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CASE MANAGEMENT

JUN 17 2019

BOARD OF PUBLIC UTILITIES
TRENTON, NJ

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JUN 17 2019

BOARD OF PUBLIC UTILITIES
TRENTON, NJ

June 14, 2019

Via Electronic Mail (aida.camacho@bpu.nj.gov) and FedEx

Aida Camacho-Welch, Secretary
Board of Public Utilities
44 South Clinton Avenue
3rd Floor, Suite 314
Trenton, NJ 08625

Re: In the Matter of the Petition of Time Warner Cable Inc., Charter Communications, Inc. and Time Warner Cable New York City LLC, for Approval of the Transfer of Control of Time Warner Cable New York, LLC and Approval of Transaction Financing
Docket No. CM15070770; and

In the Matter of the Petition of Charter Communications, Inc., and Time Warner Cable Inc., for Approval of the Transfer of Control of Time Warner Cable Information Services (New Jersey), LLC and the Petition of Time Warner Cable Information Services (New Jersey), LLC for Approval of Transaction Financing
Docket No. TM15070772

Public Benefits Report

Dear Secretary Camacho-Welch:

Please be advised that our office represents Joint Petitioners Charter Communications, Inc. ("Charter"), Time Warner Cable Inc., Time Warner Cable New York City LLC and Time Warner Cable Information Services (New Jersey), LLC, in the above-captioned matters.

Pursuant to § B.1.h. on page 12 of the Board's Order Approving Stipulation of Settlement dated March 31, 2016, enclosed herewith, on behalf of Charter, please find its fourth annual Public Benefits Report.

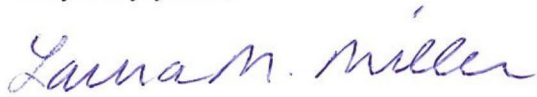
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TRENTON, NJ

Aida Camacho-Welch, Secretary
June 14, 2016
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It would be appreciated if you would kindly date stamp the extra copy of this submission and return same in the self-addressed, stamped envelope provided herein.

Very truly yours,



Laura M. Miller
For the Firm

LMM/dp

enc.

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**STATE OF NEW JERSEY
BOARD OF PUBLIC UTILITIES**

In the Matter of the Petition of
TIME WARNER CABLE INC.,
CHARTER COMMUNICATIONS, INC.
and
**TIME WARNER CABLE NEW YORK CITY
LLC**
for Approval of the Transfer of Control of Time
Warner Cable New York, LLC and Approval of
Transaction Financing

Docket No. CM15070770

**RECEIVED
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JUN 17 2019

**BOARD OF PUBLIC UTILITIES
TRENTON, NJ**

In the Matter of the Verified Petition of
CHARTER COMMUNICATIONS, INC.,
and
TIME WARNER CABLE INC.
For Approval of the Transfer of Control of Time
Warner Cable Information Services (New
Jersey), LLC
and the Petition of
**TIME WARNER CABLE INFORMATION
SERVICES (NEW JERSEY), LLC,**
for Approval of Transaction Financing

Docket No. TM15070772

PUBLIC BENEFITS REPORT

Pursuant to § B.1.h. on p. 12 of the Order Approving Stipulation of Settlement dated March 31, 2016 (“*BPU Order*”), issued by the Board of Public Utilities (the “Board”) in the above-captioned matters, Charter Communications, Inc. (“Charter” or the “Company”) hereby submits this fourth annual Public Benefits Report (“Report”). This Report identifies public

benefits that Charter has implemented since the closing of the transaction described in further detail in the *BPU Order* (the "Transaction").¹ Charter remains committed to full compliance with the conditions in the *BPU Order* and in working with the Board to fulfill the goal of bringing advanced, innovative services to the residents of its Bergen County,² New Jersey, System.³ Since the close of the Transaction, Charter has made significant investments in its customer operations as required by the *BPU Order*, including opening a Spanish speaking call center (outside of New Jersey that supports New Jersey customers), improvements in customer communication and customer-facing tools as well as network operations and reliability enhancements, and the offering of a gigabit broadband service in the State with a download starting speed of 200 Mbps up to 940 Mbps, significantly greater than that required under the *BPU Order*. Other significant investments have been made in equipment, network facilities, and field operations to support greater customer service. These major initiatives and investments have served to enhance Charter's operations and services, benefitting customers in New Jersey.

Charter is pleased to inform the Board that it has met the commitments required by the *BPU Order*, in the timeframes established therein, including but not limited to:

¹ See *BPU Order* § B.1.h. ("Within 30 days of implementing transaction related public benefits asserted by Charter in its filings at the Board and the FCC (MB Docket No. 15-49), New Charter will file an initial report with the Board, and shall thereafter provide a status and progress report to the Board annually for four (4) years. . .").

² The Bergen County System is comprised of Cliffside Park, Edgewater, Englewood, Englewood Cliffs, Fairview, Fort Lee, Leonia, Little Ferry, Moonachie, Palisades Park, Ridgefield, Ridgefield Park and Teterboro in Bergen County, and Guttenberg in Hudson County.

³ Certain subjects discussed in this filing pertain to non-jurisdictional products and services. Discussion of non-jurisdictional products and services is not intended as a waiver or concession of the Board's jurisdiction beyond the scope of Charter's regulated telecommunications and cable video services. Charter respectfully reserves all rights relating to the inclusion of or reference to such information, including without limitation Charter's legal and equitable rights relating to jurisdiction, compliance, filing, disclosure, relevancy, due process, review, and appeal. The inclusion of or reference to non-jurisdictional information or to the ordering clauses or other requirements of the Order as obligations or commitments to provide non-jurisdictional services may not be construed as a waiver of any rights or objections otherwise available to Charter in this or any other proceeding, and may not be deemed an admission of relevancy, materiality, or admissibility generally.

1. Customer Service Office: Charter has maintained Time Warner Cable's customer service office within the geographical area of its New Jersey operations as required by the Order.⁴
2. Everyday Low Price Offering: Charter supported Time Warner standalone and bundled broadband customers' legacy plans in New Jersey as required by the Order.⁵
3. Customer Service Investments: As described in its prior Public Benefits Report, Charter invested a minimum of \$750,000 in customer service improvements.⁶
4. Availability of MAXX Level of Service: As described in its previous annual report, Charter offers a gigabit service in the State, with download speeds up to 940 Mbps.⁷
5. Open Internet Order Commitments: As described in its previous 2018 annual Public Benefits Report, Charter offers New Jersey customers broadband services without imposing data caps.⁸
6. Low-Income Broadband Program: As previously described, Charter launched its low-income broadband service across its New Jersey footprint in March, 2017, as required by the Order.⁹

⁴ BPU Order § B.1.b.

⁵ BPU Order § B.1.c.

⁶ BPU Order § B.1.d.

⁷ BPU Order § B.1.e.

⁸ BPU Order § B.1.f.

⁹ BPU Order § B.1.g.

This Report demonstrates that Charter continues to deliver high quality customer care and advanced service offerings to its New Jersey customers, and the Company's substantial service enhancements and investments in New Jersey are bringing real benefits.

BY: *Laura M. Miller*

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