



Denise Williams  
Director of Regulatory Compliance

November 1, 2018

Sara Allen  
Chairman Board of Selectmen  
Town of West Brookfield  
2 East Main Street  
West Brookfield, MA 01585

Dear Ms. Allen:

Enclosed, please find Charter Communication's ("Charter") annual Form 1240 and Form 1205 rate justification filing for 2019. Charter is hereby submitting this filing pursuant to the Federal Communication Commission's ("FCC") rate-setting methodology.

Upon receipt of this letter, the franchise authority is notified of Charter's updated maximum permitted rate justification effective February 2019. The maximum permitted rate changes on the Form 1240 are the result of certain external costs (*i.e.*, programming, channel changes, copyright), inflation, true-up adjustments, and changes in costs associated with delivering cable service.

If you have any questions about the filings, please feel free to call me at (214) 526-8397.

Respectfully submitted,

A handwritten signature in black ink that reads "Denise Williams". The signature is written in a cursive style with a large, stylized "D" and "W".

Denise J. Williams  
Director of Regulatory Compliance and Planning

enclosures

**Charter Communications  
 Form 1240 Filing - Additional Information & Attachments  
 West Brookfield**

**1 Basic Service Tier Rate Structure:**

	Annual Rate Change - February 2019		
	<u>Current</u>	<u>MPR</u>	<u>OSR</u>
Basic Service Tier Rate	\$23.49	\$24.48	\$23.99
Broadcast TV Surcharge	\$8.85	\$11.19	\$9.95
FCC Regulatory Fee	\$0.06	\$0.06	\$0.06
Total 1240 Rate	<u>\$32.40</u>	<u>\$35.73</u>	<u>\$34.00</u>
Public Access Fee (Out of Form 1240)	\$1.65	\$1.65	\$1.65

**2 Channel Activity:**

True-up Period:

Feb 2018 - Reinstated EWTN, INSP, TBN

June 2018 - Added WDPX - ION Life

Projected Period:

Unknown as of filing date

**3 The following schedule details programming costs per customer for the true-up & projected period.**

	<u>Basic Service Tier</u>
Beginning of the true-up period 1:	\$11.1679
End of the true-up period 1:	\$10.3611
Beginning of the projected period:	\$10.3611
End of the projected period:	\$12.4167

FCC FORM 1240  
UPDATING MAXIMUM PERMITTED RATES FOR REGULATED CABLE SERVICES

Cable Operator:

Name of Cable Operator Charter Communications		
Mailing Address of Cable Operator 400 Atlantic Street		
City Stamford	State CT	ZIP Code 06901

1. Does this filing involve a single franchise authority and a single community unit?

YES	NO
X	

If yes, complete the franchise authority information below and enter the associated CUID number here:

MA0305
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2. Does this filing involve a single franchise authority but multiple community units?

YES	NO
	X

If yes, enter the associated CUIDs below and complete the franchise authority information at the bottom of this page:

n/a
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3. Does this filing involve multiple franchise authorities?

If yes, attach a separate sheet for each franchise authority and include the following franchise authority information with its associated CUID(s):

Franchise Authority Information:

Name of Local Franchising Authority West Brookfield		
Mailing Address of Local Franchising Authority 2 East Main Street		
City West Brookfield	State MA	ZIP Code 01585
Telephone number 508-867-4076	Fax Number	

4. For what purpose is this Form 1240 being filed? Please put an "X" in the appropriate box.

- a. Original Form 1240 for Basic Tier
- b. Amended Form 1240 for Basic Tier
- c. Original Form 1240 for CPS Tier
- d. Amended Form 1240 for CPS Tier

X

5. Indicate the one year time period for which you are setting rates (the Projected Period).

TO	
2/1/19	1/31/20

(mm/yy)

6. Indicate the time period for which you are performing a true-up.

TO	
10/1/17	9/30/18

(mm/yy)

7. Status of Previous Filing of FCC Form 1240 (enter an "x" in the appropriate box)

- a. Is this the first FCC Form 1240 filed in any jurisdiction?
- b. Has an FCC Form 1240 been filed previously with the FCC?

YES	NO
	X

If yes, enter the date of the most recent filing:

	(mm/dd/yy)
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c. Has an FCC Form 1240 been filed previously with the Franchising Authority?

YES	NO
X	

If yes, enter the date of the most recent filing:

Revised 5/3/18 (Revised OSR 11/30/17, Original 11/2/17)	
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**8. Status of Previous Filing of FCC Form 1210 (enter an "x" in the appropriate box)**

a. Has an FCC Form 1210 been previously filed with the FCC?

YES	NO
<input type="checkbox"/>	<input type="checkbox"/>

If yes, enter the date of the most recent filing

	(mm/dd/yy)
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b. Has an FCC Form 1210 been previously filed with the Franchising Authority?

YES	NO
<input type="checkbox"/>	<input type="checkbox"/>

If yes, enter the date of the most recent filing:

	(mm/dd/yy)
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**9. Status of FCC Form 1200 Filing (enter an "x" in the appropriate box)**

a. Has an FCC Form 1200 been previously filed with the FCC?

YES	NO
<input type="checkbox"/>	<input type="checkbox"/>

If yes, enter the date filed

	(mm/dd/yy)
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b. Has an FCC Form 1200 been previously filed with the Franchising Authority?

YES	NO
<input type="checkbox"/>	<input type="checkbox"/>

If yes, enter the date filed

	(mm/dd/yy)
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**10. Cable Programming Services Complaint Status (enter an "x" in the appropriate box)**

a. Is this form being filed in response to an FCC Form 329 complaint?

YES	NO
<input type="checkbox"/>	<input checked="" type="checkbox"/>

If yes, enter the date of the complaint

	(mm/dd/yy)
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**11. Is FCC Form 1205 Being Included With This Filing**

YES	NO
<input type="checkbox"/>	<input type="checkbox"/>

**12. Selection of "Going Forward" Channel Addition Methodology (enter an "x" in the appropriate box)**

Check here if you are using the original rules [MARKUP METHOD].

Check here if you are using the new, alternative rules [CAPS METHOD].

If using the CAPS METHOD, have you elected to revise recovery for channels added during the period May 15, 1994 to Dec. 31, 1994?

YES	NO
<input type="checkbox"/>	<input type="checkbox"/>

**13. Headend Upgrade Methodology**

\*NOTE: Operators must certify to the Commission their eligibility to use this upgrade methodology and attach an equipment list and depreciation schedule

Check here if you are a qualifying small system using the streamlined headend upgrade methodology.

**Part I: Preliminary Information**

**Module A: Maximum Permitted Rate From Previous Filing**

Line	Line Description	a Basic	b Tier 2	c Tier 3	d Tier 4	e Tier 5
A1	Current Maximum Permitted Rate	\$31.7589				

**Module B: Subscribership**

Line	Line Description	a Basic	b Tier 2	c Tier 3	d Tier 4	e Tier 5
B1	Average Subscribership For True-Up Period 1	1,140				
B2	Average Subscribership For True-Up Period 2	0				
B3	Estimated Average Subscribership For Projected Period	1,140				

**Module C: Inflation Information**

Line	Line Description		
C1	Unclaimed Inflation: Operator Switching From 1210 To 1240		1.0000
C2	Unclaimed Inflation: Unregulated Operator Responding to Rate Complaint		1.0000
C3	Inflation Factor For True-Up Period 1 [Wks 1]		1.0265
C4	Inflation Factor For True-Up Period 2 [Wks 1]		0.0000
C5	Current FCC Inflation Factor		1.0304

**Module D: Calculating the Base Rate**

Line	Line Description	a Basic	b Tier 2	c Tier 3	d Tier 4	e Tier 5
D1	Current Headend Upgrade Segment	\$0.0000				
D2	Current External Costs Segment	\$11,1679				
D3	Current Caps Method Segment	\$0.0000				
D4	Current Markup Method Segment	\$0.1900				
D5	Current Channel Movement and Deletion Segment	\$0.0000				
D6	Current True-Up Segment	(\$1,2876)				
D7	Current Inflation Segment	\$0.2188				
D8	Base Rate [A1-D1-D2-D3-D4-D5-D6-D7]	\$21,4698				

**Part II: True-Up Period  
Module E: Timing Information**

Line	Line Description		
E1	What Type of True-Up Is Being Performed? (Answer "1", "2", or "3". See Instructions for a description of these types.) If "1", go to Module I. If "2", answer E2 and E3. If "3", answer E2, E3, E4, and E5.		2
E2	Number of Months in the True-Up Period 1		12
E3	Number of Months between the end of True-Up Period 1 and the end of the most recent Projected Period		4
E4	Number of Months in True-Up Period 2 Eligible for Interest		0
E5	Number of Months True-Up Period 2 Ineligible for Interest		0

**Module F: Maximum Permitted Rate For True-Up Period 1**

Line	Line Description	a Basic	b Tier 2	c Tier 3	d Tier 4	e Tier 5
F1	Caps Method Segment For True-Up Period 1 [Wks 2]	\$0.0000				
F2	Markup Method Segment For True-Up Period 1 [Wks 3]	\$0.1733				
F3	Chan Mvmt Deletn Segment For True-Up Period 1 [Wks 4/5]	\$0.0000				
F4	True-Up Period 1 Rate Eligible For Inflation [D8+F1+F2+F3]	\$21,6431				
F5	Inflation Segment for True-Up Period 1 [(F4*C3)-F4]	\$0.5735				
F6	Headend Upgrade Segment For True-Up Period 1 [Wks 6]	\$0.0000				
F7	External Costs Segment For True-Up Period 1 [Wks 7]	\$10,3611				
F8	True-Up Segment For True-Up Period 1	(\$1,3328)				
F9	Max Perm Rate for True-Up Period 1 [F4+F5+F6+F7+F8]	\$31,2449				

**Module G: Maximum Permitted Rate For True-Up Period 2**

Line	Line Description	a Basic	b Tier 2	c Tier 3	d Tier 4	e Tier 5
G1	Caps Method Segment For True-Up Period 2 [Wks 2]					
G2	Markup Method Segment For True-Up Period 2 [Wks 3]					
G3	Chan Mvmt Deletn Segment For True-Up Period 2 [Wks 4/5]					
G4	TU Period 2 Rate Eligible For Inflation [D8+F5+G1+G2+G3]					
G5	Inflation Segment for True-Up Period 2 [(G4*C4)-G4]					
G6	Headend Upgrade Segment For True-Up Period 2 [Wks 6]					
G7	External Costs Segment For True-Up Period 2 [Wks 7]					
G8	True-Up Segment For True-Up Period 2					
G9	Max Perm Rate for True-Up Period 2 [G4+G5+G6+G7+G8]					

**Module H: True-Up Adjustment Calculation**

Line	Line Description	a Basic	b Tier 2	c Tier 3	d Tier 4	e Tier 5
<b>Adjustment For True-Up Period 1</b>						
H1	Revenue From Period 1	\$422,415.14				
H2	Revenue From Max Permitted Rate for Period 1	\$427,430,232				
H3	True-Up Period 1 Adjustment [(H2-H1)]	\$5,015,0920				
H4	Interest on Period 1 Adjustment	\$480,7436				
<b>Adjustment For True-Up Period 2</b>						
H5	Revenue From Period 2 Eligible for Interest					
H6	Revenue From Max Perm Rate for Period 2 Eligible For Interest					
H7	Period 2 Adjustment Eligible For Interest [(H6-H5)]					
H8	Interest on Period 2 Adjustment (See instructions for formula)					
H9	Revenue From Period 2 Ineligible for Interest					
H10	Revenue From Max Perm Rate for Period 2 Ineligible for Interest					
H11	Period 2 Adjustment Ineligible For Interest [(H10-H9)]					
<b>Total True-Up Adjustment</b>						
H12	Previous Remaining True-Up Adjustment	\$0 0000				
H13	Total True-Up Adjustment [(H3+H4+H7+H8+H11+H12)]	\$5,495,8356				
H14	Amount of True-Up Claimed For This Projected Period	\$5,495,8356				
H15	Remaining True-Up Adjustment [(H13-H14)]	\$0 0000				

**Part III: Projected Period  
Module I: New Maximum Permitted Rate**

Line	Line Description	a Basic	b Tier 2	c Tier 3	d Tier 4	e Tier 5
I1	Caps Method Segment For Projected Period [Wks 2]	\$0.0000				
I2	Markup Method Segment For Projected Period [Wks 3]	\$0.1900				
I3	Chan Mvmt Deletn Segment For Projected Period [Wks 4-5]	\$0.0000				
I4	Proj. Period Rate Eligible For Inflation [(D8+F5+G5+H1+I2+I3)]	\$22,2333				
I5	Inflation Segment for Projected Period [(I4*(C5)-I4)	\$0.6759				
I6	Headend Upgrade Segment For Projected Period [Wks 6]	\$0.0000				
I7	External Costs Segment For Projected Period [Wks 7]	\$12,4167				
I8	True-Up Segment For Projected Period	\$0.4017				
I9	Max Permitted Rate for Projected Period [(I4+I5+I6+I7+I8)]	\$35,7276				
I10	Operator Selected Rate For Projected Period	\$34.00				

*Note: The maximum permitted rate figures do not take into account any refund liability you may have. If you have previously been ordered by the Commission or your local franchising authority to make refunds, you are not relieved of your obligation to make such refunds even if the permitted rate is higher than the contested rate or your current rate.*

**Certification Statement**

WILLFUL FALSE STATEMENTS MADE ON THIS FORM ARE PUNISHABLE BY FINE AND/OR IMPRISONMENT (U.S. CODE TITLE 18, SECTION 1001), AND/OR FORFEITURE (U.S. CODE, TITLE 47, SECTION 503).

I certify that the statements made in this form are true and correct to the best of my knowledge and belief, and are made in good faith.

Signature <i>Denise Williams</i>	Date 11/1/2018
Name and Title of Person Completing this Form: Denise J. Williams, Director of Regulatory Compliance & Planning	
Telephone number 214-526-8397	Fax Number 972-552-9997

## Worksheet 1 - True-Up Period Inflation

For instructions, see Appendix A of Instructions For FCC Form 1240

Line	Period	FCC Inflation Factor
101	October 2017	2.33%
102	November	2.33%
103	December	2.33%
104	January 2018	2.20%
105	February	2.20%
106	March	2.20%
107	April	3.04%
108	May	3.04%
109	June	3.04%
110	July	3.04%
111	August	3.04%
112	September	3.04%
113	Average Inflation Factor for True-Up Period 1	1.0265

114		
115		
116		
117		
118		
119		
120		
121		
122		
123		
124		
125		
126	Average Inflation Factor for True-Up Period 2	

## Worksheet 3 - Markup Method True-Up Period, Basic Tier

For instructions, see Appendix A of Instructions For FCC Form 1240

True-Up Period	Projected Period
X	

Question 1. Indicate the period for which this worksheet is being used (Put an "X" in the appropriate box.)

Question 2. Indicate the tier for which this worksheet is being used. (Put an "X" in the appropriate box.)

Basic	Tier 2	Tier 3	Tier 4	Tier 5
X				

Question 3. How long is the first period, in months, for which rates are being set with this worksheet?

12
0

Question 4. How long is the second period, in months, for which rates are being set with this worksheet?

Line	Period	1 Sum of Previous Regulated Channels	2 Sum of Current Regulated Channel	3 Average Channels	4 Per Channel Adjustment	5 Basic Channels Added	6 Total Adjustment	7 Cumulative Adjustment
301	Previous Month							\$0.1500
302	October	42	42	42.0	\$0.01	0	\$0.00	\$0.1500
303	November	42	42	42.0	\$0.01	0	\$0.00	\$0.1500
304	December	42	42	42.0	\$0.01	0	\$0.00	\$0.1500
305	January	42	42	42.0	\$0.01	0	\$0.00	\$0.1500
306	February	42	45	43.5	\$0.01	3	\$0.03	\$0.1800
307	March	45	45	45.0	\$0.01	0	\$0.00	\$0.1800
308	April	45	45	45.0	\$0.01	0	\$0.00	\$0.1800
309	May	45	45	45.0	\$0.01	0	\$0.00	\$0.1800
310	June	45	46	45.5	\$0.01	1	\$0.01	\$0.1900
311	July	46	46	46.0	\$0.01	0	\$0.00	\$0.1900
312	August	46	46	46.0	\$0.01	0	\$0.00	\$0.1900
313	September	46	46	46.0	\$0.01	0	\$0.00	\$0.1900
314	<b>Average Period 1 Markup Method Adjustment</b>							<b>\$0.1733</b>
315								
316								
317								
318								
319								
320								
321								
322								
323								
324								
325								
326								
327	<b>Average Period 2 Caps Method Adjustment</b>							

### Worksheet 3 - Markup Method Projected Period, Basic Tier

For instructions, see Appendix A of Instructions For FCC Form 1240

True-Up Period	Projected Period
	X

Question 1. Indicate the period for which this worksheet is being used. (Put an "X" in the appropriate box )

Question 2. Indicate the tier for which this worksheet is being used. (Put an "X" in the appropriate box )

Basic	Tier 2	Tier 3	Tier 4	Tier 5
X				

Question 3. How long is the first period, in months, for which rates are being set with this worksheet?

12
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Question 4. How long is the second period, in months, for which rates are being set with this worksheet?

0
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Line	Period	1 Sum of Previous Regulated Channels	2 Sum of Current Regulated Channel	3 Average Channels	4 Per Channel Adjustment	5 Basic Channels Added	6 Total Adjustment	7 Cumulative Adjustment
301	Previous Month							\$0.1900
302	February	46	46	46.0	\$0.01	0	\$0.00	\$0.1900
303	March	46	46	46.0	\$0.01	0	\$0.00	\$0.1900
304	April	46	46	46.0	\$0.01	0	\$0.00	\$0.1900
305	May	46	46	46.0	\$0.01	0	\$0.00	\$0.1900
306	June	46	46	46.0	\$0.01	0	\$0.00	\$0.1900
307	July	46	46	46.0	\$0.01	0	\$0.00	\$0.1900
308	August	46	46	46.0	\$0.01	0	\$0.00	\$0.1900
309	September	46	46	46.0	\$0.01	0	\$0.00	\$0.1900
310	October	46	46	46.0	\$0.01	0	\$0.00	\$0.1900
311	November	46	46	46.0	\$0.01	0	\$0.00	\$0.1900
312	December	46	46	46.0	\$0.01	0	\$0.00	\$0.1900
313	January	46	46	46.0	\$0.01	0	\$0.00	\$0.1900
314	Average Period 1 Markup Method Adjustment							\$0.1900

## Worksheet 4 - Residual True-Up Period

For instructions, see Appendix A of Instructions For FCC Form 1240

Question 1. Indicate the period for which this worksheet is being used. (Put an "X" in the appropriate box.)

True-Up Period	Projected Period
X	

Line	Line Description	a Basic	b Tier 2	c Tier 3	d Tier 4	e Tier 5
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**Period One**

401	Average Permitted Charge	\$30.8783				
402	Average External Costs	\$10.3611				
403	Average Total Per Channel Adjustments after 5/14/94 for Channels Added Using Caps Method	\$0.0000				
404	Average Tier Residual [401-402-403]	\$20.5172				
405	Average Channels per Regulated Tier	44.00				
406	Average Caps Method Channels per Tier	0.0				
407	Average Remaining Channels [405-406]	44.00				
408	Average Period 1 Per Channel Residual [404/407]	\$0.4663				

**Period Two**

409	Average Permitted Charge					
410	Average External Costs					
411	Average Total Per Channel Adjustments after 5/14/94 for Channels Added Using Caps Method					
412	Average Tier Residual [409-410-411]					
413	Average Channels per Regulated Tier					
414	Average Caps Method Channels per Tier					
415	Average Remaining Channels [413-414]					
416	Average Period 2 Per Channel Residual [412/415]					

## Worksheet 4 - Residual Projected Period

Question 1. Indicate the period for which this worksheet is being used (Put an "X" in the appropriate box )

True-Up Period	Projected Period
	X

Line	Line Description	a Basic	b Tier 2	c Tier 3	d Tier 4	e Tier 5
Period One						
401	Average Permitted Charge	\$31.7589				
402	Average External Costs	\$11.1679				
403	Average Total Per Channel Adjustments after 5/14/94 for Channels Added Using Caps Method	\$0.0000				
404	Average Tier Residual [401-402-403]	\$20.5910				
405	Average Channels per Regulated Tier	46.00				
406	Average Caps Method Channels per Tier	0.0				
407	Average Remaining Channels [405-406]	46.00				
408	Average Period 1 Per Channel Residual [404/407]	\$0.4476				

## Worksheet 5 - Channel Movement and Deletion True-Up Period, Basic Tier

For instructions, see Appendix A of Instructions For FCC Form 1240

Question 1. Indicate the period for which this worksheet is being used. (Put an "X" in the appropriate box.)

True-Up Period	Projected Period
X	

Question 2. Indicate the tier for which this worksheet is being used. (Put an "X" in the appropriate box.)

Basic	Tier 2	Tier 3	Tier 4	Tier 5
X				

Question 3. How long is the first period, in months, for which rates are being set with this worksheet?

12
0

Question 4. How long is the second period, in months, for which rates are being set with this worksheet?

Line	Period	1	2	3	4
		Residual of Channels Deleted From Tier	Residual of Channels Moved (added) to Tier	Net Per-Channel Cost Adjustment [Column 2 - Column 1]	Cumulative Net Per-Channel Cost Adjustment
501	Previous Period				\$0.0000
502	October	\$0.0000	\$0.0000	\$0.0000	\$0.0000
503	November	\$0.0000	\$0.0000	\$0.0000	\$0.0000
504	December	\$0.0000	\$0.0000	\$0.0000	\$0.0000
505	January	\$0.0000	\$0.0000	\$0.0000	\$0.0000
506	February	\$0.0000	\$0.0000	\$0.0000	\$0.0000
507	March	\$0.0000	\$0.0000	\$0.0000	\$0.0000
508	April	\$0.0000	\$0.0000	\$0.0000	\$0.0000
509	May	\$0.0000	\$0.0000	\$0.0000	\$0.0000
510	June	\$0.0000	\$0.0000	\$0.0000	\$0.0000
511	July	\$0.0000	\$0.0000	\$0.0000	\$0.0000
512	August	\$0.0000	\$0.0000	\$0.0000	\$0.0000
513	September	\$0.0000	\$0.0000	\$0.0000	\$0.0000
514	<b>Average Period 1 Channel Movement and Deletion Adjustment</b>				\$0.0000

515					
516					
517					
518					
519					
520					
521					
522					
523					
524					
525					
526					
527	<b>Average Period 2 Channel Movement and Deletion Adjustment</b>				

## Worksheet 5 - Channel Movement and Deletion Projected Period, Basic Tier

For instructions, see Appendix A of Instructions For FCC Form 1240

Question 1. Indicate the period for which this worksheet is being used (Put an "X" in the appropriate box.)

True-Up Period	Projected Period
	X

Question 2. Indicate the tier for which this worksheet is being used (Put an "X" in the appropriate box.)

Basic	Tier 2	Tier 3	Tier 4	Tier 5
X				

Question 3. How long is the first period, in months, for which rates are being set with this worksheet?

12
0

Question 4. How long is the second period, in months, for which rates are being set with this worksheet?

Line	Period	1 Residual of Channels Deleted From Tier	2 Residual of Channels Moved (added) to Tier	3 Net Per-Channel Cost Adjustment [Column 2 - Column 1]	4 Cumulative Net Per-Channel Cost Adjustment
501	Previous Period				\$0.0000
502	February	\$0.0000	\$0.0000	\$0.0000	\$0.0000
503	March	\$0.0000	\$0.0000	\$0.0000	\$0.0000
504	April	\$0.0000	\$0.0000	\$0.0000	\$0.0000
505	May	\$0.0000	\$0.0000	\$0.0000	\$0.0000
506	June	\$0.0000	\$0.0000	\$0.0000	\$0.0000
507	July	\$0.0000	\$0.0000	\$0.0000	\$0.0000
508	August	\$0.0000	\$0.0000	\$0.0000	\$0.0000
509	September	\$0.0000	\$0.0000	\$0.0000	\$0.0000
510	October	\$0.0000	\$0.0000	\$0.0000	\$0.0000
511	November	\$0.0000	\$0.0000	\$0.0000	\$0.0000
512	December	\$0.0000	\$0.0000	\$0.0000	\$0.0000
513	January	\$0.0000	\$0.0000	\$0.0000	\$0.0000
514	<b>Average Period 1 Channel Movement and Deletion Adjustment</b>				\$0.0000

## Worksheet 7 - External Costs True-Up Period

For instructions, see Appendix A of Instructions For FCC Form 1240

True-Up Period	Projected Period
X	
	12
	0

Question 1 For which time period are you filling out this worksheet? [Put an "X" in the appropriate box ]

Question 2 How long is the first period, in months, for which rates are being set with this worksheet?

Question 3 How long is the second period, in months, for which rates are being set with this worksheet?

Line	Line Description	a Basic	b Tier 2	c Tier 3	d Tier 4	e Tier 5
<b>Period 1</b>						
<b>External Costs Eligible for Markup</b>						
701	Cost of Programming For Channels Added Prior to 5/15/94 or After 5/15/94 Using Markup Method For Period	\$823.54				
702	Retransmission Consent Fees For Period	\$126,906.62				
703	Copyright Fees For Period	\$3,128.27				
704	External Costs Eligible For 7.5% Markup	\$130,858.43				
705	Marked Up External Costs	\$140,672.8123				
<b>External Costs Not Eligible for Markup</b>						
706	Cable Specific Taxes For Period	\$0.00				
707	Franchise Related Costs For Period	\$0.00				
708	Commission Regulatory Fees For Period	\$1,067.04				
709	Total External Costs For Period	\$141,739.8523				
710	Monthly, Per-Subscriber External Costs For Period 1	\$10.3611				
<b>Period 2</b>						
<b>External Costs Eligible for Markup</b>						
711	Cost of Programming For Channels Added Prior to 5/15/94 or After 5/15/94 Using Markup Method For Period					
712	Retransmission Consent Fees For Period					
713	Copyright Fees For Period					
714	External Costs Eligible For 7.5% Markup					
715	Marked Up External Costs					
<b>External Costs Not Eligible for Markup</b>						
716	Cable Specific Taxes For Period					
717	Franchise Related Costs For Period					
718	Commission Regulatory Fees For Period					
719	Total External Costs For Period					
720	Monthly, Per-Subscriber External Costs For Period 2					

### Worksheet 7 - External Costs Projected Period

For instructions, see Appendix A of Instructions For FCC Form 1240

True-Up Period	Projected Period
	X
12	

Question 1: For which time period are you filling out this worksheet? [Put an "X" in the appropriate box.]

Question 2: How long is the first period, in months, for which rates are being set with this worksheet?

Question 3: How long is the second period, in months, for which rates are being set with this worksheet?

Line	Line Description	a Basic	b Tier 2	c Tier 3	d Tier 4	e Tier 5
<b>Period 1</b>						
<b>External Costs Eligible for Markup</b>						
701	Cost of Programming For Channels Added Prior to 5/15/94 or After 5/15/94 Using Markup Method For Period	\$823.54				
702	Retransmission Consent Fees For Period	\$153,055.94				
703	Copyright Fees For Period	\$3,366.65				
704	External Costs Eligible For 7.5% Markup	\$157,246.12				
705	Marked Up External Costs	\$169,039.5833				
<b>External Costs Not Eligible for Markup</b>						
706	Cable Specific Taxes For Period	\$0.00				
707	Franchise Related Costs For Period	\$0.00				
708	Commission Regulatory Fees For Period	\$820.80				
709	Total External Costs For Period	\$169,860.3833				
710	Monthly, Per-Subscriber External Costs For Period 1	\$12.4167				

**Franchise: West Brookfield**  
**Worksheet 8 - True-Up Rate Charged**

For instructions, see Appendix A of Instructions For FCC Form 1240

Question 1. How long is the True-Up Period 1, in months?

Question 2. How long is the True-Up Period 2, in months?

12
0

Line	Line Description	a Net Basic Rate	b 2019 Adjustment	c Basic Rate	d	e
801	October 2017	\$29.12		\$29.12		
802	November	\$29.12		\$29.12		
803	December	\$29.12		\$29.12		
804	January	\$29.12		\$29.12		
805	February 2018	\$31.76	(\$0.66)	\$32.42		
806	March	\$31.76	(\$0.66)	\$32.42		
807	April	\$31.76	(\$0.66)	\$32.42		
808	May	\$31.76	(\$0.66)	\$32.42		
809	June	\$31.76	(\$0.66)	\$32.42		
810	July	\$31.76	(\$0.66)	\$32.42		
811	August	\$31.76	(\$0.66)	\$32.42		
812	September	\$31.74	(\$0.66)	\$32.40	FCC regulatory fee pass-through adjustment	
813	Period 1 Average Rate	\$30.8783		\$31.3183		

814	Notes for 2020 Filing:					
815	October	\$31.7400	(\$0.6600)	\$32.4000		
816	November	\$31.7400	(\$0.6600)	\$32.4000		
817	December	\$31.7400	(\$0.6600)	\$32.4000		
818	January	\$31.7400	(\$0.6600)	\$32.4000		
819						
820						
821						
822						
823						
824						
825						
826	Period 2 Average Rate					

**Charter Communications  
September 2018 Lineup  
West Brookfield  
Lineup: Charlton**

<b>Chl #</b>	<b>Programming Service</b>
2	WGBH - PBS
4	WBZ - CBS
5	WCVB - ABC
6	WFXT - FOX
7	WHDH - IND
8	WSBK - My TV
9	WLVI - CW
10	WBTS LD - NBC
12	WNEU - Telemundo
14	WYDN - Daystar
16	C-SPAN
17	WGBY - PBS
18	EWTN
19	WUTF - UniMas
20	WBPX - ION
21	WGBX - PBS
23	WDPX - ION Life
25	WMFP - SonLife Broadcasting
26	WBIN - TJN
27	WUNI - UNV
85	C-SPAN2
86	C-SPAN3
87	TBN
93	WJAR - NBC
94	WASA LD - Estrella TV
95	INSP
126	QVC
133	HSN
144	Jewelry Television
159	Evine Live
180	WGBX 4 - PBS Kids
181	WGBX 2 - PBS World
182	WGBX 3 - PBS Create
183	WFXT 2 - Escape
184	WCVB 2 - Me TV
185	WFXT 3 - LAFF
186	WNEU 3 - TeleXitos
187	WUTF 3 - TBD
188	WBZ 2 - SmartTV
189	WUNI 2 - LATV
191	Local Access
192	Government Access
193	Charter TV 3
194	Educational Access
197	Shop Zeal 1
198	Shop Zeal 3

Channel Count: 46

**FORM 1205  
 DETERMINING REGULATED EQUIPMENT AND INSTALLATION COSTS  
 "EQUIPMENT FORM"**

Community Unit Identifier (CUID) of cable system See attached list		Date of Form Submission 11/1/18
Name of Cable Operator Charter Communications		
Mailing Address of Cable Operator 400 Atlantic Street		
City Stamford	State CT	ZIP Code 06901
Name and Title of person completing this form Denise J. Williams, Director of Regulatory Compliance		
Telephone number 214-526-8397	Fax Number 972-552-9997	
Name of Local Franchising Authority Massachusetts Regulated Communities - See attached list		

**1. This form is being filed: [Enter an "x" in the appropriate box]**

- In conjunction with FCC Form 1200, FCC Form 1220, or FCC Form 1225.  
 Attach the completed FCC Form 1200, FCC Form 1220, or FCC Form 1225 to the front of this form  
 OR  
 In order to fulfill FCC rules requiring an annual filing of this form

**2. Enter the date on which you closed your books for the fiscal year reflected in this form:**

Note: This will indicate the end of the 12-month fiscal year for which you are filing this form.

12/31/2017 (mm/dd/yy)

**3. Indicate the corporate status of your cable system [Enter an "x" in the correct box]**

- C-Corporation  
 Subchapter S corporation  
 Partnership  
 Sole Proprietorship  
 Other (Please explain below)

Limited Liability Company

**Charter Communications  
Massachusetts Regulated Communities**

<b>CUID</b>	<b>Community</b>
MA0290	Auburn
MA0286	Belchertown
MA0081	Brimfield
MA0305	Brookfield
MA0018	Charlton
MA0304	Chicopee
MA0184	Dudley
MA0054	East Brookfield
MA0103	East Longmeadow
MA0334	Easthampton
MA0339	Hadley
MA0285	Hampden
MA0073	Harvard
MA0286	Holden
MA0092	Ludlow
MA0285	Paxton
MA0312	Pepperell
MA0179	Southampton
MA0087	Spencer
MA0036	Sturbridge
MA0043	Upton
MA0319	Uxbridge
MA0313	West Boylston
MA0209	West Brookfield
MA0107	Wilbraham
MA0242	Worcester
MA0009	Lee
MA0010	Lenox
MA0011	Stockbridge
MA0027	Dalton
MA0028	Pittsfield
MA0096	Richmond

SCHEDULE A: CAPITAL COSTS OF SERVICE INSTALLATION AND MAINTENANCE OF EQUIPMENT AND PLANT						
A	Equipment and Plant	Vehicles	Installation Materials/Tools/Labor	Maintenance Facilities	Furniture & Fixtures	Other 2. (Specify below)
B	Gross Book Value	\$956,589,087.39	\$5,970,986,437.49	\$1,426,634,169.71	\$193,675,711.79	
C	Accumulated Depreciation	\$347,507,440.66	\$2,327,980,782.5796	\$194,945,804.54	\$69,324,626.77	
D	Deferred Taxes	\$112,904,790.20	\$674,292,497.05	\$227,691,326.91	\$23,208,206.88	
E	Net Book Value [B-(C+D)]	\$496,086,856.53	\$2,908,713,157.8604	\$1,003,997,038.26	\$101,142,878.14	
F	Rate of Return	0.1125				
G	Calculation of Gross-up Rate					
G1	Federal Income Tax Rate	0.21				
G2	State Income Tax Rate	0.0535				
G3	Net Total Income Tax Rate [(G1+G2)-(G1 x G2)]	0.2523				
G4	Adjustment to Reflect Interest Deductibility					
G4a	Actual Interest Amount	\$3,421,000,000				
G4b	Total Net Assets	\$144,068,000,000				
G4c	Base Return on Investment Amount [G4b x F]	\$16,207,650,000.00				
G4d	Interest Deductibility Factor [G4a/G4c]	0.2111				
G5	Effective Tax Rate [G3 x (1-G4d)] [C-Corps skip to G7]	0.199				
G6	Adjustments for Non-C Corporations					
G6a	Base Return on Investment Amount [G4c]	\$16,207,650,000.00				
G6b	Distributions	\$0				
G6c	Contributions (may not exceed G6b)	\$0				
G6d	Returns Subject to Income Tax [G6a-G6b+G6c]	\$16,207,650,000.00				
G6e	Returns Percentage Subject to Income Tax [G6d/G6a]	1				
G7	Gross-Up Rate [C-Corps 1/(1-G5) Other 1/(1-(G5 x G6e))]	1.2485				
H	Grossed-Up Rate of Return [F x G7]	0.1405				
I	Return on Investment Grossed-Up for Taxes [E x H]	\$69,678,291.951	\$416,973,075.1971	\$141,017,238.8746	\$14,206,107.0537	
J	Current Provision for Depreciation	\$145,469,559.28	\$1,066,869,022.65	\$93,591,865.13	\$36,944,351.24	
K	Annual Capital Costs [I+J]	\$215,147,851.231	\$1,483,842,097.8471	\$234,609,104.0046	\$51,150,458.2937	
L	GRAND TOTAL [sum of Line K entries]	\$1,984,749,511.3764				

Box 1.

Specify Other 1: Furniture & Fixtures

Specify Other 2: \_\_\_\_\_

SCHEDULE B: ANNUAL OPERATING EXPENSES FOR SERVICE INSTALLATION AND MAINTENANCE OF EQUIPMENT						
A		Salaries & Benefits	Supplies, Utilities, Rent	Other 1. Education and Training	Other 2. Contractor Expense	Other 3. Converter Maintenance
A	Annual Op. Expenses for Svc. Install and Maint of Equip	\$1,861,829,684.89	\$445,575,412.91	\$2,218,365.59	\$186,916,828.4782	\$126,690,949.22
B	GRAND TOTAL [sum of Line A entries]	\$2,623,231,241.0882				

Box 2.

Specify Other 1: Education and Training

Specify Other 2: Contractor Expense

Specify Other 3: Converter Maintenance

Specify Other 4: \_\_\_\_\_

SCHEDULE C: CAPITAL COSTS OF LEASED CUSTOMER EQUIPMENT						
A	Equipment	Remote 1	Converter 2 - Standard	Converter 3 - HD/DVR	Other 1 - CableCARD	Other 2 - DTA
B	Total Maintenance/Service Hours (Attach Explanation)	0	160,140	4,323,791	0	854,082
C	Total # of Units in Service	36,842,804	981,438	29,814,215	124,190	6,047,151
D	Gross Book Value	\$140,309,430.61	\$25,130,964.00	\$4,292,186,383.89	\$4,862,366.97	\$105,975,264.75
E	Accumulated Depreciation	\$57,724,774.76	\$25,130,964.00	\$2,102,607,344.3604	\$2,689,272.16	\$64,972,294.23
F	Deferred Taxes	\$15,053,972.03	\$0.00	\$405,202,747.06	\$627,248.83	\$7,526,986.01
G	Net Book Value [D-(E+F)]	\$67,530,683.82	\$0.00	\$1,784,376,292.4696	\$1,545,845.98	\$33,475,984.51
H	Grossed Up Rate of Return [From Sched. A, Line H]	0.1405				
I	Return on Investment Grossed-Up for Taxes [G x H]	\$9,485,078.3505	\$0.00	\$250,626,055.9427	\$217,123,082.6	\$4,701,897.241
J	Current Provision for Depreciation	\$46,023,666.97	\$0.00	\$816,421,575.07	\$1,422,738.60	\$37,792,449.26
K	Annual Capital Costs [I + J]	\$55,508,685.3205	\$0.00	\$1,067,049,631.0127	\$1,630,861,682.6	\$42,494,346.501
L	GRAND TOTAL (sum of Line K entries)	\$1,166,692,524.5169				

Box 3.

Specify Other 1 Cable Card  
Specify Other 2 DTA

SCHEDULE D: AVERAGE HOURS PER INSTALLATION		
A	Average Hours per Primary Outlet - Unwired	1.84
B	Average Hours per Primary Outlet - Prewired	1.57
C	Average Hours per Primary Outlet - Reconnect	1.32
D	Average Hours per A/O - Unwired - at time of installation	0.75
E	Average Hours per A/O - Prewired - at time of installation	0.60
F	Average Hours per A/O - Unwired - return trip	1.84
G	Average Hours per A/O - Prewired - return trip	1.66
H	Average Hours per Change of Service (Upgrade, Downgrade, Disconnect, etc.) Requiring a Truck Roll	0.87
I	Average Hours per Inside Wire Service Call Charge	1.37
J	Average Hours per Wall Fish - at time of installation	0.87
K	Average Hours per Wall Fish - return trip	1.41

WORKSHEET FOR CALCULATING PERMITTED EQUIPMENT AND INSTALLATION CHARGES		
STEP A. Hourly Service Charge		
1	Total Capital Costs of Installation and Maintenance [Schedule A, Box 1]	\$1,984,749,511.3764
2	Total Annual Operating Expenses for Installation and Maintenance [Schedule B, Box 2]	\$2,623,231,241.0882
3	Total Capital Costs and Operating Expenses for Installation and Maintenance [Line 1 + Line 2]	\$4,607,980,752.4646
4	Customer Equipment and Installation Percentage (attach an explanation)	0.4443
5	Annual Customer Equipment Maintenance and Installation Costs, Excluding Costs of Leased Equipment [Line 3 x Line 4]	\$2,047,325,848.32
6	Total Labor Hours for Maintenance and Installation of Customer Equipment and Services (attach explanation)	34,805,859
7	Hourly Service Charge (HSC) (Line 5/Line 6)	\$58.8213

METHOD OF BILLING FOR INSTALLATIONS (place an "x" in the appropriate box)	
<input type="checkbox"/>	Installations billed by the hour based on the HISC calculated in Line 7
<input checked="" type="checkbox"/>	Installations billed as a standard charge

<b>STEP B. Installation Charge</b>		
8	Uniform HISC for all installations (From Step A. line 7)	\$58 8213
OR		
9	Average Charge for Installation Types	
a. Primary Outlet - Unwired		
a1	HISC [Line 7]	\$58 8213
a2	Average Hours	1.84
a3	Charge	\$108 2312
b. Primary Outlet - Prewired		
b1	HISC [Line 7]	\$58 8213
b2	Average Hours	1.57
b3	Charge	\$92 3494
c. Primary Outlet - Reconnect		
c1	HISC [Line 7]	\$58 8213
c2	Average Hours	1.32
c3	Charge	\$77 6441
d. Unwired A/O - at Time of Installation		
d1	HISC [Line 7]	\$58 8213
d2	Average Hours	0.75
d3	Charge	\$44 116
e. Prewired A/O - at Time of Installation		
e1	HISC [Line 7]	\$58 8213
e2	Average Hours	0.60
e3	Charge	\$35 2928
f. Unwired A/O - return trip		
f1	HISC [Line 7]	\$58 8213
f2	Average Hours	1.84
f3	Charge	\$108 2312
g. Prewired A/O - return trip		
g1	HISC [Line 7]	\$58 8213
g2	Average Hours	1.66
g3	Charge	\$97 6434
h. Change of Service (Upgrade, Downgrade, Disconnect, etc.) Requiring a Truck Roll		
h1	HISC [Line 7]	\$58 8213
h2	Average Hours	0.87
h3	Charge	\$51 1745
i. Inside Wire Service Call Charge		
i1	HISC [Line 7]	\$58 8213
i2	Average Hours	1.37
i3	Charge	\$80 5852
j. Wall Fish - at Time of Installation		
j1	HISC [Line 7]	\$58 8213
j2	Average Hours	0.87
j3	Charge	\$51 1745
k. Wall Fish - return trip		
k1	HISC [Line 7]	\$58 8213
k2	Average Hours	1.41
k3	Charge	\$82 938

STEP C. Charges for leased Remotes (Calculate separately for each significantly different type)		a	
		Remote 1	
10.	Total Maintenance/Service Hours [Corresponding column from Schedule C, Line B]		0
11.	HSC [Line 7]	\$58,8213	
12.	Total Maintenance/Service Cost [Line 10 x Line 11]	\$0.00	
13.	Annual Capital Costs [Corresponding column from Schedule C, Line K]	\$55,508,685.3205	
14.	Total Cost of Remote [Line 12 + Line 13]	\$55,508,685.3205	
15.	Number of Units in Service [Corresponding column from Schedule C, Line C]	36,842,804	
16.	Unit Cost [Line 14/Line 15]	\$1,5066	
17.	Rate per Month [Line 16/(12)]	\$0.1256	

STEP D. Charges for leased Converter Boxes (Calculate separately for each significantly different type)		b	c
		Converter 2 - Standard	Converter 3 - IID/DVR
18.	Total Maintenance/Service Hours [Corresponding column from Schedule C, Line B]	160,140	4,323,791
19.	HSC [Line 7]	\$58,8213	\$58,8213
20.	Total Maintenance/Service Cost [Line 18 x Line 19]	\$9,419,642.982	\$254,331,007.5483
21.	Annual Capital Costs [Corresponding column from Schedule C, Line K]	\$0.00	\$1,067,049,631.0127
22.	Total Cost of Converter [Line 20+ Line 21]	\$9,419,642.982	\$1,321,380,638.561
23.	Number of Units in Service [Corresponding column from Schedule C, Line C]	981,438	29,814,215
24.	Unit Cost [Line 22/Line 23]	\$9.5978	\$44.3205
25.	Rate per Month [Line 24/(12)]	\$0.7998	\$3.6934

STEP E. Charges for Other Leased Equipment		Other 1 - Cable Card	Other 2 - DTA
26.	Total Maintenance/Service Hours [Corresponding column from Schedule C, Line B]	0	854,082
27.	HSC [Line 7]	\$58,8213	\$58,8213
28.	Total Maintenance/Service Cost [Line 26 x Line 27]	\$0.00	\$50,238,213.5466
29.	Annual Capital Costs [Corresponding column from Schedule C, Line K]	\$1,639,861.6826	\$42,494,346.501
30.	Total Cost of Equipment [Line 28+Line 29]	\$1,639,861.6826	\$92,732,560.0476
31.	Number of Units in Service [Corresponding column from Schedule C, Line C]	124,190	6,047,151
32.	Unit Cost [Line 30/Line 31]	\$13.2045	\$15.3349
33.	Rate per Month [Line 32/(12)]	\$1.1004	\$1.2779

METHOD OF BILLING FOR CHANGING SERVICE TIERS OR EQUIPMENT [place an "x" in the appropriate box]	
<input checked="" type="checkbox"/>	as a Nominal Charge (Enter the nominal charge in Line 34) - If No Truck Roll Is Required
<input type="checkbox"/>	as a Uniform Hourly Service Charge
<input checked="" type="checkbox"/>	as an Average Charge (Enter the Average Hours for Changing Service Tiers in Line 36b) - If A Truck Roll Is Required

STEP F. Charges for Changing Service Tiers or Equipment		
34.	Nominal Charge for Changing Service Tiers - If No Truck Roll is Required If you use an escalating scale of charges, place an "x" in the box at the right.	\$1.99
OR		
35.	Uniform Hourly Service Charge	n.a
OR		
36.	Average Charge for Changing Service Tiers - If A Truck Roll Is Required	
36a.	HSC [Line 7]	\$58,8213
36b.	Average Hours to Change Service Tiers	0.87
36c.	Average Charge for Changing Service Tiers [Line 36a x Line 36b]	\$1.1745

SUMMARY SCHEDULE

Current Equipment and Installation Rates	Permitted Rate	Operator Selected
1 Charges for Cable Service Installations		
a. Hourly Rate [Step A, Line 7]	\$58.82	\$49.99
b. Average Installation Charges		
Primary Outlet - Unwired	\$108.23	\$49.99
Primary Outlet - Prewired	\$92.35	\$49.99
Primary Outlet - Reconnect	\$77.64	\$49.99
Unwired A/O - at time of installation	\$44.12	\$0.00
Prewired A/O - at time of installation	\$35.29	\$0.00
Unwired A/O - return trip	\$108.23	\$49.99
Prewired A/O - return trip	\$97.64	\$49.99
Change of Service (Upgrade, Downgrade, Disconnect, etc.) Requiring a Truck Roll	\$51.17	\$49.99
Inside Wire Service Call Charge	\$80.59	\$49.99
Wall Fish - at time of installation	\$51.17	\$49.99
Wall Fish - return trip	\$82.94	\$49.99
2 Monthly Charge for Lease of Remote Controls [Step C, Line 17, columns a-c]		
Remote Control Type 1 Remotes	\$0.13	\$0.12 included in Converter OSR
Remote Control Type 2		
3 Monthly Charge for Lease of Converter Boxes [Step D, Line 25, columns a-c]		
Converter Box Type 1		
Converter Box Type 2 Standard Digital Converters	\$0.80	\$ 69 including remote
Converter Box Type 3 Advanced Digital Converters - HD, DVR, HD/DVR combo	\$3.69	\$3.78 including remote
4 Monthly Charge for Lease of Other Equipment [Step E, Line 33]		
Other 1 Cable Card	\$1.10	\$1.00
Other 2 DTA	\$1.28	\$ 90 existing DTA subscribers
5 Charge for Changing Service, Tiers or Equipment - Not Requiring a Truck Roll [Step F, Line 34, 35 or 36c]	\$1.99	\$1.99

LABOR COST AND POLICY CHANGES

Indicate your answer to the following three questions by placing an "x" in the appropriate box

1. Have you included the labor costs associated with subscriber cable drops in your charges for initial installation?

YES  
 NO

2. Have you capitalized the labor costs associated with subscriber cable drops?

YES  
 NO

3. If you have filed this form before, have you changed any policy, e.g., cost accounting or cost allocation that causes an increase in the costs included in the computation of equipment and installations charges?

YES (You must attach a full explanation)  
 NO

CERTIFICATION STATEMENT

WILLFUL FALSE STATEMENTS MADE ON THIS FORM ARE PUNISHABLE BY FINE AND/OR IMPRISONMENT (U.S. CODE TITLE 18, SECTION 1001), AND OR FORFEITURE (U.S. CODE, TITLE 47, SECTION 503)

I certify that the statements made in this form are true and correct to the best of my knowledge and belief, and are made in good faith.

Name of the Cable Operator	Signature
Charter Communications	<i>Danielle Williams</i>
Date	Title
11/1/18	Director of Regulatory Compliance & Planning

### Explanations To FCC Form 1205

**Schedule C: Line B - Total Maintenance/Service Hours:**

The hours listed on Line B of Schedule C represents annual maintenance and service hours for remotes & converters incurred from both in-house and third party contract sources

	MSH	Allocation to Equipment Types			
		Standard Digital	Advanced Digital	CableCARD	DTA
In-House Warehouse Personnel (CPE or Materials Work)	847				
Annual Hours Worked	1,594				
% of Time Allocated to the Equipment Basket	100%				
In-house Hours	1,350,084				
Service Call Hours -					
Number of Video CPE Service Calls	2,433,216				
Average Service Minutes	68.03				
Total Service Call Hours	2,749,534				
Contract Converter Hours -					
Cost Per P&L - Account #5403	\$22,291,132				
Repair Cost Per Hour	\$18.00				
Total Contract Hours	1,238,396				
Allocation % Based on % Units in Service		3%	81%	0%	16%
Total Video CPE Maintenance Service Hours	5,338,014	160,140	4,323,791	0	854,082

**Schedule D: Average Hours Per Installation:**

The hours listed in Schedule D represent an average of analog & digital activity based on surveys completed at the operating group level

**Technician/Installer Allocated Time**

	PRIMARY OUTLET - UNWIRED	PRIMARY OUTLET - PREWIRED	PRIMARY OUTLET - RECONNECT	A/O - UNWIRED AT INITIAL INSTALL	A/O - PREWIRED AT INITIAL INSTALL
DRIVE TIME	15.3	15.3	15.3	n/a	n/a
CALL IN WHILE AT THE HOME	2.0	2.0	2.0	n/a	n/a
INSTALLER LABOR	93.0	77.0	62.0	45.0	36.0
TOTAL - Minutes/Task	110.3	94.3	79.3	45.0	36.0
SUBTOTAL - Hours/Task	1.84	1.57	1.32	0.75	0.60

**CHANGE OF SERVICE (Upgrade, Downgrade, etc.)**

	A/O - UNWIRED RETURN TRIP	A/O - PREWIRED RETURN TRIP	TRUCK ROLL REQUIRED	INSIDE WIRE SERVICE CALL CHARGE
DRIVE TIME	15.3	15.3	15.3	15.3
CALL IN WHILE AT THE HOME	2.0	2.0	2.0	2.0
INSTALLER LABOR	93.0	82.0	35.0	65.0
TOTAL - Minutes/Task	110.3	99.3	52.3	82.3
SUBTOTAL - Hours/Task	1.84	1.66	0.87	1.37

	WALL FISH - At Initial Install	WALL FISH - Return Trip
DRIVE TIME	n/a	15.3
CALL IN WHILE AT THE HOME	n/a	2.0
INSTALLER LABOR	52.0	67.0
TOTAL - Minutes/Task	52.0	84.3
SUBTOTAL - Hours/Task	0.87	1.41

**Worksheet for Calculating Permitted Equipment and Installation Charges - Line 4 (Allocation %) and Line 6 (Hours):**

**Line 4 - Customer Equipment and Installation Percentage.**

The percentage listed on Line 4 is used to allocate the capital costs (shown on Schedule A) and the operating expenses (shown on Schedule B) to the equipment basket

This percentage is calculated as follows

**Line 6 - Total Labor Hours for Maintenance and Installation of Customer Equipment and Services.**

The hours listed on Line 6 were calculated as follows

Personnel	Service Dept Headcount	Line 4		Line 6	
		% of Time Allocated to Residential Video Service from Ground Block to Activity Inside Customer Premises	Annual Hours	Labor Hours	
In-House Installation/Reconnect/Repair Service Technicians	17,664	66%	1,594	18,630,230	
In-House Warehouse Personnel	494	3%	1,594		n/a
In-House Converter Personnel	879	64%	1,594	896,721	
In-House "All Other" Technical	16,578	4%	1,594		n/a
Contract Installation/Repair Technicians	11,052	66%	1,920	14,040,512	
Contract Converter Maintenance/Repair	595	100%	2,080	1,238,396	
<b>Total</b>	<b>47,262</b>	<b>44.43%</b>		<b>34,805,859</b>	