

**Charter's Final Report In Accord with Notice Requiring Filings in Response to
Department of Public Service Guidance Relating to the Covid-19 Moratorium of Utility
Service Terminations and Disconnections issued May 24, 2021 in Matter 20-01676**

**Matter 20-01676 In the Matter of the Implementation of PSL Sections 32, 89-b, 89-l, 91, 216
and General Business Law Section 399-zzzzz (Chapter 106 of the Laws of 2021) Regarding
the Moratorium on Utility Service Terminations and Disconnections of Residential and
Small Business Customers During the COVID-19 State of Emergency**

On May 24, 2021 in the above-referenced matter, the New York Department of Public Service (Department of DPS) issued a Notice Requiring Filings in Response to Department of Public Service Guidance Relating to the Covid-19 Moratorium of Utility Service Terminations and Disconnections (DPS Covid-19 Moratorium Guidance or Guidance). In accord with that Guidance, on June 3, 2021, Charter Fiberlink NY – CCO, LLC, Time Warner Cable Information Services (New York), LLC, Spectrum Northeast, LLC and Spectrum New York Metro, LLC (collectively Charter) filed Charter's Implementation Plan for implementation of the statutory provisions of Public Service and General Business Laws pertaining to a moratorium on disconnection of telephone, cable television and broadband service during the Covid-19 State of Emergency (State of Emergency) in New York.

Charter hereby submits its Final Report on its implementation of the further moratorium that expired on July 1, 2022 that included the State of Emergency which expired on June 24, 2021 and the 180-day post State of Emergency period which expired on December 21, 2021. Charter provides the information requested in the DPS Covid-19 Moratorium Guidance and Charter's responses below.

1. Number of residential and small business customers who availed themselves of statutory protections:

Response: All customers were protected during the State of Emergency. [REDACTED] residential customers and [REDACTED] small business customers availed themselves of the statutory protections during the 180-day post Emergency period.

2. Number of new deferred payment agreements for the period of time from May 11, 2021, to July 1, 2022 for residential and small business customers:

Response: [REDACTED] residential and small business customers received payment plans at the end of the State of Emergency. An additional [REDACTED] residential and small business customers received payment plans during the 180-day post Emergency period.

3. Total number of terminations or disconnections for nonpayment for the period from May 11, 2021, to July 1, 2022:

Response: No customers were disconnected for non-payment during the State of Emergency. No customers who availed themselves of the protections during the 180-day post Emergency period were disconnected for non-payment.