds, and enhanced voice services. This transition to digital will also allow us to automate certain functions enabling us to reduce the need for customers to schedule in-home service appointments.

Notwithstanding these ongoing changes, Charter expects that the processes it has established to enhance how it handles complaints will continue to drive down its PSC complaint numbers. In order to ensure that we build on this favorable trend, Charter will actively monitor and assess the number and type of complaints it receives from the PSC to ensure appropriate actions are taken to reduce the overall number of complaints that are received by and escalated to your agency.

² The total numbers reported for 2017 are based on the PSC’s monthly consumer complaint reports. Because the PSC’s report for December has not been released as of the time of this filing, the 2017 December complaint numbers included in the total are estimated. Similarly, last year’s numbers were also based on estimates. The numbers stated above for 2016 are corrected based on the publication by the Department of the final December numbers for 2016. The final 2016 numbers are the actual numbers as reported.

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Respectfully submitted,

/s/ Maureen O. Helmer

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