

September 8, 2017

Sara Clark, Secretary  
Cable Television Division  
Department of Telecommunications & Cable  
1000 Washington Street, Suite 820  
Boston, MA 02118-6500

Re: Charter Communications: Record Requests Docket DTC 16-4

Dear Ms. Clark:

Enclosed please find Charter Communications' ("Charter") response to the Record Requests issued in connection with the rate hearing held on August 24, 2017 concerning the FCC Form 1240 and FCC Form 1205 filings currently under review.

If you have any further questions or comments, please feel free to contact me at (817) 298-3689.

Respectfully yours,

Melissa Robinson  
Senior Regulatory Analyst

Enclosures

Cc: Vicki DeSantis  
Anna Lucey  
Sean Carroll  
Lindsay DeRoche  
Sandra Merrick  
Joseph Tiernan  
Joslyn Day  
Corey Pilz  
Armine Simonyan  
Michael Mael

**Massachusetts Department of Telecommunications and Cable**  
**Cable Television Division**  
**Record Requests**  
**Charter Communications Docket No. DTC 16-4**

FCC Form 1240

D.T.C. – RR - 1-1      Given Charter's change of methodology for calculating franchise-related costs in the middle of license terms, please provide two representative examples of Charter's accounting of franchise-related-cost payments made early in such a license term, prior to the methodological change.

Response:      *Person providing the response: Melissa Robinson, Senior Regulatory Analyst*

The attached examples provide additional insight into Charter's proposed FRC recovery.

As originally filed, we assumed that the entire historic pass-through recovery occurred at the exact same time as Charter's FRC payment. (That calculation is reflected in the "Original as Filed" presentation at the bottom of the attached spreadsheets.)

In fact, in preparing a response to this Record Request, we recognized that the historic pass-through recovery from subscribers actually occurred gradually on a monthly basis. When that fact is incorporated into the model, it reduces the "Principal Value at Initial Calculation Date" of the historic pass-through recovery. This leads to an increase the projected FRC recovery figure. (See "Example Based on Further Review" at the top of the attached spreadsheets.)

Overall, there is an increase in the proposed approach from Charter's historic FRC recovery figure to reflect the inclusion of: (1) the ROR factor; and (2) the recovery of prior FRC under-collections over the remaining life of the franchise (see column P). The magnitude of the second factor varies depending on when during the franchise term the new FRC calculation approach is implemented. If the new approach is implemented relatively late in the franchise term, the relative magnitude of the second factor is larger. But the mathematics of the approach ensures that this variation does nothing more than properly reflect the time value of money and the permissible ROR. When these two factors are properly considered, the timing impact of the new approach is economically neutral for subscribers and the Company, regardless of whether the new FRC calculation is implemented at the beginning of the franchise or sometime during the franchise term.

In light of the adjustments between the "Original as Filed" and the "Example Based on Further Review," we would like the opportunity, after the DTC staff have reviewed this Record Response, to discuss the available options for going-forward in all of the regulated communities.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
Charter Communications																
Franchise Related Cost ("FRC") Pass-Through																
1																
2																
3	Example Based on Further Review															
4		Community	Upton, MA													
5		Filing Date	10/31/2016													
6		Rate Adjustment Date	2/1/2017													
7		True-Up Period	2/1/16 - 9/30/16													
8		Initial FRC Calculation Date	02/01/17													
9		Beginning of Contract Term	05/12/11													
10		End of Contract Term	05/11/21													
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Franchise Related Cost ("FRC") Pass-Through																																																								
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05/11/21																																																								

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1	EXAMPLE BASED ON FURTHER REVIEW														
2	Community:	Belchertown, MA													
3	Filing Date:	10/31/2016													
4	Rate Adjustment Date	2/1/2017													
5	True-Up Period	10/1/15 - 9/30/16													
6	Initial FRC Calculation Date	02/01/17													
7	Beginning of Contract Term	02/08/13													
8	End of Contract Term	02/07/23													
9															
10															
11															
12															
13															
14															
15															
16	Date of Payment	Payment Amount	Annual Rate of Return	Monthly Rate of Return	Term of Contract (Months)	Months Since Payment	Principal Value @ Initial Calculation Date	Months To Payment	Principal Value @ Initial Calculation Date	Contract Date To Initial Calculation Date	Months Amortized Through	Monthly Pass Through	Annual Pass Through	Projected Subscribers	Monthly Payment Per Sub
17	03/15/13	\$ 125,000	11.25%	0.94%	120	47	\$ 194,037	47	\$ 194,037	48	72	\$ 3,721	\$ (1,534)	4,322	\$ 0.24
18	Pass-through True-up	\$ (63,990)	11.25%	0.94%	120	47	\$ (79,994)	47	\$ (79,994)	48	72	\$ 3,721	\$ (1,534)	4,322	\$ 0.10
19		\$ 61,010		0.94%			\$ 114,043		\$ 114,043		72	\$ 2,187	\$ 26,245	4,322	\$ 0.51
20															
21															
22	Levelized per-sub, per-month amount if FRC amortized at the beginning of the license term @ current sub count														
23	03/15/13	\$ 125,000	11.25%	0.94%	120	0	\$125,000			0	120	\$1,741.75	\$20,901	4,322	\$0.40
24															
25															
26	Pass-through True-up:	Feb 2013	Feb 2014	Feb 2015	Feb 2016	Total									
27	Pass-Through Rate	\$0.58	\$0.24	\$0.24	\$0.24	\$0.33									
28	Months	12	12	12	12	48									
29	Per Billing System	\$26,452.77	\$12,619.48	\$12,447.40	\$12,470.40	\$63,990.00									
30															
31															
32	Notes (cells highlighted for reference)														
33	Cell H18 shows the value of pass-through payments as of the initial calculation date, assuming past payments were received from subs in equal amounts starting with the month the FRC was paid														
34	Cell H19 shows the amount to be recovered over the remaining franchise life considering the value of both the FRC and the pass-throughs, as of the initial calculation date														
35	Cell P19 shows the per-sub, per-month pass-through should be to permit full recovery of FRC including ROR														
36	Cell P23 shows what the per-sub, per-month pass-through would have been with a levelized amortization at the beginning of the license term, with current sub counts.														
37															
38															
39	ORIGINAL AS FILED														
40															
41															
42															
43	Date of Payment	Payment Amount	Annual Rate of Return	Monthly Rate of Return	Term of Contract (Months)	Months Since Payment	Principal Value @ Initial Calculation Date	Months To Payment	Principal Value @ Initial Calculation Date	Contract Date To Initial Calculation Date	Months Amortized Through	Monthly Pass Through	Annual Pass Through	Projected Subscribers	Monthly

Massachusetts Department of Telecommunications and Cable  
Cable Television Division  
Record Requests  
Charter Communications Docket No. DTC 16-4

FCC Form 1240

D.T.C. – RR - 1-2      Please provide a current Permitted Rates Worksheet (i.e., an updated Exhibit 35, which is Charter’s “Updated Current and February 1, 2017 Permitted Rates Worksheet,” filed on November 14, 2016).

Response:      *Person providing the response: Melissa Robinson, Senior Regulatory Analyst*

See attached 2017 Regulated Rate Adjustment Worksheet and example customer statements noting the Broadcast TV Surcharge.

Basic Service Tier + Broadcast TV Surcharge + Public Access									
	Basic Service Tier Rate			Broadcast TV Surcharge			Public Access/FRC		
	Current Rate	MPR (w/o FCC Reg Fee)	OSR for Feb 2017	Current BTV	MPR for Feb 2017	OSR for Feb 2017	Current Rate	MPR As Filed **	OSR for Feb 2017
<b>Legacy Charter Regulated Communities:</b>									
Belchertown	\$14.08	\$12.18	\$11.99	\$0.00	\$4.47	\$4.47	\$0.24	\$0.42	\$0.24
Brimfield	\$17.94	\$16.40	\$15.99	\$0.00	\$4.47	\$4.47	\$0.49	\$1.71	\$0.63
Chicopee	\$18.12	\$16.08	\$15.99	\$0.00	\$4.47	\$4.47	\$0.07	\$0.52	\$0.10
East Longmeadow	\$17.65	\$15.51	\$14.99	\$0.00	\$4.47	\$4.47	\$0.35	\$0.45	\$0.35
Easthampton	\$15.50	\$12.95	\$12.49	\$0.00	\$4.47	\$4.47	\$0.25	\$0.63	\$0.25
Hadley	\$14.23	\$11.00	\$10.99	\$0.00	\$4.47	\$4.47	\$0.41	\$1.44	\$0.41
Hampden	\$18.63	\$16.99	\$16.99	\$0.00	\$4.47	\$4.47	\$0.00	\$0.00	\$0.00
Harvard	\$16.13	\$15.96	\$15.49	\$0.00	\$5.69	\$5.69	\$0.54	\$1.38	\$0.54
Holden	\$14.56	\$16.67	\$15.99	\$0.00	\$5.69	\$5.69	\$0.18	\$0.42	\$0.18
Ludlow	\$19.67	\$18.35	\$17.99	\$0.00	\$4.47	\$4.47	\$0.30	\$1.19	\$0.48
Paxton	\$14.41	\$16.38	\$15.99	\$0.00	\$5.69	\$5.69	\$0.39	\$0.39	\$0.39
Southampton	\$15.58	\$13.89	\$13.49	\$0.00	\$4.47	\$4.47	\$0.22	\$0.55	\$0.44
Spencer	\$17.69	\$19.81	\$18.99	\$0.00	\$6.55	\$6.55	\$0.32	\$0.79	\$0.32
Sturbridge	\$17.41	\$17.96	\$16.99	\$0.00	\$6.55	\$6.55	\$0.28	\$0.76	\$0.28
West Boylston	\$15.05	\$17.26	\$16.99	\$0.00	\$5.69	\$5.69	\$0.38	\$0.76	\$0.38
Wilbraham	\$19.59	\$17.95	\$16.99	\$0.00	\$4.47	\$4.47	\$0.37	\$0.40	\$0.40

**Legacy Charter 10 Recertified Regulated Communities:**

Auburn	\$15.99	\$13.28	\$12.99	\$6.05	\$5.69	\$5.69	\$0.21	\$0.79	\$0.21
Brookfield	\$15.99	\$13.63	\$12.99	\$6.05	\$6.55	\$6.05	\$0.66	\$1.19	\$0.42
Charlton	\$15.99	\$13.71	\$13.49	\$6.05	\$6.55	\$6.05	\$0.94	\$0.38	\$0.38
Dudley	\$17.99	\$14.97	\$14.97	\$6.05	\$6.55	\$6.05	\$0.65	\$0.48	\$0.48
East Brookfield	\$15.99	\$13.67	\$13.49	\$6.05	\$6.55	\$6.05	\$0.00	\$0.00	\$0.00
Pepperell	\$15.99	\$13.72	\$13.49	\$6.05	\$5.69	\$5.69	\$0.61	\$1.29	\$0.61
Upton	\$16.99	\$14.38	\$13.99	\$6.05	\$5.69	\$5.69	\$0.08	\$0.16	\$0.08
Uxbridge	\$15.99	\$13.75	\$13.49	\$6.05	\$5.69	\$5.69	\$0.23	\$0.86	\$0.23
West Brookfield	\$24.99	\$22.62	\$19.99	\$6.05	\$6.55	\$6.05	\$0.21	\$2.15	\$0.58
Worcester	\$16.99	\$14.30	\$13.99	\$6.05	\$5.69	\$5.69	\$0.27	\$0.43	\$0.17

	Basic Service Tier Rate			Broadcast TV Surcharge			Public Access/FRC		
	Current Rate	MPR (with Reg Fee*)	OSR for Feb 2017	Current BTV	MPR for Feb 2017	OSR for Feb 2017	Current Rate	MPR As Filed **	OSR for Feb 2017
<b>Legacy TWC Regulated Communities:</b>									
Lee, MA	\$11.50	\$22.35	\$16.99	\$3.75	\$8.14	\$5.77	\$0.19	\$0.48	\$0.19
Lenox, MA	\$11.50	\$22.35	\$16.99	\$3.75	\$8.14	\$5.77	\$0.19	\$0.48	\$0.19
Stockbridge, MA	\$11.50	\$22.35	\$16.99	\$3.75	\$8.14	\$5.77	\$0.19	\$0.48	\$0.19
Dalton, MA	\$12.00	\$32.99	\$16.99	\$3.75	\$8.14	\$5.77	\$0.00	\$0.00	\$0.00
Pittsfield, MA	\$12.00	\$32.99	\$16.99	\$3.75	\$8.14	\$5.77	\$0.19	\$0.44	\$0.19
Richmond, MA	\$12.00	\$32.99	\$16.99	\$3.75	\$8.14	\$5.77	\$0.00	\$0.00	\$0.00

\* Legacy TWC MPR includes FCC Reg Fee. Legacy TWC does not itemize.

\*\* In light of the adjustments between the "MPR as Filed" and the "Example Based on Further Review," we would like the opportunity, after the DTC staff have reviewed this Record Response, to discuss the available options for going-forward in all of the regulated communities.

August 27, 2017

Brookfield

Spectrum

Account Number:  
Security Code:

Have questions about your bill?

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Or, call us at 855-75-SPECTRUM (1-855-757-7328)

8634 0080 NO RP 27 08282017 YNNNNYNN 01 003315 0016

**Charge Details**

Previous Balance	242.72
Payment - Thank You	08/08 -242.72
Remaining Balance	\$0.00

Payments received after 08/27/17 will appear on your next bill.

Service from 08/31/17 through 09/30/17

**Spectrum TV™**

Spectrum TV Gold	102.99
DVR Service	19.99
Digital Receivers and Interactive Services	34.95
5 Receivers at \$6.99 each	
	<b>\$157.93</b>

Fees & Charges	FCC Admin Fee	0.09
	Franchise Fee	4.14
	Public Access/franchise Related Costs	0.42
	State And Local Fee	0.11
		<b>\$4.76</b>

Spectrum TV™ Total \$162.69

**Spectrum Internet™**

Internet Service	54.99
Price reflects \$10.00 savings when bundled with TV	
	<b>\$54.99</b>

Spectrum Internet™ Total \$54.99

**Spectrum Voice™**

Phone number (508) 867-3140

Unlimited Long Distance 19.99

Pkg Includes: Phone Line, Modem, Up To 18 Calling  
Features, Calling Within U.S., Canada, Mexico, Puerto  
Rico, Guam & The Virgin Islands**\$19.99**For additional call details and terms of service,  
please visit [spectrum.net/calldetails](http://spectrum.net/calldetails).

Spectrum Voice™ Total \$19.99

**Other Charges**

Wire Maintenance	4.99
3play Wire Maint Free	-4.99
Broadcast TV Surcharge	<b>6.05</b>
Other Charges Total	\$6.05

Current Charges \$243.72

Total Due by 09/16/17 \$243.72

Messages continued from page 1

**Billing Statements.** Braille or large print billing statements are available by request and can be provided within 30 days of Spectrum's receipt of the request. To request these statement options, contact Spectrum's Customer Care Billing Department at 1-855-757-7328.

Continued on the next page....

Local Spectrum Store: 154 Central St, Southbridge MA 01550 Store Hours: Mon thru Fri - 9:00am to 6:00pm; Closed Sat

Visit [spectrum.net/locations](http://spectrum.net/locations) for store locations. For questions or concerns, visit [spectrum.net/support](http://spectrum.net/support) or call 1-855-757-7328.**Simplify your life with Auto Pay!**Spend less time paying your bill  
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It's Easy - No more checks, stamps or trips to the post office  
It's Secure - Powerful technology keeps your information safe  
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It's FREE - And helps save time, postage and the environment

Set up easy, automatic bill payments with **Auto Pay!**Visit: [spectrum.net/myaccount](http://spectrum.net/myaccount)

(My Account login required)

Spectrum

**Payment Options****Pay Online** - Create or Login to MyAccount to pay or view your bill  
online at [spectrum.net/myaccount](http://spectrum.net/myaccount).**Pay by Mail** - Detach payment coupon and enclose with your check  
made payable to Charter. Please do not include correspondences of  
any type with payments.

For questions or concerns, please call 1-855-757-7328.



Charlton



Page 2 of 4

August 27, 2017

 Account Number: [REDACTED]  
 Security Code: [REDACTED]

**Have questions about your bill?**

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 Or, call us at 855-75-SPECTRUM (1-855-757-7328)  
 8634 0080 NO RP 27 08282017 YYNNYYN 01 006247 0028

**Charge Details**

Previous Balance		267.48
Payment - Thank You	07/28	-133.74
Payment - Thank You	08/20	-133.34
Remaining Balance		\$0.40

Payments received after 08/27/17 will appear on your next bill.

Service from 09/05/17 through 10/04/17

**Spectrum TV™**

Spectrum TV Silver	82.99
Digital Receiver	6.99
And Interactive Services	
STARZ ENCORE	15.00
	<b>\$104.98</b>

Fees & Charges	FCC Admin Fee	0.09
	Franchise Fee	2.14
	Public Access/franchise Related Costs	0.38
	State And Local Fee	0.11
		<b>\$2.72</b>

Spectrum TV™ Total \$107.70

**Spectrum Voice™**
**Phone number (508) 248-1163**

Unlimited Long Distance	19.99
Pkg Includes: Phone Line, Modem, Up To 18 Calling Features, Calling Within U.S., Canada, Mexico, Puerto Rico, Guam & The Virgin Islands	
	<b>\$19.99</b>

 For additional call details and terms of service, please visit [spectrum.net/calldetails](http://spectrum.net/calldetails).

Spectrum Voice™ Total \$19.99

**Other Charges**

Broadcast TV Surcharge	6.05
Other Charges Total	\$6.05

Current Charges	\$133.74
Total Due by 09/16/17	\$134.14

Messages continued from page 1

**Billing Statements.** Braille or large print billing statements are available by request and can be provided within 30 days of Spectrum's receipt of the request. To request these statement options, contact Spectrum's Customer Care Billing Department at 1-855-757-7328.


**Telecommunications Relay Service (TRS).**

The Federal Communications Commission (FCC) has adopted use of the 711 dialing code for access to Telecommunications Relay Services. (TRS) TRS permits persons with a hearing or speech disability to use the telephone system via a text telephone (TTY) or other device to call persons with or without such disabilities.

For more information about the various types of TRS, see the FCC's consumer fact sheet at <https://www.fcc.gov/consumers/guides/telecommunications-relay-service-trs>. Please dial 711 to be connected to a TRS Center.

**Billing Information**

Continued on the next page....

Local Spectrum Store: 154 Central St, Southbridge MA 01550 Store Hours: Mon thru Fri - 9:00am to 6:00pm; Closed Sat

 Visit [spectrum.net/locations](http://spectrum.net/locations) for store locations. For questions or concerns, visit [spectrum.net/support](http://spectrum.net/support) or call 1-855-757-7328.

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**GO GREEN with Spectrum.**

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- Debit Card - Credit Card - Electronic Funds Transfer
- Receive a quick summary of your account at any time
- Access up to 6 months of statements

**Payment Options**

**Pay Online** - Create or Login to MyAccount to pay or view your bill online at [spectrum.net/myaccount](http://spectrum.net/myaccount).

**Pay by Mail** - Detach payment coupon and enclose with your check made payable to Charter. Please do not include correspondences of any type with payments.

For questions or concerns, please call 1-855-757-7328.





Dudley



August 27, 2017

 Account Number:   
 Security Code:

## Have questions about your bill?

Visit us at [spectrum.net/billing](http://spectrum.net/billing)

Or, call us at 855-75-SPECTRUM (1-855-757-7328)

8634 0080 NO RP 27 08282017 YYNNNNYN 01 002348 0011

## Charge Details

Previous Balance		398.19
Credit Card Payment	08/03	-277.86

Payments received after 08/27/17 will appear on your next bill.

## Adjustments

Basic TV Service - Adjustment	08/04	-0.23
Expanded Basic Service - Adjustment	08/04	-0.75
Spectrum Internet - Adjustment	08/04	-1.61
Secure Connection - Adjustment	08/04	-0.03
Secure Connection - Adjustment	08/04	-0.03
Spectrum Receiver - Adjustment	08/04	-0.19
Spectrum Receiver - Adjustment	08/04	-0.19
Reconnection Fee	08/05	1.99
Adjustments Total		-\$1.04

Past Due Balance - Due Now \$119.29

Service from 09/07/17 through 10/06/17

## Spectrum TV

Spectrum TV Select	29.99
Basic TV & Expanded Basic TV Services	
Spectrum Receivers	13.98
2 Receivers at 6.99 each	
	<b>\$43.97</b>

Fees & Charges	FCC Admin Fee	0.09
	Franchise Fee	0.75
	Public Access/franchise Related Costs	0.48
	State And Local Fee	0.11
		<b>\$1.43</b>

Spectrum TV <sup>TM</sup> Total \$45.40Spectrum Internet<sup>TM</sup>

Spectrum Internet with WIFI	54.99
	<b>\$54.99</b>

Spectrum Internet<sup>TM</sup> Total \$54.99

## Other Charges

Broadcast TV Surcharge	6.05
Other Charges Total	<b>\$6.05</b>

## One-Time Charges

The Boss Baby HD	08/14	7:41p	5.99
Fifty Shades D. HD	08/14	9:15p	5.99
One-Time Charges Total			<b>\$11.98</b>

Current Charges Due By 09/16/17	\$118.42
Total Due	<b>\$237.71</b>

## Billing Information

**Tax and Fees** - This statement reflects the current taxes and fees for your area (including sales, excise, user taxes, etc.). These taxes and fees may change without notice. Visit [spectrum.net/taxesandfees](http://spectrum.net/taxesandfees) for more information.

**Terms & Conditions** - Spectrum's detailed standard terms and conditions for service are located at [spectrum.com/policies](http://spectrum.com/policies).

**Programming Changes** - For information on any upcoming programming changes, please consult the Legal Notices published in your local newspaper and on [spectrum.net/programmingnotices](http://spectrum.net/programmingnotices).

**Spectrum Receiver \$6.99** - Charges include: \$3.99 for Receiver Rental, \$1.00 for Secure Connection and \$2.00 for Interactive Guide Services.

**Past Due Fee / Late Fee Reminder** - A late fee will be assessed for past due charges for service.

Continued on the next page....

Local Spectrum Store: 131 E Main St, Webster MA 01570 Store Hours: Mon thru Fri - 9:00am to 6:00pm; Closed Sat

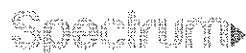
Visit [spectrum.net/locations](http://spectrum.net/locations) for store locations. For questions or concerns, visit [spectrum.net/support](http://spectrum.net/support) or call 1-855-757-7328.Simplify your life with **Auto Pay!**

Spend less time paying your bill  
and more time doing what you love.

It's Easy - No more checks, stamps or trips to the post office  
It's Secure - Powerful technology keeps your information safe  
It's Flexible - Use your checking, savings, debit or credit card  
It's **FREE** - And helps save time, postage and the environment

Set up easy, automatic bill payments with **Auto Pay!**Visit: [spectrum.net/myaccount](http://spectrum.net/myaccount)

(My Account login required)



## Payment Options

**Pay Online** - Create or Login to MyAccount to pay or view your bill online at [spectrum.net/myaccount](http://spectrum.net/myaccount).

**Pay by Mail** - Detach payment coupon and enclose with your check made payable to Charter. Please do not include correspondences of any type with payments.

For questions or concerns, please call 1-855-757-7328.



East Brookfield



August 27, 2017

Account Number:  
Security Code:

Have questions about your bill?

Visit us at [spectrum.net/billing](http://spectrum.net/billing)

Or, call us at 855-75-SPECTRUM (1-855-757-7328)

8634 0080 NO RP 27 08282017 YYNNYYNN 01 003335 0016

**Charge Details**

Previous Balance	202.20
Payment - Thank You	08/13 -202.20
Remaining Balance	\$0.00

Payments received after 08/27/17 will appear on your next bill.

Service from 09/05/17 through 10/04/17

**Spectrum TV™**

Spectrum TV Gold	102.99
Digital Receivers and Interactive Services	13.98
2 Receivers at \$6.99 each	
	<b>\$116.97</b>

Fees & Charges	FCC Admin Fee	0.09
	State And Local Fee	0.11
		<b>\$0.20</b>

Spectrum TV™ Total \$117.17

**Spectrum Internet™**

Internet Service with WiFi	59.99
Price reflects \$10.00 savings when bundled with TV	
	<b>\$59.99</b>

Spectrum Internet™ Total \$59.99

**Spectrum Voice™**

Phone number (508) 867-7134

Unlimited Long Distance	19.99
Pkg Includes: Phone Line, Modem, Up To 18 Calling Features, Calling Within U.S., Canada, Mexico, Puerto Rico, Guam & The Virgin Islands	
	<b>\$19.99</b>

For additional call details and terms of service, please visit [spectrum.net/calldetails](http://spectrum.net/calldetails).

Spectrum Voice™ Total \$19.99

**Other Charges**

Wire Maintenance	4.99
3play Wire Maint Free	-4.99
Broadcast TV Surcharge	6.05
Other Charges Total	<b>\$6.05</b>

Current Charges \$203.20

Total Due by 09/16/17 \$203.20

Messages continued from page 1

**Billing Statements.** Braille or large print billing statements are available by request and can be provided within 30 days of Spectrum's receipt of the request. To request these statement options, contact Spectrum's Customer Care Billing Department at 1-855-757-7328.

Continued on the next page....

Local Spectrum Store: 154 Central St, Southbridge MA 01550 Store Hours: Mon thru Fri - 9:00am to 6:00pm; Closed Sat

Visit [spectrum.net/locations](http://spectrum.net/locations) for store locations. For questions or concerns, visit [spectrum.net/support](http://spectrum.net/support) or call 1-855-757-7328.**Simplify your life with Auto Pay!**

Spend less time paying your bill and more time doing what you love.

It's Easy - No more checks, stamps or trips to the post office  
 It's Secure - Powerful technology keeps your information safe  
 It's Flexible - Use your checking, savings, debit or credit card  
 It's FREE - And helps save time, postage and the environment

Set up easy, automatic bill payments with **Auto Pay!**Visit: [spectrum.net/myaccount](http://spectrum.net/myaccount)  
(My Account login required)**Payment Options****Pay Online** - Create or Login to MyAccount to pay or view your bill online at [spectrum.net/myaccount](http://spectrum.net/myaccount).**Pay by Mail** - Detach payment coupon and enclose with your check made payable to Charter. Please do not include correspondences of any type with payments.

For questions or concerns, please call 1-855-757-7328.



August 27, 2017

West Brookfield



Account Number: [REDACTED]  
Security Code: [REDACTED]

**Have questions about your bill?**

Visit us at [spectrum.net/billing](http://spectrum.net/billing)  
Or, call us at 855-75-SPECTRUM (1-855-757-7328)

8634 0080 NO RP 27 08282017 YYNNYYNN 01 003821 0017

**Charge Details**

Previous Balance	96.16
Payment - Thank You	08/07 -96.16
Remaining Balance	\$0.00

Payments received after 08/27/17 will appear on your next bill.

Service from 09/05/17 through 10/04/17

**Spectrum TV™**

Spectrum TV Select	62.99
Basic TV & Expanded Basic TV Services	
Digital Receivers and Interactive Services	13.98
2 Receivers at \$6.99 each	
Digi Tier 1	12.00
	<b>\$88.97</b>

Fees & Charges		
FCC Admin Fee	0.09	
Franchise Fee	0.36	
Public Access/franchise Related Costs	0.58	
State And Local Fee	0.11	
	<b>\$1.14</b>	

Spectrum TV™ Total \$90.11

**Other Charges**

Broadcast TV Surcharge	6.05
Other Charges Total	\$6.05

Current Charges	\$96.16
Total Due by 09/16/17	\$96.16

**Billing Information**

**Tax and Fees** - This statement reflects the current taxes and fees for your area (including sales, excise, user taxes, etc.). These taxes and fees may change without notice. Visit [spectrum.net/taxesandfees](http://spectrum.net/taxesandfees) for more information.

**Terms & Conditions** - Spectrum's detailed standard terms and conditions for service are located at [spectrum.com/policies](http://spectrum.com/policies).

**Programming Changes** - For information on any upcoming programming changes, please consult the Legal Notices published in your local newspaper and on [spectrum.net/programmingnotices](http://spectrum.net/programmingnotices).

**Past Due Fee / Late Fee Reminder** - A late fee will be assessed for past due charges for service.

**Video Closed Captioning Inquiries** - Spectrum provided set-top boxes for video consumption support the ability for the user to enable or disable Closed Captions for customers with hearing impairment. For immediate closed captioning inquiries, call 1-855-757-7328 or email [PriorityEscalationTeam@chartercom.com](mailto:PriorityEscalationTeam@chartercom.com). For assistance with an ongoing closed captioning issue, please send your concerns via US Mail to W. Wesselman, Director, 2 Digital Place, Simpsonville, SC 29681, send a fax to 1-704-697-4935, or email [closedcaptioningissues@charter.com](mailto:closedcaptioningissues@charter.com). To follow up on a written closed captioning concern only, please call 1-877-276-7432.

**Insufficient Funds Payment Policy** - Charter may charge an insufficient funds processing fee for all returned checks and bankcard charge-backs. If your check, bankcard (debit or credit) charge, or other instrument or electronic transfer transaction used to pay us is dishonored, refused or returned for any reason, we may electronically debit your account for the payment, plus an insufficient funds processing fee as set forth in your terms of service or on your Video Services rate card (up to the amount allowable by law and any applicable sales tax). Your bank account may be debited as early as the same day payment is dishonored, refused or returned. If your bank account is not debited, the returned check amount (plus fee) must be replaced by cash, cashier's check or money order.

**Interactive Guide Services** - Provides access to the electronic program guide - to receive program information, perform efficient channel surfing, use parental controls and access to order Pay-Per-View & On Demand (where available).

**Complaint Procedures** - If you disagree with your charges, you have 60 days from the billing date to register a complaint. During the dispute period, we will not terminate service provided you pay the undisputed portion of your bill.

Continued on the next page....

Local Spectrum Store: 154 Central St, Southbridge MA 01550 Store Hours: Mon thru Fri - 9:00am to 6:00pm; Closed Sat

Visit [spectrum.net/locations](http://spectrum.net/locations) for store locations. For questions or concerns, visit [spectrum.net/support](http://spectrum.net/support) or call 1-855-757-7328.**Your WAY can be the GREEN way!****GO GREEN with Spectrum.**

Online Bill Pay is helping the environment one customer at a time.  
It's easy - all you need to do is sign up for Online Bill Pay.  
It will save you money on postage and time - and it will also save trees!

Enrolling is easy, just go to [spectrum.net/gogreen](http://spectrum.net/gogreen).

Each month, you'll receive a paperless e-bill that you pay online with your choice of payment options.

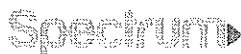
- Debit Card - Credit Card - Electronic Funds Transfer
- Receive a quick summary of your account at any time
- Access up to 6 months of statements

**Payment Options**

**Pay Online** - Create or Login to MyAccount to pay or view your bill online at [spectrum.net/myaccount](http://spectrum.net/myaccount).

**Pay by Mail** - Detach payment coupon and enclose with your check made payable to Charter. Please do not include correspondences of any type with payments.

For questions or concerns, please call 1-855-757-7328.



Massachusetts Department of Telecommunications and Cable  
Cable Television Division  
Record Requests  
Charter Communications Docket No. DTC 16-4

FCC Form 1205

D.T.C. – RR - 1-3

A) State the programming costs Charter charges to its subscribers for Capital News 9.

B) State whether Charter has added Capital News 9 to a channel lineup in any Legacy Charter communities, and whether Charter has any plans to add Capital News 9 to a channel lineup in any such communities.

Response:

*Person providing the response: Denise J. Williams, Dir of Regulatory Compliance*

A) There are no programming costs that Charter charges to its subscribers for Capital News 9. It is a channel that is produced by Charter.

B) Charter has not added Capital News 9 to a channel lineup in any legacy Charter communities and has no plans to add it to a channel lineup in any such communities.

Massachusetts Department of Telecommunications and Cable  
Cable Television Division  
Record Requests  
Charter Communications Docket No. DTC 16-4

FCC Form 1205

D.T.C. – RR - 1-4

Please provide a Rate Card that Charter currently makes available to existing and potential customers in a regulated Massachusetts community, which identifies the basic-service-tier programming packages and equipment Charter offers and the costs of those packages and equipment.

Response:

*Person providing the response: Denise J. Williams, Dir of Regulatory Compliance*

Exhibit A: This modified version was compiled to specifically address the DTC's request for a Basic-Only rate card example.

Exhibit B: This version was compiled from the online rate cards to assist the DTC in this review.

Exhibit C: Printed version of online rate cards to be provided via email

# Exhibit A

## TV Residential Services and Rates

For Auburn, MA (**Basic Only Regulated Customer**), Effective August 2017. All charges exclude applicable taxes, state and local regulatory fees, FCC fees, public access fees, franchise fees and the Broadcast TV Surcharge.

SPECTRUM BASIC SERVICE (offered starting March 2017)	\$12.99
BASIC SERVICE (offered up to March 2017)	\$12.99

### EQUIPMENT & OTHER SERVICES (per month, per outlet):

#### **SPECTRUM EQUIPMENT RENTAL & OTHER SERVICES**

**(per month, per outlet, with subscription to Spectrum Basic offered starting in March 2017)**

HD or DVR or DVR/HD Receiver & Remote <sup>A</sup>	\$3.99
Interactive Services <sup>B</sup>	\$0.00
Secure Connection <sup>C</sup>	\$0.00
CableCARD <sup>D</sup>	\$2.00
DVR Service (1 DVR receiver)	\$11.99
DVR Service Package (up to 4 DVR receivers)	\$19.99

*Note: Standard Digital Receiver no longer available for new subscription*

#### **EQUIPMENT RENTAL & OTHER SERVICES**

**(per month, per outlet, existing customers and new customers through February 2017 with subscription to Basic Service)**

Standard Digital Receiver & Remote	\$1.00
HD or DVR or DVR/HD Receiver & Remote <sup>A</sup>	\$3.99
Interactive Services <sup>B</sup>	\$0.00
CableCARD <sup>D</sup>	\$2.00
DVR Service (per DVR receiver)	\$10.00

<sup>A</sup> DVR service required with subscription to DVR or DVR/HD receiver.

<sup>B</sup> Provides access to the electronic program guide - to receive program information, perform efficient channel surfing, use Parental Controls and access to order Pay-Per-View & On Demand (where available).

<sup>C</sup> The Secure Connection Fee covers those measures Spectrum employs to manage and secure the connection between Spectrum's system and the Spectrum receiver and other devices Subscriber uses to access Spectrum's services.

<sup>D</sup> CableCARD customers subscribing to any service package in which Charter-leased equipment is included in the package price, may receive a discounted price, reduced by an amount equal to/greater than the fee for such equipment not leased from Charter. Due to system technology enhancements in a switched digital market, access to certain digital channels will require a receiver, as HDTVs equipped with CableCARDs cannot access certain digital channels requiring two-way communication. CableCARD customers with TiVo equipment will also need a Tuning Adapter for access to such digital channels.

#### **PAY-PER-VIEW AND ON DEMAND**

For a full listing of On Demand programming go to [Spectrum.net/ondemand](http://Spectrum.net/ondemand) or go to Channel 1. Please see your interactive program guide for title-specific pricing prior to ordering or call 1-855-75 SPECTRUM. Rates for transactional movies, adult programming & events vary. Many programs available through On Demand are free.

#### **INSTALLATION/SERVICE CALL (PER ACTIVITY)**

Primary Installation/Reconnect (when truck roll required) <sup>E</sup>	\$49.99
Add/Relocate Outlet <sup>E</sup>	\$49.99
Change of Service - Special Trip <sup>F</sup>	\$46.99
Reconnection Fee (no truck roll)	\$1.99
Custom Work Labor Charge	\$49.99
Wall Fish	\$38.99

<sup>E</sup> An amplifier may be required for a dwelling with multiple outlets (outlet = digital receiver/modem/eMTA). Technician assessment and professional installation required.

<sup>F</sup> Applicable when adding and/or relocating outlet, upgrading and/or downgrading services and picking up equipment.

## Exhibit A

### UNRETURNED EQUIPMENT FEES (PER UNIT)

Digital Receiver	\$123.00
CableCARD™ D	\$22.00
Tuning Adapter	\$130.00
Guide Narration Tablet	\$235.00

### MISCELLANEOUS CHARGES (PER MONTH)

Broadcast TV Service Charge <sup>G</sup>	\$5.69
Whole House Wire Maintenance	\$4.99

<sup>G</sup> The Broadcast TV Surcharge reflects charges assessed to Charter by broadcast TV stations. It applies to Basic Service and all additional TV services.

### MISCELLANEOUS CHARGES (PER ACTIVITY)

Late Fee (45 Days Past Due)	5%
Phone Payment Processing (Charter Assisted)	\$5.00
Insufficient Funds Fee	\$25.00
Additional Bill Copies	\$1.99

©2017 Charter Communications ADDITIONAL CUSTOMER INFORMATION: Prices are per month unless noted otherwise. Programming may vary and all services may not be available in all areas. Rates, number of channels, programs/content, services & packages are subject to change or discontinuance at any time, subject to applicable law. Unless specified on this rate card, additional installation services are generally billed using the Labor Charge in ¼ hour increments. Charter reserves the right to institute different rates or terms and conditions of service for promotional purposes. Customers are not required to subscribe to any tier of service, other than the Charter Basic service tier, in order to purchase premium channels, or where available, Pay-Per-View or On Demand. Charter-issued digital receiver or CableCARD required to view programming channels. Charter-issued digital receiver required to view Pay-Per-View and On Demand programming (where available). HD-capable equipment required to view HD programming (where available). All programming may not be available to CableCARD customers. All service levels may contain channels with some R-rated programming, which can be blocked using the Parental Controls feature on your on-screen program guide. Certain limitations apply to the Wire Maintenance Plan, such as the exclusion of repairs to alarm/electrical/twisted pair wiring, customer-caused damage or abuse, and alterations to Charter equipment. Please contact Charter for more information about the Wire Maintenance Plan.

Serving: Auburn, MA  
8350/1200/0020

# Exhibit B

## TV Residential Services and Rates

For Auburn, MA (Rate Regulated), Effective August 2017. All charges exclude applicable taxes, state and local regulatory fees, FCC fees, public access fees, franchise fees and the Broadcast TV Surcharge.

### SPECTRUM SERVICES (Services offered starting in March 2017):

<b>SPECTRUM BASIC SERVICE</b>	\$12.99
<b>SPECTRUM TV SELECT</b> (Includes Basic Service, Expanded Service and the following services where available - check your local lineup for availability: Bloomberg TV, Hallmark Movie Channel, Indie Plex, Movie Plex, Retro Plex)	\$64.99
<b>SPECTRUM TV SILVER</b> (Includes Spectrum Select, Digi Tier 1, HBO, Cinemax and Showtime - check your local lineup for availability)	\$84.99
<b>SPECTRUM TV GOLD</b> (Includes Spectrum Silver, Digi Tier 2, TMC, Starz, Encore and EPIX - check your local lineup for availability)	\$104.99
<b>MI PLAN LATINO</b> (Includes Spectrum Basic, Latino View and select channels)	\$44.99

### Services offered to new customers up to March 2017:

<b>BASIC SERVICE</b>	\$12.99
<b>CHARTER TV SELECT</b> (Includes Basic Service, Expanded Service and the following services where available - check your local lineup for availability: OWN, TCM, TruTV, Cartoon Network, Bloomberg TV, Hallmark Movie Channel, Indie Plex, Movie Plex, Retro Plex)	\$62.99
<b>EXPANDED SERVICE</b>	\$54.00
<b>CHARTER TV SILVER</b> Includes Charter TV Select, Digi Tier 1, HBO, Cinemax, and Showtime (check your local lineup for availability)	\$82.99
<b>CHARTER TV GOLD</b> Includes Charter TV Silver, Digi Tier 2, TMC, Starz, Encore, and EPIX (check your local lineup for availability)	\$102.99

### DIGITAL TIERS (AVAILABLE WITH SUBSCRIPTION TO SELECT, SILVER OR GOLD)

Digi Tier 1	\$12.00
Digi Tier 2	\$12.00

### PREMIUM NETWORKS (AVAILABLE WITH SUBSCRIPTION TO SELECT, SILVER OR GOLD)

STARZ ENCORE	\$15.00
EPIX	\$15.00
HBO	\$15.00
Showtime	\$15.00
Cinemax	\$15.00
STARZ	\$15.00
TMC	\$15.00

### Services offered to new customer through February 2017:

<b>BASIC SERVICE</b>	\$12.99
<b>DIGITAL HOME</b> Includes Basic Service, Expanded Service, Standard Digital Receiver, and Interactive Services	\$70.99
<b>DIGITAL TIERS (AVAILABLE WITH SUBSCRIPTION TO BASIC SERVICE, EXPANDED OR DIGITAL HOME)</b>	
Digital View	\$7.00
Digital View Plus	\$12.00
Sports View	\$12.00
HD Ultra View	\$5.00
<b>PREMIUM NETWORKS (AVAILABLE WITH SUBSCRIPTION TO BASIC SERVICE, EXPANDED OR DIGITAL HOME)</b>	
HBO/Cinemax	\$20.00
Showtime/TMC	\$15.00
Starz/Encore	\$15.00
EPIX (includes access to epixhd.com)	\$10.00
Premium Package- pick two	\$30.00
Premium Package- pick three	\$40.00
Note: Premium packages include HBO/Cinemax, Showtime/TMC or Starz/Encore together; premiums cannot be interchanged.	



## Exhibit B

### EQUIPMENT & OTHER SERVICES (per month, per outlet):

#### **EQUIPMENT RENTAL & OTHER SERVICES (offered after starting in March 2017 with subscription to Spectrum Basic, Select, Silver, Gold, or Mi Plan Latino)**

Digital Receiver, Remote & Interactive Service (customers subscribing to only Basic Service) <sup>A, B</sup>	\$3.99
CableCARD (customers subscribing to only Basic Service) <sup>D</sup>	\$2.00
Digital Receiver, Remote & Interactive Services <sup>A, B</sup>	\$5.99
Secure Connection <sup>C</sup>	\$1.00
Total: Digital Receiver, Remote, Interactive Services & Secure Connection	\$6.99
CableCARD <sup>D</sup>	\$1.00
Secure Connection <sup>C</sup>	\$1.00
Total: CableCARD and Secure Connection	\$2.00
DVR Service (1 DVR receiver)	\$11.99
DVR Service Package (up to 4 DVR receivers)	\$19.99

*Note: Standard Digital Receiver no longer available for new subscription*

#### **EQUIPMENT RENTAL & OTHER SERVICES (offered to new customers up to March 2017 with subscription to Charter TV Select, Silver or Gold)**

Digital Receiver, Remote & Interactive Services <sup>A, B</sup>	\$6.99
CableCARD <sup>D</sup>	\$2.00
DVR Service (1 DVR receiver)	\$11.99
DVR Service Package (up to 4 DVR receivers)	\$19.99

*Note: Standard Digital Receiver no longer available for new subscription*

#### **EQUIPMENT RENTAL & OTHER SERVICES (offered to new customers through February 2017 with subscription to Basic Service, Expanded Service or Digital Home)**

Standard Digital Receiver & Remote (customers subscribing to only Basic TV Service)	\$1.00
HD or DVR or DVR/HD Receiver & Remote (customers subscribing to only Basic TV Service) <sup>A</sup>	\$3.99
Standard Digital Receiver & Remote	\$1.00
Discounted Interactive Services with Standard Digital Receiver <sup>B</sup>	\$5.99
Total: Standard Digital Receiver, Remote & Interactive Services	\$6.99
HD or DVR or DVR/HD Receiver & Remote <sup>A</sup>	\$3.99
Interactive Services <sup>B</sup>	\$6.99
Total: HD or DVR or DVR/HD Receiver, Remote & Interactive Services	\$10.98
CableCARD <sup>D</sup>	\$2.00
DVR Service (per DVR receiver)	\$10.00

<sup>A</sup> DVR service required with subscription to DVR or DVR/HD receiver.

<sup>B</sup> Provides access to the electronic program guide - to receive program information, perform efficient channel surfing, use Parental Controls and access to order Pay-Per-View & On Demand (where available).

<sup>C</sup> The Secure Connection Fee covers those measures Spectrum employs to manage and secure the connection between Spectrum's system and the Spectrum receiver and other devices Subscriber uses to access Spectrum's services.

<sup>D</sup> CableCARD customers subscribing to any service package in which Charter-leased equipment is included in the package price, may receive a discounted price, reduced by an amount equal to/greater than the fee for such equipment not leased from Charter. Due to system technology enhancements in a switched digital market, access to certain digital channels will require a receiver, as HDTVs equipped with CableCARDs cannot access certain digital channels requiring two-way communication. CableCARD customers with TiVo equipment will also need a Tuning Adapter for access to such digital channels.

Exhibit B

**SERVICES AND RATES APPLICABLE TO ALL CUSTOMERS:**

**DIGITAL TIERS**

FRENCH VIEW	\$6.99
LATINO VIEW	\$7.99
SOUTH ASIAN VIEW	\$29.99
FILIPINO VIEW	\$19.99
TV JAPAN	\$14.99

**SUBSCRIPTION SERVICES ON DEMAND**

Karaoke Monthly	\$6.99
Too Much for TV	\$14.99
Here TV Monthly	\$6.99
Disney Family Movies	\$4.99

**PAY-PER-VIEW AND ON DEMAND**

For a full listing of On Demand programming go to [Spectrum.net/ondemand](http://Spectrum.net/ondemand) or go to Channel 1. Please see your interactive program guide for title-specific pricing prior to ordering or call 1-855-75 SPECTRUM. Rates for transactional movies, adult programming & events vary. Many programs available through On Demand are free.

**OTHER SERVICES (PER MONTH)**

Playboy TV	\$19.99
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**INSTALLATION/SERVICE CALL (PER ACTIVITY)**

Primary Installation/Reconnect (when truck roll required) <sup>E</sup>	\$49.99
Add/Relocate Outlet <sup>E</sup>	\$49.99
Change of Service - Special Trip <sup>F</sup>	\$46.99
Reconnection Fee (no truck roll)	\$1.99
Custom Work Labor Charge	\$49.99
Wall Fish	\$38.99

<sup>E</sup> An amplifier may be required for a dwelling with multiple outlets (outlet = digital receiver/modem/eMTA). Technician assessment and professional installation required.

<sup>F</sup> Applicable when adding and/or relocating outlet, upgrading and/or downgrading services and picking up equipment.

**UNRETURNED EQUIPMENT FEES (PER UNIT)**

Digital Receiver	\$123.00
CableCARD™ <sup>D</sup>	\$22.00
Tuning Adapter	\$130.00
Guide Narration Tablet	\$235.00

**MISCELLANEOUS CHARGES (PER MONTH)**

Broadcast TV Service Charge <sup>G</sup>	\$5.69
Whole House Wire Maintenance	\$4.99

<sup>G</sup> The Broadcast TV Surcharge reflects charges assessed to Charter by broadcast TV stations. It applies to Basic Service and all additional TV services.

**MISCELLANEOUS CHARGES (PER ACTIVITY)**

Late Fee (45 Days Past Due)	5%
Phone Payment Processing (Charter Assisted)	\$5.00
Insufficient Funds Fee	\$25.00
Additional Bill Copies	\$1.99

©2017 Charter Communications ADDITIONAL CUSTOMER INFORMATION: Prices are per month unless noted otherwise. Programming may vary and all services may not be available in all areas. Rates, number of channels, programs/content, services & packages are subject to change or discontinuance at any time, subject to applicable law. Unless specified on this rate card, additional installation services are generally billed using the Labor Charge in ¼ hour increments. Charter reserves the right to institute different rates or terms and conditions of service for promotional purposes. Customers are not required to subscribe to any tier of service, other than the Charter Basic service tier, in order to purchase premium channels, or where available, Pay-Per-View or On Demand. Charter-issued digital receiver or CableCARD required to view programming channels. Charter-issued digital receiver required to view Pay-Per-View and On Demand programming (where available). HD-capable equipment required to view HD programming (where available). All programming may not be available to CableCARD customers. All service levels may contain channels with some R-rated programming, which can be blocked using the Parental Controls feature on your on-screen program guide. Certain limitations apply to the Wire Maintenance Plan, such as the exclusion of repairs to alarm/electrical/twisted pair wiring, customer-caused damage or abuse, and alterations to Charter equipment. Please contact Charter for more information about the Wire Maintenance Plan.

**Massachusetts Department of Telecommunications and Cable  
Cable Television Division  
Record Requests  
Charter Communications Docket No. DTC 16-4**

FCC Form 1205

D.T.C. – RR - 1-5

Please explain in detail what Charter's "Secure Connection" fee covers, including but not limited to: the specific measures Charter takes to secure the connection between its system and subscribers' equipment; why such measures are necessary in the context of, specifically, Charter's system and equipment; when Charter implemented these measures; and what costs, specifically, the fee covers.

Response:

*Person providing the response: Denise J. Williams, Dir of Regulatory Compliance*

The secure connection fee reflects the measures Charter undertakes to maintain, track, and ensure the security of the service connection between Charter's network and devices or applications used by our customers. In addition to enabling and limiting reception of the specific services to which a customer has subscribed and is lawfully authorized to receive through authorized devices or applications, these measures are also designed to maintain the security and integrity of Charter's signals and network. The secure connection fee is not assessed on regulated Basic-only customers, nor is it an additional equipment charge per se, but rather is better viewed for rate regulation purposes as a non-basic service fee.

Per Charter's Terms and Conditions:

Secure Connection Requirements. Without abrogating or otherwise limiting Subscriber's separate obligations to secure Subscriber's account and equipment under the Terms of Service, Spectrum shall have the right to implement reasonable measures necessary to track, manage, and/or ensure the security of the connection between any device or application used by Subscriber, members of Subscriber's household, Subscriber's guests, or any third parties and Spectrum's Equipment, system, or other network facilities (whether by physical, WiFi, wireless, software, or other means of connection), including without limitation authentication, access security, or other processes and means.

Massachusetts Department of Telecommunications and Cable  
Cable Television Division  
Record Requests  
Charter Communications Docket No. DTC 16-4

FCC Form 1205

D.T.C. – RR - 1-6

State the programming costs Charter charges to its subscribers for Spectrum Reach.

Response:

*Person providing the response: Denise J. Williams, Dir of Regulatory Compliance*

There are no programming costs that Charter charges to its subscribers for Spectrum Reach.

**Massachusetts Department of Telecommunications and Cable  
Cable Television Division  
Record Requests  
Charter Communications Docket No. DTC 16-4**

FCC Form 1205

D.T.C. – RR - 1-7

Do Charter's basic-service-tier subscribers receive Charter's Interactive Services (i.e., Interactive Guide Service or Navigator) and Secure Connection even if they are not charged for such services?

Response:

*Person providing the response: Denise J. Williams, Dir of Regulatory Compliance*

A Basic only customer would receive the benefit that the secure connection and integrated guide services (or Navigator) provides even though we are not assessing Basic only customers these fees in the regulated Massachusetts areas.

**Massachusetts Department of Telecommunications and Cable  
Cable Television Division  
Record Requests  
Charter Communications Docket No. DTC 16-4**

FCC Form 1205

D.T.C. – RR - 1-8

Please provide a sample customer bill, including rates, for both a basic-service-tier subscriber in a regulated community and a non-basic-only subscriber in a regulated community.

Response:

*Person providing the response: Denise J. Williams, Dir of Regulatory Compliance*

See attached customer bill statements for a basic only customer in a regulated community and a non-basic only customer in a regulated community.

# BasicOnly Customer - Regulated - Lee Spectrum

Page 2 of 4

September 4, 2017

Account Number:   
 Security Code:

Have questions about your bill?

Visit us at [twc.com/billing](http://twc.com/billing)

Or, call us at 855-70-SPECTRUM (1-855-707-7328)

6810 0110 NO RP 04 09042017 NNNNNNNY 01 023273 0083

## Charge Details

Previous Balance		76.91
Payment Received - Thank You	08/16	-76.91

Payments received after 09/04/17 will appear on your next bill.

## Adjustments

MA Regulatory Credit	09/03	-12.06
Adjustments Total		-12.06

Remaining Balance		-12.06
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Services from 09/13/17 through 10/12/17

## TV Services

Starter TV	16.99
DVR Service	12.99
HD-DVR Set-Top Box	3.99
	<b>\$33.97</b>

Fees & Charges	PEG Fee	0.19
	Franchise Fee	2.41
		<b>\$2.60</b>

TV Services Total	<b>\$36.57</b>
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## Internet Services

ELP Internet	19.99
	<b>\$19.99</b>

Internet Services Total	<b>\$19.99</b>
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## Phone Services

Phone number (413) 298-7103	
Home Phone National	24.99
Voicemail	3.95
	<b>\$28.94</b>

## Phone Services Continued

Taxes	State and Local Sales Tax	0.33
Fees & Charges	Federal Universal Svc Recovery Fee	1.11
	Regulatory Cost Recovery Fee	0.24
	State Universal Service Fund	0.02
	E911 Surcharge	1.00
		<b>\$2.70</b>

For additional call details,  
please visit [twc.com/account](http://twc.com/account).

Phone Services Total	<b>\$31.64</b>
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## Other Charges

Broadcast TV Surcharge	5.77
Other Charges Total	<b>\$5.77</b>

Current Charges	<b>\$93.97</b>
Total Due by 09/25/17	<b>\$81.91</b>

## Billing Information

**Tax and Fees** - This statement reflects the current taxes and fees for your area (including sales, excise, user taxes, etc.). These taxes and fees may change without notice.

**Credit** - A monthly credit will be applied to your statement as a result of a regulatory settlement with the Massachusetts D.T.C.

**Surcharges** - Spectrum, formerly TWC, imposes surcharges to recover costs of complying with its governmental obligations.

**Terms & Conditions** - Spectrum's detailed standard terms and conditions for service are located at [spectrum.com/policies](http://spectrum.com/policies).

**Past Due Fee / Late Fee Reminder** - A late fee will be assessed for past due charges for service.

Continued on next page....

Local Spectrum Store: 20 Silver St, Lee MA 01238 Store Hours: Mon thru Fri - 9:00am to 6:00pm; Closed Sat

## Your WAY can be the GREEN way! GO GREEN with Spectrum.

Online Bill Pay is helping the environment one customer at a time. It's easy - all you need to do is sign up for Online Bill Pay. It will save you money on postage and time - and it will also save trees!

Enrolling is easy, just go to [twc.com/gogreen](http://twc.com/gogreen).

Each month, you'll receive a paperless e-bill that you pay online with your choice of payment options.

- Debit Card - Credit Card - Electronic Funds Transfer
- Receive a quick summary of your account at any time
- Access up to 6 months of statements

## Payment Options

**Pay Online** - Create or Login to MyAccount to pay or view your bill online at [twc.com/account](http://twc.com/account).

**Pay by Mail** - Detach payment coupon and enclose with your check made payable to Time Warner Cable. Please do not include correspondences of any type with payments.

For questions or concerns, please call 1-855-707-7328.

**Spectrum**



Account Number:   
 Security Code:

Have questions about your bill?

Visit us at [spectrum.net/billing](http://spectrum.net/billing)

Or, call us at 855-75-SPECTRUM (1-855-757-7328)

8634 0080 NO RP 16 08172017 YYNNYYNN 01 000537 0002

## Charge Details

Previous Balance	147.54
Payment - Thank You	08/05 -147.54

Payments received after 08/16/17 will appear on your next bill.

## Adjustments

MA Regulatory Credit - Adjustment	08/15 -2.67
Adjustments Total	-\$2.67

Remaining Balance	-\$2.67
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Service from 08/24/17 through 09/23/17

## Spectrum TV™

TV Select	62.99
Basic TV & Expanded Basic TV Services	
Digital Receiver	6.99
And Interactive Services	
	<b>\$69.98</b>
Fees & Charges	
FCC Admin Fee	0.09
Franchise Fee	1.48
State And Local Fee	0.11
Public Access/franchise Related Costs	0.10
	<b>\$1.78</b>

Spectrum TV™ Total	\$71.76
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## Spectrum Internet™

Internet Service	53.99
Price reflects \$11.00 savings when bundled with TV	
	<b>\$53.99</b>

Spectrum Internet™ Total	\$53.99
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## Spectrum Voice™

Phone number (413) 598-8682

Unlimited Long Distance	19.99
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Pkg Includes: Phone Line, Modem, Up To 18 Calling  
Features, Calling Within U.S., Canada, Mexico, Puerto  
Rico, Guam & The Virgin Islands

**\$19.99**

For additional call details and terms of service,  
please visit [spectrum.net/calldetails](http://spectrum.net/calldetails).

Spectrum Voice™ Total	\$19.99
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## Other Charges

Wire Maintenance	4.99
3play Wire Maint Free	-4.99
Broadcast TV Surcharge	4.47
Other Charges Total	\$4.47

Current Charges	<b>\$150.21</b>
Total Due by 09/05/17	<b>\$147.54</b>

## Messages continued from page 1

Reminder. The terms and conditions applicable to your services contain a binding arbitration provision, which includes a waiver of class actions and provisions for opting out of arbitration and affects your rights with respect to all services.

Continued on the next page....

Local Spectrum Store: 516 Montgomery St, Chicopee MA 01020 Store Hours: Mon thru Fri - 9:00am to 6:00pm, Sat - 9:00am to 1:00pm

Visit [spectrum.net/locations](http://spectrum.net/locations) for store locations. For questions or concerns, visit [spectrum.net/support](http://spectrum.net/support) or call 1-855-757-7328.

## Simplify your life with Auto Pay!

Spend less time paying your bill  
and more time doing what you love.

It's Easy - No more checks, stamps or trips to the post office  
It's Secure - Powerful technology keeps your information safe  
It's Flexible - Use your checking, savings, debit or credit card  
It's FREE - And helps save time, postage and the environment

Set up easy, automatic bill payments with **Auto Pay!**

Visit: [spectrum.net/myaccount](http://spectrum.net/myaccount)

(My Account login required)



## Payment Options

**Pay Online** - Create or Login to MyAccount to pay or view your bill online at [spectrum.net/myaccount](http://spectrum.net/myaccount).

**Pay by Mail** - Detach payment coupon and enclose with your check made payable to Charter. Please do not include correspondences of any type with payments.

For questions or concerns, please call 1-855-757-7328.

