

# Town of Princeton Cable License Public Hearing

March 13, 2017

## The Charter Team

- Greg Garabedian, Area Vice President
- Paul Abbott, Vice President of Local Government Affairs & Franchising
- Tom Cohan, Director of Government Affairs
- Anna Lucey, Director of Government Affairs
- Kevin Mailloux, Director of Field Operations
- Dave Poplawski, Director of Field Engineering
- Jim Studley, Senior Director, ISP
- Mike Marcy, Director of Programming (Charter TV3)
- John Melveney, Director Field Marketing



# Key Benefits of Partnership with Charter

## Lower Costs, Faster Speeds, Better Video Options

- Pricing & packaging model features **straightforward, nationally uniform pricing**
- **60 Mbps standard residential service** for \$39.99/mo (stand-alone) or \$29.99/mo (triple play) as promotional offer
- **No** data caps - **No** usage-based pricing - **No** modem fees – **No** early termination fees
- **Innovation leader** providing state-of-the-art Internet, TV and voice services
- **New cloud-based guide** which offers intuitive search and discovery and will work on old and new set-top boxes as well as a variety of other devices, so consumers will get the benefits of the new guide without needing a technician to visit or pay more for a new box.
- **New Spectrum Internet Assist** program to **increase access to broadband for low-income consumers**. Charter's service offers 30 Mbps for \$14.99 making it three times faster than what is offered by others in the industry, easily exceeding the FCC's definition of high speed broadband. Charter is the first cable operator in the industry to expand eligibility enterprise wide to **include low-income seniors**.

# Key Benefits of Partnership with Charter

## Investment

- Charter will have the potential to **provide high-speed broadband, enhanced video and voice services** in currently unserved areas like the MBI towns in western and central MA.
- Charter will increase competition in the mobile data market by deploying **thousands of out-of-home Wifi access points**.
- Charter, Time Warner Cable and Bright House have **invested \$16 billion in infrastructure since 2014**.

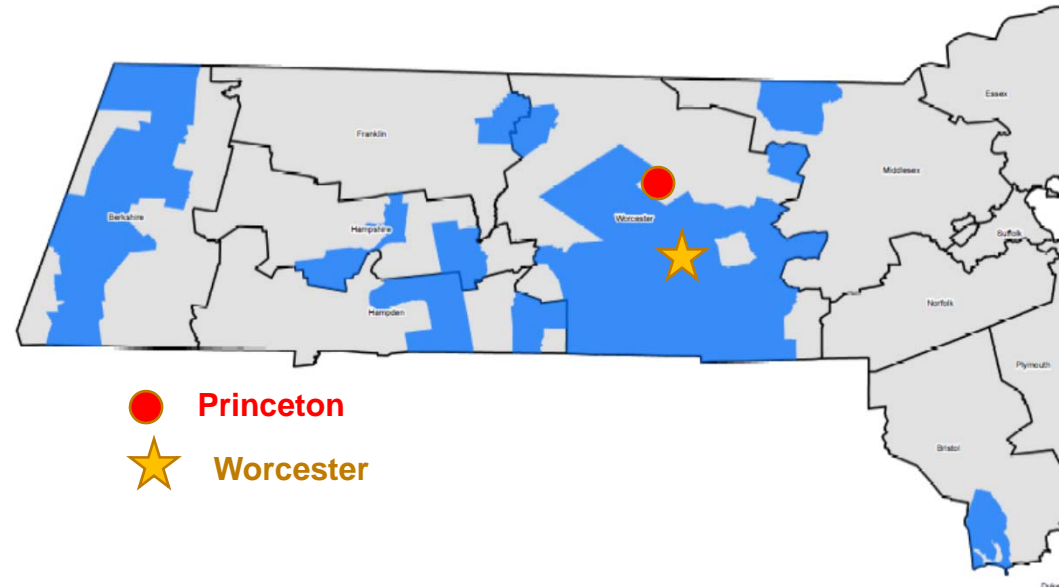
## Commitment to American Jobs

- **Investing in customer care. Legacy Charter has added 7,000 new jobs since 2012**
  - Brought overseas jobs home, providing benefits, training, and opportunities for advancement.
  - Opened new customer call centers; now more than 80 across the U.S.
- **Charter is committed to creating 20,000 American jobs** by hiring for customer service call centers, like the one in Worcester, and our field technician operations

## Free & Open Internet

- **Committed to Net Neutrality.** Consistent with its commitment to delivering superior broadband designed for online video and data-hungry apps, Charter has long practiced network neutrality and consistently invested in interconnection capacity to avoid network congestion.
- **Netflix and other leading Internet companies have praised Charter's interconnection policy.**

# Charter in the Commonwealth



## Key Highlights:

- 1,000+ employees
- 267,000+ customers
- Provide services to 68 communities, including Holden, Hubbardston, Paxton, Rutland, West Boylston and Worcester
- May 2016 acquired Time Warner Cable areas



Offers a wide variety of quality, locally produced programs



“Worcester News Tonight” presents LOCAL news, sports & weather



Home to award-winning “Friday Night Football Frenzy Show”  
Plus 60 LOCAL high school & collegiate games each year



# Investments in the Commonwealth



- Charter invested over **\$158 million** to upgrade systems to **100% digital network** in Charter communities since 2012 .
- Broadband speeds doubled for our customers  
**60 Mbps** is our baseline speed level  
**100 Mbps** speed level is available to all customers
- **10 Gigabit service** is available for schools, libraries, businesses.
- **200 HD video channels**, thousands of on-demand video titles, unlimited local and long distance voice services for one low price.
- **Significant employer** - Worcester serves as Charter's southern New England Headquarters.

We're hiring! Visit [www.Charter.com](http://www.Charter.com)

# MBI Partnerships



- Charter initiated discussions with MBI in the **fall of 2015** to partner with the Commonwealth in its efforts to bring high speed broadband to un-served communities in Western and Central MA.
- Charter upgraded its service to all-digital in three remaining towns in western MA, facilitated by the lease of **MBI's middle mile fiber network**.
- Working closely with town officials in **Hinsdale, Lanesborough and West Stockbridge**, Charter and MBI reached an agreement whereby MBI contributed \$1.6 million toward \$3.9 million upgrade project to support the build-out of Charter's network to 100% of the homes in these communities.
- This Charter/MBI partnership was **one of MBI's first success stories** in bringing last mile broadband to local residents in the un-served communities.



# The Charter Advantage

- Worcester County is **home** for us...
  - **New England headquarters** in the City of Worcester
  - **Local Call Center** in Worcester (200+ employees)
  - **Charter TV3** – only TV station located in and focused on central Massachusetts with nightly news, information and sports programming highlighting people and communities in our area
- **Advanced network** capable of delivering Gigabit speeds; scalable to meet future needs
- **Continued Investment** to deliver innovative new products and services
- **Experience and successful track record** working with MBI, state and local officials to address community needs

# Questions?