



Testimony of Michael Pastor, General Counsel
New York City Department of Information Technology & Telecommunications
before the New York City Council Subcommittee on Zoning and Franchises
and the Committee on Technology
Concerning the Cable Television Franchises
Monday, June 25, 2018

Good morning Chair Moya, Chair Koo, Chair Salamanca, and members of the Subcommittee on Zoning and Franchises and the Committee on Technology. My name is Michael Pastor, and I am General Counsel to the Department of Information Technology and Telecommunications, commonly known as DoITT. With me today is Andrew Manshel, DoITT's Assistant Commissioner for Franchise Administration.

Thank for you for the opportunity to testify today on the City's cable television franchise agreements with Charter Communications (also known as Spectrum, and formerly Time Warner Cable), Verizon, and Altice USA (also known as Optimum or Cablevision). Since these franchise agreements are set to expire on July 18, 2020, this hearing is timely and appropriate. It is the responsibility of both the administration and the City Council to review each of these companies' fitness to continue their cable television franchises in our city, and we are certain this hearing will be an important part of the renewal process.

First, I'd like to provide some context for DoITT's role as franchise administrator. A franchise is the vehicle the City uses to select and administer services for New Yorkers that require the use of public assets, such as sidewalk space, by private companies. DoITT's authority to negotiate and manage franchises is granted in the City Charter. Our franchise agreements govern the installation and maintenance of wire, cable, optical fiber, conduit, antennae, and other structures on, over, and under City streets and sidewalks to transmit video, voice, and data services.

The primary purpose of franchise agreements is to ensure that consumers receive reliable service from telecommunications companies. That includes setting out parameters for responding to customer complaints, speed with which customers can access customer service, quality of service, etc. We are committed to ensuring these service commitments are followed by our franchisees.

As the Council is well aware, the City has confronted several challenges relating to cable television franchisees in recent years. For example, the City developed and entered a franchise agreement with Verizon in 2008 that, if it had been fully performed, would have been a true game-changer for the cable consumer. That agreement attempted to make Verizon service an option for every single New Yorker. This would have increased the amount of competition for cable service and created competition where there typically is none. Unfortunately, the City has determined that Verizon failed to make good on this commitment to the City. After years of disputes about Verizon's obligations under the agreement, the City filed a lawsuit against Verizon last year in an effort to compel the company to keep their promise to New Yorkers of putting the telecommunications infrastructure required for the provision of cable service directly in front of every home in the city. This matter is pending in the New York State Supreme Court, and we look forward to a positive resolution for consumers.

More recently, we carefully scrutinized our franchise agreement with Charter Communications, the purchaser of the Time Warner Cable franchise. We conducted two audits within the past six months—once of their financial records and payments to the City, and another on their compliance with labor-related provisions in the Franchise Agreement. As you may know, each cable franchisee is required to submit 5% of their gross revenues to the City. As a result of the first audit, Charter received a Notice of Default from DoITT for failing to submit financial information in a timely manner. This was subsequently corrected by Charter, and the audit remains ongoing.

Our audit into Charter's compliance with labor-related provisions did not find the company in violation of the relevant requirements of the agreement. This does not by any circumstances mean that the company is in good standing with respect to its labor relations policies and practices. Charter is required by the Franchise Agreement to utilize vendors located in New York City to the extent feasible. Our audit found that Charter has been using an overly broad definition of what it means for a vendor to be located in NYC—a term that was not sufficiently well-defined in the agreement. As a result, following the audit, DoITT provided the company with detailed criteria for its use going forward.

DoITT will commence a follow-up audit within weeks to ensure that the company adheres to revised, stricter standards for choosing local vendors. We are also prepared to take action pending the outcome of any NLRB adjudication in the event Charter is found in violation of Federal labor laws. We continue to await the results of this federal review of Charter's labor practices.

These audits took place against the backdrop of the protracted labor dispute between Charter and Local 3 of the International Brotherhood of Electrical Workers. We echo Mayor de Blasio's strong and consistent call for Charter to deliver a fair contract to the 1,800 hardworking men and women who have been on strike for over a year. DoITT will continue to aggressively use all the

tools at our disposal to hold Charter accountable to the provisions of our Franchise Agreement within the constraints of federal law.

We are at an important, initial stage of the process to renew the companies' cable television franchises, as required by federal law. As we have indicated at other hearings, a company's standing on a variety of factors, including compliance with the current franchise agreements, are assessed as part of this process. We have already begun to solicit comments from the public via a form on DoITT's website to evaluate future cable-related community needs and interests in communities and to assess each cable provider's record of performing during the current franchise term.

The next step in this process will include the passage of an Authorizing Resolution by the Council's Subcommittee on Zoning and Franchises. This resolution, like others passed in previous years, would authorize DoITT to grant non-exclusive franchises for companies to use public rights of way for the provision of cable television services in New York City. To be clear, this authorizing resolution would simply allow DoITT to enter into cable television franchise agreements, and are not specific to any one company. It would be the starting point for DoITT to begin its evaluation of past performance of cable companies and negotiations with them over the future terms and conditions of their franchise agreements.

The purpose of the authorizing resolution is to lay out the framework of what the franchise agreements may contain. With that framework in place, the City must then undertake a number of assessments before negotiating the terms of the next franchise agreements. This includes an examination of the companies' ability to meet the future cable-related community needs and interests, and each cable provider's record of performing during the current franchise term. Over the next two years, input from the public and the NYC Council will be crucial in making these assessments.

I'd like to take the opportunity to reiterate that our ultimate responsibility as franchise administrators is to ensure that our franchisees, who are being granted the privilege of using public rights of way to build out their networks, are providing the best cable television service possible for New Yorkers. It is in our shared interest to make our franchise agreements as strong as state and federal law allow, and we look to the Council to assist us in that effort.

This concludes my prepared testimony, and I will now gladly answer Council Members' questions.

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FOR THE RECORD

QUEENS PUBLIC TELEVISION

Statement to the New York City Council: Joint Meeting of the Subcommittee on Zoning & Franchising and the Committee on Technology

June 25, 2018

Re: The Need for Continued Support of Public Access Television

Technological advances in television have changed the way content is delivered to our homes. In today's world, many people watch TV over the Internet via their computers or their smart phones. Some would suggest that this changes the relationship between the Cable Company and public access television, but I do not believe it does.

The most important aspect of public access television (community television) is not how the signal is brought to the home of the consumer. Public access stations are community-learning centers and, in many instances, serve as the hub for that community. These learning centers offer the community an opportunity to learn how to use state of the art technology to communicate their message to their neighbors. As such, community television has been a strong defender of the First Amendment and freedom of expression, a right that's being challenged in some parts of the world today. Key to the services that we provide to our community is media literacy.

My Borough of Queens, New York is the most ethnically diverse community in the United States. There are nearly two hundred languages and dialects spoken here. Travel from neighborhood to neighborhood and you can hear Italian, Urdu, Russian, Hebrew, Polish, Spanish, Cantonese, Hindi, Portuguese, Farsi and Tagalog to name but a few. There are many mainstream cable channels, yet it is still difficult to find programs in the many languages that are spoken by the residents of this community. When these communities need information concerning voter registration, free healthcare screenings and immigration policy updates, the only place where they can find that information, in their own language, is on Queens Public Television. If these multilingual programs were to disappear, many of our viewers would be at a disadvantage. Public television is an oasis for people seeking information about *their* community in *their* language. Mainstream television cannot cater to

the needs of such a diverse community; therefore, it is up to local independent producers to create such programming. Producers create programs that both inform and entertain. Foreign language viewers can keep abreast with what is going on locally and with news about what's going on in their country of origin. Without these multilingual programs, many of our viewers would lose their connection to the larger community and the services that are available for them. This is one of the many reasons why community television needs your support. For thirty years, QPTV has provided an opportunity for the residents of Queens to break bread together through the medium of television. We are a community learning center empowering people to be more civic minded and to have the power to improve their community.

Although services like YouTube allow for wider distribution of material, YouTube does not provide training for its users nor does YouTube, or similar services, provide equipment to the community so that they may exercise their First Amendment right to freedom of expression. If cable television, as we know it, were to disappear from the landscape tomorrow, there would still be a need to support local community television with funding, equipment and training. The device that we choose to watch programming is not key to the question, continued support for our community television learning centers is.

Queens Public television Cablecast hours: 2017 and 2018 [*Projected*]

Video Programming:

Monday-Sunday (10am -12am)

14 hours per day x 4 channels = 56 hours daily

56 hours per day x 7 days per week = 392 hours weekly

392 hours per week x 4 weeks = 1,568 hours monthly

1,568 hours monthly x 12 months = *18,816 yearly*

Electronic Community Bulletin Board:

Monday-Sunday (12am – 10am)

10 hours per day x 4 channels = 40 hours daily

40 hours per day x 7 days per week = 280 hours weekly

280 hours weekly x 4 weeks = 1,120 hours monthly

1,120 hours monthly x 12 months = *13,440 hours yearly*

Grand Total for Video Programming & Electronic Bulletin Board: 2014/2015: *32,256 hours yearly*

Clifford Jacobs

Programming & Access Services Manager

Queens Public Television (QPTV)

41-61 Kissena Boulevard, Suite 2077

Flushing, New York 11355

cliff@qptv.org

718.886.8160 ext.: 1310#

MELINDA KATZ
PRESIDENT



(718) 286-3000
web site: www.queensbp.org
e-mail: info@queensbp.org

CITY OF NEW YORK
OFFICE OF THE
PRESIDENT OF THE BOROUGH OF QUEENS
120-55 QUEENS BOULEVARD
KEW GARDENS, NEW YORK 11424-1015

**WRITTEN TESTIMONY OF
QUEENS BOROUGH PRESIDENT MELINDA KATZ**

**NEW YORK CITY COUNCIL
COMMITTEE ON TECHNOLOGY
SUBCOMMITTEE ON ZONING AND FRANCHISES
“OVERSIGHT – THE CITY’S CABLE TELEVISION FRANCHISES”
T2018-2269**

June 25, 2018

Thank you, Chairs Moya and Koo and members of the committee and subcommittee, for holding this important oversight hearing on the city’s cable franchises and allowing me to testify.

As you know, in the borough of Queens, the cable franchise is currently held by Charter Communications and set to expire in July 2020. As the city now begins to revisit this franchise—not only in Queens, but also in Manhattan, Brooklyn, and Staten Island—it is crucial for us to ensure that the next cable franchise agreement rectifies the problems we hear about today.

To that end, I appreciate the testimony provided by the Department of Information Technology and Telecommunications. I reviewed their audit when it was published earlier this year, which alleged that Charter potentially violated the terms of the current franchise agreement, in that Charter not only ignored its requirement to contract with New York City vendors whenever possible, but also had been adjudicated to have violated provisions of the National Labor Relations Act.

I hope that Charter will voluntarily take the corrective steps recommended by DoITT, but their initial written response—combative and blame-shifting—tempers that hope. In any event, my office looks forward to reviewing the subsequent audit and expects that DoITT will issue a default if appropriate. As a member of the Franchise and Concession Review Committee, it is my responsibility to review proposed Queens-based franchise agreements, and a default against an applicant would certainly inform my decision.

I approach this issue not only as Queens Borough President, but also as a former chair of the City Council’s Land Use Committee, having had oversight of many of the city’s most important franchises. Ultimately, I need to ensure that franchises are beneficial and equitable to my borough’s residents. In 2016, my office voted in favor of Charter Communications’ bid to take over Time Warner’s cable franchise in Queens; we did so with the expectation and assurance that Charter would comply with the terms of the existing franchise agreement and be a positive business partner to the city.

It's become clear that Charter has not held up its end of the bargain.

First, Charter's treatment of its unionized employees has been outrageous. As you know, 1,800 Charter workers have been on strike for over a year, still waiting for a fair deal to be offered. These hard-working men and women—members of the International Brotherhood of Electrical Workers Local 3—merely want to maintain the defined benefit pension and health plans into which they've already paid. But Charter has refused to budge, ostensibly seeking not only to break Local 3 but also to intimidate unions across the country. Queens has remained a stable enclave for the middle class due to unions' efforts to secure well-paying jobs and solid benefits for their members.

Reviewing the history of disputes between Charter and Local 3 suggests to me that Charter has a pattern of discounting a fundamental requirement of the franchise agreement: respect for our unions. In light of this history, the burden is on Charter to come to the table and make a new good-faith offer that might satisfy both sides. Only when that happens can both parties continue negotiating toward common ground.

Second, I have been extremely dissatisfied with Charter's inadequate response to service outages in Queens. In the most egregious example, an outage exactly one year ago left approximately 60,000 Queens residents and businesses without internet, phone, and cable service for hours. Not only was this a major disruption for those affected, but Charter worsened the situation by failing to communicate with tens of thousands of customers about this massive outage until approximately 12 hours after its onset. Moreover, Charter offered its customers only a few dollars as a refund, which was clearly insufficient for the inconvenience. Hundreds of thousands of Queens residents rely on dependable internet and phone service for business, school, and access to crucial public services. Any future agreement should ensure to the greatest degree possible that customers are not left in the lurch during service outages.

Moving forward, the city needs to make clear that any company to which a valuable franchise is granted must meet certain expectations. We expect that the company will offer its workers fair wages and reasonable benefits as well as respect their right to organize. We expect that the company will communicate with its customers in a timely fashion when its service fails and provide them reasonable reimbursement. And we expect that the company will abide by the terms of its franchise agreement and that any violation will jeopardize its ability to conduct future business in the city of New York.

If Charter Communications cannot meet these expectations by July 2020, then it may not be an appropriate business partner for Queens—or any borough, for that matter.

Thank you very much for your time.



Testimony of the Partnership for New York City

**New York City Council
Subcommittee on Zoning and Franchises**

Oversight: The City's Cable Television Franchises

June 25, 2018

Thank you Chair Moya and the members of the committee for the opportunity to testify on Charter's cable television franchise. The Partnership for New York City represents the city's business leaders and largest private sector employers. We work together with government, labor and the nonprofit sector to promote economic growth and to maintain the city's position as a global center for commerce and innovation.

Charter/Spectrum is a relatively new franchisee in New York, but already has become an important corporate contributor to the city and its communities. Under its current franchise agreement, Charter is modernizing broadband infrastructure while providing quality services including Spectrum TV, Spectrum Internet, Spectrum Voice, Spectrum Wi-Fi, Spectrum Business, Spectrum Enterprise, Spectrum Community Solutions and Spectrum Reach. The company is also working to increase diversity in both its hiring and its supply chain, hiring a Chief Diversity Officer and creating an External Diversity and Inclusion Council to advise the company on its efforts.

Charter offers low-cost (\$14.99 per month) high-speed broadband service to low-income city residents through the Spectrum Internet Assist program. The company's Spectrum Learning Labs program provides workstations, computers, printers and other equipment to help city residents develop their digital literacy.

Global cities require advanced telecommunications infrastructure that is durable and well-maintained. Franchise agreements are intended to ensure this infrastructure is in place and that companies are providing high quality customer and business services. The rapid pace of change in the telecommunications industry presents significant challenges for both the industry and the agencies of the city that are charged with their oversight. As the Council and Administration review current franchise agreements and develop new ones, it is important to be aware of how the demands on service providers are changing, what the future holds, and what should be expected of the industry. We suggest that the Council and Administration tap into expertise of independent professionals and investors to help assess the issues and expectations that are appropriate given the state of the industry. The Partnership is willing to help identify appropriate resources to assist in this process and to ensure that New York City is at the cutting edge when it comes to its telecommunications services.

**JUNE 25, 2018 TESTIMONY OF TROY WALCOTT OF LOCAL 3,
INTERNATIONAL BROTHERHOOD OF ELECTRICAL
WORKERS TO THE NEW YORK CITY COUNCIL**

My daughter is starting college I promised I would help her, I'm about to lose my house I saved all my life for, I can't lose my medical coverage what will I do about my child that has special needs, I have to file for bankruptcy, I'm losing everything. These are the calls I have to receive daily from an entire workforce fighting for their lives because they are trying to fight for what is right. Spectrum would like to have you believe that 1800 men and women are doing this because they offered us more money than we asked for. That money only mentality would be great if we were just looking at today and only money but all we have been looking for is a way to provide for ourselves and our families futures.

My name is Troy Walcott I am a New Yorker born and raised in Brooklyn. New York has changed a lot in a small amount of time. But I never thought I'd see the day when that change meant a company not from this town could come into New York City and push around its people, workforce, elected officials, and then dare someone to do something about it.

I know that the standard perception of a union dispute is for a fight over money. This is not that. This is about a company looking to eradicate the union so they can send a message that they are willing to do anything to destroy any voice working people have. We have sacrificed over 40 years of wages to contribute towards our benefits. That is the reason we fight for it so hard. It is not something that was given to us, it is something we spent 40 years paying for. 40 years of sacrificing wages for benefits. 40 years investing into our union benefit plan that gives us our strength. This is also the reason the companies only goal is to eliminate it.

Corporations have been taking away rights from workers piece by piece one profession at a time for some time now. People have started to accept these losses as normal because it has been taken away from so many of us. Corporations look to point out the differences between us so we fight each other and get distracted from the real enemy, them and the fact that day by day they take more and more away from us and continue to get richer and richer off of our work. We fight each other but they see us all the same. Working class stiff. Our benefits as workers continue to fade while profits for corporations continue to increase. They think because we work with our hands or don't have people working under us that we are beneath them. I would like to tell you Spectrum and the companies that would follow your blue print, because you have more money than us doesn't make you better than us.

I know this concept is difficult for Spectrum to understand. It is apparent by their tone. At the bargaining table they told us they know what our people want. They say that we want cash in our pockets not promises of benefits. They say it because this is what they really think of working people. They told us point blank at the negotiating table I promise on my mothers grave you will never get back the medical and retirement plan for you and your family. When it gets to this point how can anyone believe this is about business anymore? This is only about Spectrum's attempt at union busting starting with NYC.

Spectrum has hired a large amount of out-of-state contractors to do work in NYC. They denied it but after investigation claimed that because these out of state contractors had a storage unit here in the city they were a New York company. Apparently the company has also been misrepresenting their revenue cheating the city out of franchise fees. In order to get the agreement for the merger here in New York Spectrum agreed to certain terms and conditions to build out to underserved portions of New York. Now just as they chose to do with us at the negotiating table they are reinterpreting the meaning of that agreement to avoid their commitments. What's even more bold is that they now tell the city they don't have to honor their commitment and we as New York should be lucky that they've done what they've done so far. That's what this company looks to do because they have enough money to do it. It seems they have no problem bending or even breaking any agreement or terms as they see fit and then dare you to sue them to make it right. I have never witnessed such blatant disrespect in the face of our city and our elected officials.

One of the first things they said when they came into this city is that customers are paying too low on their cable bill which set the tone for what this company is about. Yet they have nothing to say regarding the lawsuit filed by the attorney general for lying to customers by advertising and charging customers extra for higher speeds than they knew they could provide.

The city has now had the opportunity to see some of the problems with this company as well. It took you 2 years for them to find out what kind of company Spectrum really is. Now you are finding out about there deficiencies and lies. It only took us a couple of days to see once they changed everything we had just discussed at the bargaining table immediately after we left it.

Corporations have now been able to amass the wealth of some cities and they have been acting that way. They could care less about what any of you have to say at this point because they feel they are above you and all of the rest of us. People ask where has the American dream gone. Our American dream is slipping away into their bank accounts never to be heard from again?

What good is fighting to achieve the American dream if at anytime right when you achieve it some Corporation who feels that you are not good enough can snatch everything away from you and tell you to start over?

What do we do when the people we look to to uphold the laws put in place to protect us stand by and do nothing to help. Some have put effort into helping us during this strike, some have given words of support, some have done absolutely nothing. I believe every elected official who steps into office for the first time goes into office with great intention to make things better and then the machine of the system can change that ideal. We are partly to blame because the people who are supposed to support their efforts don't do the simplest thing we can do to support them, vote. We both have to work to restore that faith in each other again. Working people have gone unheard for to long now.

What this company is doing is only able to happen because of the monopoly they hold on the city because of their franchise. Customers have no choice and neither does the workforce. We call this a union town but show no sense of urgency when that town and the main thing that makes it what it is, is under direct attack. There's no longer a question of why Spectrum is doing this. It is clear their only concern is union busting. So with so many on our side, in a union town built and maintained by unions why are we allowing what this company is doing to us and the rest of New York to happen and continue for this long? Our elected officials have spoke about how this is a union town and it's not going to happen here. Well it's happening and their daring you to do something about it. These cable companies hold us hostage because we have no other choices. They feel we have no choice but to deal with them. It is time to show them otherwise.

We just wanted standards to be upheld and to give customers the help they were asking for. If we could have done that we could have continued exactly as we were and you Spectrum could have continued to make the billions of dollars you make year after year.

We work for time really not money. We use the money so we can spend time enjoying life time with our families. What do you do when a company comes in and tries to steal all of that away from you? What do you do when a company can come in and tell you all the time you invested your entire life towards that goal is worth nothing, for no other reason than because they don't want it to be worth anything? They put a number on how much your time is worth and then they tell you even that is to much.

After providing service to this city for over 20 years and seeing changes happen throughout the city I never thought that the introduction of Spectrum into New York City would cause such a major change.

Who would have thought that the time, experience, and knowledge that we have would be sacrificed just to try to eliminate the union, especially when it was at the expense of the customers?

We underestimated their blatant disregard for what their customers, or New York thought of what they were doing.

They are more than willing to throw all of it away putting the customers quality of service and living wages for the city's workforce at risk all for the reason of trying to eliminate the very thing that built us up to the level we have grown to be; fairness for working men and women. All in an unwavering goal to eliminate the union.

I always thought that if we continued to do our jobs and do it well and the company continued to be prosperous, we would continue a long career within this industry. It seems they refuse to let that happen.

I hope that you would do everything in your power to prevent this company from destroying thousands of lives of workers, customers, and the integrity of New York City.

You need to put a stop to their goal of destroying the strong secure path union jobs pave for the entire middle class toward the American dream.

1800 men and women have been stuck in a struggle fighting to get back to the work we've done in the city we've built from the bottom up.

This unrest was Spectrum's mission from the very beginning and they won't easily let anyone stop them. Not local 3, not the customers, not their employees, no agreement they made, not even the city itself will stop them from trying to achieve that goal. The better question is will you?

Will you allow them to threaten, bully, and trample on what our city is all about? Everyday that goes by that you do nothing you allow them to do just that. Everyday that goes by we suffer.

15 months is a long time to be on strike and it's not easy. The easy thing would have been to go to work and just move on but we know for the futures of our families we couldn't do that. The hard thing to do is to stay out and fight for your principles which is what we've been doing for the past 15 months.

This company has taken steps to move their greed to a new level. I ask you now to stop them. We must send a collective message as a city to anyone else who sees it as profitable to stamp on the future of working men and women who still believe in the American dream that it won't be allowed and definitely not starting here in New York.

**JUNE 25, 2018 TESTIMONY OF MICHELLE ALEMAN OF
LOCAL 3, INTERNATIONAL BROTHERHOOD OF ELECTRICAL
WORKERS TO THE NEW YORK CITY COUNCIL**

My name is Michelle Aleman. I live in the Bronx. I've been employed with Spectrum/TWC since April 18, 2008. I've been an active local 3 member since 2008. Me and 1800 worker went on strike on March 27, 2017.

When I began at spectrum which was then Time Warner Cable, I started as a service technician, learning basic troubleshooting for residential homes. In the years that followed I wanted to learn about the backbone of the company so when I received an opportunity I joined the construction department and built knowledge on maintaining NYC's cable system, maintaining a system that is old and fragile. By 9th year I had moved up to our fiber department in which I became certified and took on a new field of knowledge to keep up with the fast-paced technology in this city.

For all my time on the job, I looked forward to tomorrow because of the opportunity through my bargaining agreement to move up and be the best all-around technician for NYC's residents/business owners. Because I was a union member, I knew that I wouldn't be treated poorly by my employer. That my wages and benefits, and related job security, would allow me and my family to have a decent life. In exchange for that, I work hard to always be the best at my job.

Local 3s bargaining agreement allowed me to have the proper Medical necessary for testing and treatment for both my chronic asthma and alphorn's syndrome which is a disease that affects my kidneys. For 40 years we've worked together with the understanding that Local 3 members overexert our bodies to keep our New York City

residents and business occupants happy. As a unit we fight through all weather in a city full of blizzards, hurricane's, heat waves, and freezing temperatures. working in these conditions we deserve the best medical and proper retirement.

Now it seems that the management and owners of Charter want to take away what we as hard- working New Yorkers deserve. I was willing to strike to preserve what I considered a decent job. Now I hear that Charter wants to make itself a non-union shop if this Council believes in the Dignity of a worker and the inherent value of the workers labor, then you will do everything in your power to cause DOITT to examine with a laser beam, Charters business. If the state attorney general and the state PSC are right, then DOITT is going to find what us as employees have been trying to say correct. But, unless the council makes DOITT act, and stays on it to do so, I fear that Charter will be getting one over on all of us working men and women in the city and on all of you. Don't let them!

FOR THE RECORD

Public Statement By:

BronxNet

*The Public Access & Community Media Center
Serving the Borough of the Bronx*



To: The New York City Council Committee on Technology Jointly with the
Subcommittee on Zoning & Franchises

June 25, 2018

250 Broadway - Committee Rm, 14th Fl.

In the Matter of:

Oversight - The City's Cable Television Franchises.

BronxNet, the community media network serving the people of the Bronx, thanks the New York City Council Committee on Technology, and the Subcommittee on Zoning & Franchises for holding this hearing. BronxNet is the not-for-profit network providing public services including access to technology, training, studios, and channels, with workforce development opportunities for middle school, high school and college students. BronxNet provides public services from what will be three locations with current studios on the beautiful campus of Lehman College, and in the East Bronx at Mercy College at the Hutch Metro Center. BronxNet's multi-media production studios in the South Bronx are being constructed as part of La Central, in the Hub. Through BronxNet's public access facilities we train the public in media production by providing television studio and field production workshops and enabling access to technology as well as the acquisition of valuable workforce development skills. People completing the training can utilize media production equipment, at no cost, to produce programs and share diverse, ultra-local content that contributes to community development through media. So far, the utilization of public access media in the Bronx through BronxNet has yielded the following results and more:

- Over 350,000 broadcasts of independent programs have been produced by Bronx residents and, in most cases, the programs were produced with equipment and facilities provided by BronxNet.
- Over 5,000 Bronx residents have been trained to produce studio and field-based programs through our intensive, eight-week certification workshops.

- Over 3,000 high school and college students gained experience and were trained in media production, management and engineering through formal internships and fellowships, with many hundreds acquiring competitive positions at scores of national and local media outlets and hundreds more in communications related fields.
- Many hundreds of Bronx organizations, and hundreds more across NYC, have utilized BronxNet's signature public affairs programs as platforms to share important information about services, activities and issues that are important to Bronx families and communities.
- BronxNet provides coverage of arts and culture along with innovative local arts programming. BronxNet also helps local artists and arts organizations build support and audiences, while fueling economic engines and contributing to the creative economy.

As times and technology change, BronxNet works to stay cutting-edge as we enhance our public services in the Bronx:

- We are building on our strong record of providing high school and college students with training that prepares them as they take positions in the media industry or as they follow any career path. High School students interning at BronxNet have demonstrated improved academic achievement and have chosen to pursue higher education.

- We promote media literacy and we're continually upgrading our production equipment to help Bronxites keep pace and access technology that might otherwise be out of reach for many individuals.

BronxNet televises diverse award-winning programs on six cable television channels on both Altice's Optimum system and Verizon's Fios System. All of our content is produced in HD. BronxNet has invested in technology and has the capability to efficiently deliver HD native signals to the cable headends for all of its channels. Even though BronxNet is a completely HD native facility, currently only one of our channels is carried by Altice in HD. We have repeatedly asked Altice and Verizon for HD delivery of our channels. It can be noted that BronxNet delivered testimony regarding HD capacity at public hearings including the NYS PSC and the NYC FCRC hearings regarding Altice in 2016, where they promised us at least one additional HD channel. Altice has indicated that BronxNet will have the second HD channel delivered on Optimum in the coming weeks.

Regrettably all of the other BronxNet channels are down-converted and delivered by Fios and Optimum in SD. HD is the quality that viewers have come to expect. Verizon is not carrying any of our channels in HD, and is delivering a lesser quality to Bronx customers, even though BronxNet is completely HD native and ready end to end. We look forward to bringing Bronx viewing audiences programs produced by their neighbors, students and organizations, in the highest possible resolution available at any given time. Having the ability to cablecast some of our programming in HD thus far

has elevated the visual quality and perceived value of BronxNet's programs, produced for the benefit of Bronx communities and residents.

It is imperative that the community channels not be left behind, but be transmitted in HD, which is at least equitable with the broadcast TV resolutions of the times.

Again, BronxNet is an HD native facility. It is important that all BronxNet channels are televised in HD, and that Verizon and all of the cable companies keep pace with the times in terms of channel delivery.

It is important to consider how media literacy, access to broadband and technology, along with the related skills are increasingly more essential for participation in contemporary civic and economic life, and how community access organizations, like BronxNet, are anchor institutions serving a critical role in the technology future of the Bronx and our great City.

Thank you.

JUNE 25, 2018 TESTIMONY OF MARVIN BILLUPS OF LOCAL 3,
INTERNATIONAL BROTHERHOOD OF ELECTRICAL WORKERS TO THE
NEW YORK CITY COUNCIL

My name is Marvin Billups and I am from Spanish Harlem. I began my career as an apprentice cable installer when I was 19 years old at Paragon Cable. I was young, a husband and father. I tried to approach my job with respect and integrity. Paragon notice that I was young, yet responsible and eager to learn. By my fifth year, my family and I were selected to be the face of the campaign for the year 1994. My face was on the side of the cable trucks and in the bus shelters. My family was featured in print ads and short commercials. I was so proud to work for a company that recognized my efforts and provided me with opportunities. After years of mastering my craft, I earned the title of Foreman where I was trusted to train and guide the technicians in my department. In my department I encouraged pride of work and accountability and could develop a well-trained team with great work ethics. I convinced them that we worked for a great company that recognizes hard work and dedication. I guess I was wrong.

I can recall a specific time of my life where I realized, years later, how beneficial it was to be part a union. When my daughter was an infant she suffered from serious gastrointestinal issues that required many expensive test, hospital stays, including ambulance rides and equipment at home to monitor her. During those difficult times I was never denied coverage from the insurance for any of her needs and they were extensive. Being a young father and at the time not making a whole lot of money it was comforting to not have pressure of how her

care was going to be paid for. I didn't realize the value until, after speaking to others that had coverages different than mine and hearing the horror stories of denied claims and BIG out of pocket expenses that I truly began to appreciate the benefits and protections provided by the union. I am happy and proud to say that today my daughter is an adult and serves the city as NYPD officer. My union made sure that she was taken care of and we had everything we needed. My family has benefited from being a part of a union. My family has benefited from me being a part of something that shows you how to take pride in what you do and to always do your best no matter what the circumstances.

I liked my job. I felt that I was helping the Company and the people who were its customers. The wages were steady and the benefits were good. I had the union to protect my job security if I didn't screw up. After so many years on the job, in the cable industry in this town, I didn't think that the change in ownership from TWC to Charter would change the nature of my job and the work experience I had for all my years of service. I figured that if I did my job and did it well, I would continue to receive the good wages and benefits that I had in the past. Imagine my shock and surprise when I learned that Charter wanted to take all of that away from me and my brothers and sisters in Local 3.]

For my working life as a union member, I was a productive person in society and the City. Now, Charter wants to change all that. I and the [number of Local 3 workers laid off], and all our extended families, your constituents have now been left out to dry by Charter, this Council's franchisee. I hope that you will do all in your power to help me and all my fellow Local 3 members get back to work.

**JUNE 25, 2018 TESTIMONY OF DEREK JORDAN OF LOCAL 3,
INTERNATIONAL BROTHERHOOD OF ELECTRICAL WORKERS TO THE
NEW YORK CITY COUNCIL**

My name is Derek Jordan. I am a Business Representative for local union #3 and for the 1700 members on strike against Charter/Spectrum. I submit this testimony at this oversight hearing of the New York City Council on New York City's cable franchises. As the members of the Council and this Committee are aware Local 3 of the International Brotherhood of Electrical Workers is in a protracted strike against Charter Communications' cable franchise entities, such as Spectrum. The strike began over Charter's negotiating positions that essentially were to take away much of the health, welfare, and pension benefits of Local 3 workers, as well as adversely affecting a variety of work rules and related terms and conditions. Local 3 would not surrender to such requests, and a strike, which is now more than a year plus old, began and is on-going.

But recently, the true purpose of Charter's actions became clear - - - to decertify Local 3 as the bargaining agent for its union workforce. I want to provide this Council with a perspective on this action to others of Charter that evidence that it is not the type of entity that a progressive New York City should want to do business with.

It is no accident that the New York State PSC has in three separate proceedings reached either preliminary or final conclusions that Charter has failed, willfully and intentionally, to live up to commitments and obligations to the State, some of which related to the numbers and types of workers to be located in the State, and others related to the extent of Charter's building out infrastructure that it committed to New York State it would do. In addition, in a presently on-going

proceeding, the PSC is seeking as a remedy for Charter's alleged misconduct - - - which the PSC also alleges may include the intentional failure to pay all monies that Charter otherwise is supposed to pay to the City - - - the taking away of Charter's NYC Franchisees. It is also seeking to rescind its approval of Charter's merger with TWC (Time Warner Cable's successor).

Also, importantly, is the New York State Attorney General's lawsuit against Charter/Spectrum for alleged violations of New York State law regarding willful misrepresentations to consumers concerning internet access services, including upload and download speeds. According to the NYS Attorney General's office, thousands of New Yorkers, if not hundreds of thousands, have been defrauded, and, many of those are located in New York City.

Finally, this Council has received testimony from DOITT that even it, though very late in the game, believes that there are issues with Charter's conduct under its NYC Cable franchises. These include the use of certain workers and independent contractors that may be at odds with Charter's franchises, as well as what DOITT inexplicably refers to as irregularities in Charter's payments of franchise commissions.

All of the above should evidence that Charter is, to use New York City vernacular, a corporate "NO GOODNIK." But, I submit to this Council, if one New York City cable franchisee is engaged in misconduct, particularly with respect to paying commissions, should we think that Charter is unique? Unusual? I submit no. Also, what's with DOITT? It has had the allegations of the State AG for almost a year and a half? Why has the agency not done its own investigation?

DOITT has had the PSC's different proceedings and allegations for almost a year? What has it been doing? It is the supervising agency of Charter. DOITT's tepid audit of Charter, only done because of the command of Mayor DeBlasio, suggests that DOITT either is incapable of adequately policing its corporate franchisees or is indifferent to its regulatory oversight power, and its content to cede it to the State Government. Can the Council be content with the Agency's oversight? I think not.

Let me conclude by linking it all to what Local 3's strike is about, and what Charter stands diametrically opposed to - - - the dignity of City workers and their desire to have a decent wage, decent benefits, and a modicum of job protection. If this Council believes in true progressivism, if the Mayor does as well, then both must look at how Charter conducts itself against its own union workers, as well as against its own City consumers. There is a direct line there. And, the City must put the pressure on Charter, as well as conclude that, in the future, it does not want to do business with Charter. In addition, the Council should want to ensure a City that encourages and protects the dignity of workers, and not reward corporate actors that do not. If the City of Seattle can do so, why not this City? The Mayor says we are a progressive City; the Speaker does too. So, how can the government of the City suffer a corporate actor, a City franchisee, such as Charter? It should not. It must not. It cannot.

Thank you.

NATIONAL ORGANIZATION ON DISABILITY

77 Water Street, Suite 204 New York, NY 10005
TEL: 646.505.1191 www.NOD.org

June 22, 2018

Chairman Peter Koo and Chairman Francisco Moya
New York City Council Committee on Technology
and Sub-Committee on Zoning and Franchises
City Hall
New York, 10007

Dear Chairman Koo and Chairman Moya,

On behalf of National Organization on Disability (NOD) as its President, I'm writing this letter of support for Charter Communications [Charter], in light of the company's ongoing support of our organization's work.

Founded in Washington, and now headquartered in New York City, NOD (www.nod.org) is a 501(c)(3) organization founded in 1982, that supports the full participation of Americans with disabilities in all aspects of life. We work with communities and businesses across the country, together with the military, government agencies, foundations and disability organizations, with a current focus on increasing employment opportunities for the 80% of working age Americans with disabilities that are not employed. Our sole focus today is on helping Fortune 1000 companies build a more disability-inclusive workforce. We do so through partnerships with more than 200 companies, including Charter Communications.

With unemployment at record low levels, and with companies increasingly seeking out new and "untapped" talent sources, the bulk of NOD's work today focuses on changing the public perception of disability, from an illness or deficit requiring charity, to a talent segment that should be contributing to the workforce. With this focus on communications, we especially value partnerships with companies in that industry; and we're proud to work in concert with Charter Communications. In the last year, Charter has:

- Become part of the "President's Circle" of our Corporate Leadership Council, the highest ranking group of companies dedicated to building a more disability-inclusive workforce;
- Sponsored an important conference at the Paley Center for Media, on the "Value of a Disability Inclusive Brand" with 50 other employers in attendance;
- Agreed to donate remnant space in its channels nationally, to our new Disability Inclusion Awareness Campaign and is considering a high profile role in the campaign.

In short, with contributions from Charter, we are better capable of strengthening our mission, and believe that the company continues to exemplify the qualities that have made them a valuable partner to our organization.

The internet has been pivotal to our efforts to grant people with disabilities greater access not only to the workforce, but to the cultural, social and economic resources that they've long been denied. Charter is working to make this a reality for families and seniors across the country with *Spectrum Internet Assist* - a 30 Mbps high speed broadband offering available to families participating in the National Lunch Program



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PUBLIC UTILITY LAW PROJECT OF NY

Testimony

“Oversight Hearing On New York City Cable Franchises”

Committee on Technology

Jointly with

Subcommittee on Zoning and Franchises

City Hall Committee Room

June 25, 2018, 11:00 a.m.

Hello, and thank you for welcoming the Public Utility Law Project of NY to this hearing. PULP, as many of you know, is New York’s only nonprofit independent legal services organization devoted solely to working on behalf of New York’s low-income, vulnerable utility ratepayers.

Telecommunications has been substantively recognized as an essential public good since, the Benton Foundation argues, 1913, when AT&T settled an antitrust lawsuit by making what was called the “Kingsbury Commitment” that “included a (largely unenforceable) promise to provide ‘universal service.’”¹ Whatever it’s enforceability, the foundation continues, “[t]he policy goal of connecting everyone to the communications network has unquestionably been a central element of policy ever since.”² In 1985, the Reagan administration made a particularly strong commitment to

¹ <https://www.benton.org/blog/lifeline-where-did-it-come>

² *Ibid.*

this policy when his FCC created the federal Lifeline program following the breakup of AT&T into the Baby Bells. The foundation reports: "[T]he FCC was concerned that local service rates would become unaffordable for many because, among other things, the separation of AT&T's long-distance services from the new local 'Baby Bell' companies meant that the long-distance subsidy [for local services] would end."³

As telecom technology rapidly evolved, so did the realization that these new technologies were also becoming essential to low-income people in the tradition of Lifeline: increasingly, cable/internet, broadband, and wireless services became essential for accessing public assistance services, educational resources for schoolchildren, and emergency communications for the solitary, disabled, seniors, and chronically ill.

New York City has been out front in recognizing the need for expanded access to evolving telecom infrastructure, availability, and affordability. It has contracted for public access services and entered into agreements enabling the use of public space with the intent of providing universal, affordable, high-quality telecom services. But the City has fallen behind—particularly in its goal of providing affordable, accessible, high-speed broadband, and even in ensuring that there is physical access: 10-20% of the City does not have access to broadband. And in areas where only one provider happens to be present—a monopoly, versus the duopoly present in most of the City—basic social access is too expensive: Families simply cannot afford the ever-increasing rates. (Please

³ Ibid

note: the NYS Public Service Commission does not have regulatory authority—including decision making on periodic rate adjustments--over cable and broadband in the way it does with traditional utilities such as gas and electric. Broadband was briefly designated a utility by the FCC under the Obama administration, a decision that was revoked under the current administration.) Few if any community centers have sufficient—and sufficiently capable—computers, nor can they afford this service for the sizable—and overwhelmingly limited- or fixed-income--populations they serve. Lack of access is due in no small part to failures on the part of the telecom companies, and it would be in all New Yorkers' best interests for the City to take remedial action, which it does have the ability to do within its franchise agreements.

But the City, in concert with the State, whose Public Service Commission long regulated basic telephone service, has been confronted with the familiar conundrum of unexpected outcomes of good intentions.

Several major telecom challenges face the City, and others, such as those facing Lifeline and LinkNYC, have been discussed at other proceedings. This proceeding seeks to examine the status of the essential underlying requirement: the cable franchise agreements with third-party providers that the City has entered into—and which New Yorkers of all communities, if they agree on little else, have found significantly wanting.

- Verizon: The City has been engaged in a number of pitched battles with

Verizon—one directly, others less public. In 2014 the City sued Verizon for failing to meet its contractual obligations—and, indeed, even the nature of those obligations has come under scrutiny: It has not met deadlines for making fiber optic service available to all New Yorkers, and it has challenged the very nature of what is required for that access.

In addition, once it began its commitment to fiber, Verizon began abandoning its obligation to maintain its existing copper infrastructure. It has become one of the most common telecom complaints that PULP receives: Constituents call and report that their phone service has deteriorated, or cut out altogether, and they have been repeatedly told variations on the following themes: there's a long wait time—often months—for a repair date; it's not repairable; the consumer's only option is to switch to FiOS, Verizon's fiber offering, or to a temporary wireless option; or they can take their business elsewhere. Some constituents' problems have recurred over years. Many constituents, particularly the frail and elderly, have serious concerns about leaving behind their previously reliable copper service, given the losses in service they've seen widely after natural disasters—many had service while wireless-dependent consumers did not. They remember the contrast going back to 9/11. Verizon's response to these concerns—many based in reasonable concerns about the potential dangers of new technologies—has often been at best dismissive and at worst condescending and frequently ignored. This problem, among other mounting service issues, has been so

widespread throughout New York State that the NYS Public Service Commission began a proceeding explicitly on Verizon's quality of service, 16-C-0122, in which PULP and CWA were effective in arriving at a settlement that will address a range of problems caused by copper disinvestment and delayed fiber buildout in NYC. A final decision on the Joint Proposal is awaiting PSC action.

- Cable company mergers:
 - Charter/Spectrum: Charter purchased Time Warner Cable, and a merger agreement—with conditions, requirements, and deadlines—was approved by the PSC, forming what is now known as Spectrum. This merger agreement included—for the first time—modest and limited low-income rate-reduction programs—something PULP was instrumental in introducing and negotiating into the agreement. These programs, for people whose incomes are below 185% of the poverty level--apply to seniors on SSI—Supplemental Security Income—and families enrolled in the National School Lunch Program.

According to the Public Service Commission—and many constituents who contact PULP—Charter has failed to meet its obligations in many ways, so much so that last year they were fined \$1. million and this year face a \$2 million fine and possible cancellation of the merger agreement. Recently the PSC has called out Charter for making misleading

statements—claiming that they are in fact meeting their obligations under the merger agreement—and demanded “records in advance of possible penalty action for misstatements.” (Please see PSC Press Release, 6/26/18, attached.)

New Yorkers’ experiences with Spectrum, as recounted to PULP, have ranged from inaccurate information from either telephone customer service staff or in-store customer service representatives—or, at the least, conflicting information—as well as unexplained charges on bills, and, most important, failure to publicize, inform, and properly provide the low-income discounts to eligible consumers.

A requirement of the merger agreement is that Charter conduct a widespread public information campaign alerting consumers to the availability of these programs. A segment of their website describes a program called “Assist”—however, one must not only already have access to the internet but be proficient at navigating the site and examining very fine print. I am currently working with a consumer referred by a Member of the Council who, although she had been told by Spectrum that her Time Warner Cable services would be “grandfathered in,” she was not told of the merger-mandated cutoff date. And she has received unexplained bill charges long prior to that date.

- Altice: Who? More well known locally as Cablevision or Optimum, Altice is a sizable international telecom company that reached a merger agreement also approved by the PSC, with similar timelines and deadlines—and low-income discount programs. The anecdotal complaints about Optimum (or Cablevision) have been less severe than those about Verizon and Spectrum; however, there appears to be a lack of awareness of the low-income discount programs that is similarly disappointing.
- Lifeline. As is well known by these committees, the FCC is proposing to eliminate one of New Yorkers' most widely used means of accessing Lifeline, what are called "non-facilities-based providers": essentially, cellphones and limited service provided for free to eligible consumers using another company's infrastructure in exchange for the federal government's guaranteed subsidy. Should the FCC in fact institute this proposal, vulnerable New Yorkers will be faced with extraordinarily difficult choices and changes to make. Why shouldn't these franchisees, which stand to make tremendous profits in the world's financial capital—and therefore a hugely telecom-dependent city—provide wireless Lifeline service using their *own* infrastructures?
- Other possible City actions:

As the franchise agreements come up for renewal, there are many consumer protections, incorporated into state public service law for energy and private water providers, that could be negotiated. These include incorporating:

- Broader and more significant discounts for low-income people, including investigating and, if need be, work with appropriate agencies to implement the Community Eligibility Program of the National School Lunch Program, one of the eligibility-conferring programs included in the PSC-approved Charter and Cablevision merger agreements;
- Precise and monitored consumer complaint mechanisms, with penalties and multiple levels of appeals;
- The provision by franchisees of service quality metrics—transparently and unredacted;
- The requirement that franchisees adhere to a deferred payment agreement system, similar to that required of energy and large private water companies; the City should seek enhanced reporting metrics for reliability and complaint-response and -remedy indices.
- As many seniors have reported, they rely heavily on cable television for information and entertainment. Unfortunately for many, given their low-, often fixed-income status, they cannot afford the ever-increasing cost of broadband television access. The City, in light of its wide-ranging and

expanded commitment to seniors over the past few years, should consider negotiating a television broadband discount for low-income seniors.

Admittedly, some of the reforms we suggest may only be achievable through a settlement of litigation, but since the City is suing Verizon and the PSC is moving toward penalties that may trigger settlement talks with Charter, it would be best to remain alert for a chance to get new gains for New York's consumers.

#

In the end, despite forward-looking broadband and franchise policies, the City is still struggling to incentivize or order the closure of the "homework gap," which among other things requires guaranteeing both physical access (better buildouts) and social access (affordable prices). PULP believes that the creation of ubiquitous, affordable, high-quality broadband by wired and wireless means must continue to be an economic and social policy priority for the City, as it has been for a number of years. As such, PULP remains willing and able to be a resource in this process, and to partner with the Council, the Executive, and companies in making progress in the best interests of New Yorkers.



Department of Public Service

For Immediate Release: 06/26/18

John B. Rhodes, Chief Executive Officer

Contact:

James Denn | James.Denn@dps.ny.gov | (518) 474-7080

<http://www.dps.ny.gov>

<http://twitter.com/NYSDPS>

18046/15-M-0388

Department of Public Service Condemns Spectrum for False Advertising

State Regulator Tells Charter CEO Rutledge to Immediately Stop Making False Claims that the Company is Meeting State Obligations

Concerns Over Charter's Conduct Referred to Attorney General and SEC for Appropriate Actions

Regulator Demands Records in Advance of Possible Penalty Action for Misstatements

ALBANY — The New York State Department of Public Service (Department) today sent a letter to Charter CEO Thomas Rutledge condemning the company's false advertising and misleading of New York consumers. The letter demands that the cable company, doing business in New York as Spectrum, immediately cease and desist from making certain continued false advertisements and publications about its compliance with its obligations to New York State and its efforts to provide New Yorkers with critical broadband access. These misrepresentations, coupled with Spectrum's overall pattern of unacceptable conduct in New York, call into question the continued viability of Spectrum as a regulated telephone/cable company in the state.

"The situation regarding Charter/Spectrum is getting more serious with each passing day," **Department CEO John B. Rhodes said.** "Not only has the company failed to meet its obligations to build out its cable system as required, it is now making patently false and misleading claims to consumers that it has met those obligations without in any way acknowledging the findings of the Public Service Commission to the contrary. Access to broadband is essential for economic development and social equity. Charter/Spectrum's intentional deception of New Yorkers must end now."

In its letter to CEO Rutledge, the Department said the company knows full well that it is not meeting its commitment to expand the company's broadband network in New York to "pass" additional unserved and underserved residences and businesses. Nevertheless, Spectrum continues to assert in advertisements and publications that it has complied with — and even exceeded — its commitment to New York. These representations are demonstrably and materially false.

Indeed, it is not the first time Spectrum has engaged in false advertising. Late last week, the Appellate Division, First Department allowed to move forward a claim by the New York Attorney General that Spectrum has engaged in systematic false advertising about the speed of its internet

service. Spectrum's conduct raises significant concerns for the company's customers, shareholders, and New Yorkers in underserved areas that Spectrum has blatantly disregarded.

The Department's letter directs Spectrum to stop deceptive advertising. In addition, the Department said it was referring the matter to the Attorney General of the State of New York for further action in light of Spectrum's misrepresentations to New Yorkers and to the United States Securities and Exchange Commission in light of the company's failure to provide appropriate disclosure to its investors and the market about its failings to honor its commitments to New York and the possibility that the approval of its acquisition of Time Warner may be revoked. In advance of a possible penalty action by the Commission against the company directly, the Department further demanded that Spectrum produce records regarding its false representations and preserve all documents, including email, text messages, voice mail, recordings, and other documentation relating to its advertising claims.

According to a Department investigation and a Public Service Commission order, Spectrum missed its required December 16, 2017 build-out commitment to extend its network to pass additional residences and businesses by 12,245 passings. Spectrum also failed to cure, as required, its earlier failure by March 16, 2018. For these two failures, Spectrum was ordered by the Public Service Commission to forfeit \$2 million. These failures came on top of earlier failures by Spectrum to meet its commitments. Indeed, Spectrum has not met a single build-out deadline since the approval of its acquisition of Time Warner Cable in 2016.

The Department stated that, instead of working to meet its commitment to New York, Spectrum has ignored the State's interests and knowingly continued to advertise and publish knowingly false claims that the company is exceeding its mid-December 2017 commitment made to New York by more than 6,000 locations and is on track to extend the reach of advanced broadband network to 145,000 unserved or underserved locations by May 2020. Both claims are patently false.

Spectrum's failure to meet its build-out commitments hurts unserved and underserved New Yorkers, leaving them without a key public utility service crucial to their future success and well-being. Spectrum's publication of claims that it knows are false harm all consumers who rely on honest and accurate information in choosing suppliers from among competitors. And when Spectrum continues to advertise and publish false claims even after being directed not to by its governmental regulator, it demonstrates deliberate disregard and lack of respect for the Public Service Commission, the rule of law, and regulation in New York State. Accordingly, in the name of customers and potential customers, the Department called on Spectrum to set the record straight by advertising and publishing the truth that the company has been found by the Public Service Commission to have failed to keep its buildout commitment to New York State.

New York's goal has been to have 100 percent broadband coverage by the end of the year, which included a commitment by Charter/Spectrum to provide broadband coverage to a specified number of homes. By its actions, Charter has not only violated its regulatory obligations to the State, it has deceived and continues to deceive the public.

Today's letter may be obtained by going to the Commission Documents section of the Commission's Web site at www.dps.ny.gov and entering Case Number 15-M-0388 in the input box labeled "Search for Case/Matter Number". Many libraries offer free Internet access. Commission documents may also be obtained from the Commission's Files Office, 14th floor, Three Empire State Plaza, Albany, NY 12223 (518-474-2500). If you have difficulty understanding English, please call us at 1-800-342-3377 for free language assistance services regarding this press release.



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Directors Emeriti
Edward J. Blakely
Barbara Joelson Fife
Marc Joseph
Charles J. Maikish
Luther Tai

New York
One Whitehall St, 16th Floor
New York, NY 10004
212.253.2727

New Jersey
179 Nassau St, 3rd floor
Princeton, NJ 08542
609.228.7080

Connecticut
Two Landmark Sq, Suite 108
Stamford, CT 06901
203.356.0390

www.rpa.org

June 22, 2018

To:
The New York City Council
The Honorable Councilman Peter Koo, Chair of the Technology Committee
City Hall Park, New York, NY 10007

Re: Testimony regarding the June 25, 2018 oversight hearing on the city’s cable television franchises

Dear City Council Members and the Honorable Councilman Peter Koo,

Regional Plan Association is an urban planning, research and advocacy organization that aims to improve the New York metropolitan region’s equity, health, sustainability, and economy. We recently released our Fourth Regional Plan, which contains a series of actions which taken together would make our region more equitable, healthy, prosperous and sustainable over the next generation. One of these recommendations is to expand affordable internet across the region.

No one questions the importance of fast, reliable high-speed internet. It is an essential part of accessing information, services, as well as employment and educational opportunities. And it will only become more critical. We expect that more employment and educational opportunities will require internet access, and that other critical services, such as healthcare, will have increased virtual presence as well. Additionally many other infrastructure services such as energy and transportation will largely depend on internet access.

And yet accessing high speed, reliable and affordable internet services can be a challenge to many residents, business and institutions in New York City. There are deep inequalities in who has access to wired internet - only 56% of households in NYC with incomes below \$20,000 annually had a broadband connection (as the census defines it in) 2016, while 93% of households earning \$75,000 did, according to the American Community Survey. Even residents and businesses that could afford to pay for faster internet service report finding it hard to gain access to such services in some locations. And a 2014 study by the Open Technology Institute demonstrated that many of New York’s peer cities from Paris to London to San Francisco, offer far faster services at much lower prices. Unless we improve our internet access, we risk deepening inequality and hurting the city’s economic competitiveness.

The good news is that public sector has many tools to improve internet infrastructure. Internet service, while privately provided, uses the public rights of way. Furthermore, any next generation internet technology (such as ‘5G’) will likely require further use of public assets. These are advantages that can be leveraged in the public interest. Now is the time for the public sector to take a leadership role in planning, investment and oversight of internet infrastructure.

For that reason Regional Plan Association commends the City Council for holding these important hearings on New York City’s cable television franchises. We recommend that any renewal of the city’s franchise agreements should be part of a comprehensive internet infrastructure strategy, which should include the following elements:

- Ensure equitable access to fiber-optic based internet services for all residents, businesses and institutions, regardless of location. Some options to consider include affordable pricing plans, community benefits agreements and conducting a community internet needs assessment.
- Enable fair market access to the infrastructure itself for potential third party providers. ‘Open access’ and ‘dig once’ policies can enable fair and efficient access to conduit and other infrastructure; sharing agreements and internet exchange points and updating building codes can help multiple providers offer services in multi-family buildings.
- Include resiliency considerations into internet infrastructure planning. This could include requirements for building in redundancies, making critical elements of the network self-sufficient and further investing in solutions such as community-run mesh networks.

We thank you for your consideration.

Respectfully,

Mandu Sen
Program Manager
Regional Plan Association
1 Whitehall Street, 16TH Floor
New York, NY 10004
Office 212.253.5797
mandu@rpa.org

June 25, 2018

To the Committee on Technology, New York City Council:

The Digital Equity Laboratory (DEL) is a university center at The New School advancing digital equity through applied research, policy strategy, and convening power. Co-led by Maya Wiley and Greta Byrum, the DEL launched in March of 2018 and is bringing together public and private sector leaders, scholars, practitioners, and advocates to address the risks and enhance the benefits inherent in the advancement of technology.

As negotiations for renewal of franchise agreements with cable operators approach, the DEL urges the City to consider how these agreements impact the City's own stated broadband principles (Equity; Performance; Choice; Privacy; and Affordability), as well as the de Blasio Administration's goal of universal broadband service for all New Yorkers by the year 2025.

Research has shown that access to broadband service can create conditions for improved economic and quality of life improvements (Rhinesmith & Barton, 2016; American Library Association, 2013); and that, conversely, barriers to meaningful broadband access and use may deepen other inequities, especially for traditionally underserved and marginalized communities (Rhinesmith, 2016; Gangadharan & Byrum, 2012; Dailey et al, 2010).¹

In addition to historical inequities of infrastructure and resource provision, the rapid evolution of technology and the increasing demand of bandwidth by online services alongside the integration of broadband into most parts of daily life and economic, social, and civic opportunities requires the deployment of new types of infrastructure.

The business practices of cable and subscription providers in the City, despite some positive contributions from the telecommunications industry's side such as low-cost service offerings in select areas, have not under previous cable franchise agreements meaningfully changed the landscape of access and adoption such that all low-income New Yorkers who wish to are able to purchase affordable broadband service. This results in reinforcing social inequalities as technologies evolve.

American Community Survey data indicates that 31% of New Yorkers currently do not have broadband service at home, including 32% of Black and 33% of Latinx New Yorkers. That's considerably more than

¹ American Library Association (2013), "Digital Literacy, Libraries, and Public Policy", Office of Information Technology Policy, Digital Literacy Task Force, Available at: http://www.districtdispatch.org/wp-content/uploads/2013/01/2012_OITP_digilitreport_1_22_13.pdf; Rhinesmith Colin & Barton Aileen (2016) "Digital Inclusion and Meaningful Broadband Adoption Initiatives", Benton Foundation, Available at: <https://m.benton.org/sites/default/files/broadbandinclusion.pdf>; Gangadharan Seeta Peña & Byrum Greta (2012) "Defining and Measuring Meaningful Broadband Adoption", International Journal of Communication 6 (2012), 2601–2608, available at: <http://ijoc.org/index.php/ijoc/article/viewFile/1836/812>; Dailey, D. et al. (March, 2010). Broadband adoption in low-income communities. Social Science Research Council: 15. Available at: <http://www.ssrc.org/publications/view/broadband-adoption-in-low-income-communities/>

the 21% and 23% for White and Asian New Yorkers. Geographically, service is not equitably distributed, with the least connected populations, and those with the fewest options for service, concentrated in the South Bronx, where average income hovers at about \$20,300 annually, yet where telecommunications subscriptions cost between \$65 and \$120 per month, depending on whether residents are able to subscribe to standalone services or whether--as in the case of some places with only one provider--they must purchase bundled services, which may also go up in price over time. This means that in a city with average monthly rent for a 1-bedroom apartment close to \$3000, people making less than \$1800 per month would have to spend at least 5% of their income on cable service in the current market.²

Based on the evidence, we believe that future franchise agreements should demonstrate significant intention to address flaws in the market that hinder the industry's ability to offer services that realistically meet the needs of low-income New Yorkers. We suggest that City Council undertake a comprehensive digital needs assessment diagnosing the social and economic dynamics of market provision for this basic service, along with the social and economic cost of pricing this basic service out of reach for up to a third of low-income New Yorkers.

A comprehensive digital needs assessment to study inequities in New York's telecommunications market should collect data via surveys, interviews, and focus groups with digital services providers such as libraries and digital literacy organizations which are familiar with the needs and context of new and marginal users of networked technologies; with affected New Yorkers themselves; with industry professionals including telecommunications workers and leadership; and with officials and decision-makers who are tasked with solving problems that emerge as a result of mismatches between market models and the digital needs of all of New York's residents.

Findings and recommendations emerging from such a process may include market, programming, or infrastructural remedies to address geographic, economic, and social inequities in the telecommunications market.

We would be happy to provide further clarification and suggestions to help the City achieve its stated goals and principles as we approach the 2020 franchise renewals.

Most sincerely,

Greta Byrum

Greta Byrum, Co-Director
Digital Equity Laboratory
The New School

² Mayor's Office of the Chief Technology Officer (2018) "Truth in Broadband: Access and Connectivity in New York City", NYC Connected, Available at: <https://prodnet.www.neca.org/publicationsdocs/wwwpdf/042018nyc.pdf>



June 20, 2018

To Whom It May Concern:

Mobilizing Preachers and Communities (MPAC) appreciates the opportunity to write this letter in support of Charter Communications, in light of their efforts to serve underrepresented communities.

MPAC is a non-profit civil rights and faith based organization, comprised of clergy and community united together for the purpose of impacting public policy through civic engagement, to ensure justice and equality for all people. We provide some of the following services:

- MPAC-NY in partnership with Manna For Your Mornings Ministry, has come together to feed the hungry. It is their goal to feed five thousand annually.
- Social and Civic Activism.
- MLK Celebration.

These enable us to serve thousands by fostering greater community engagement and cooperation.

MPAC has long advocated for the incorporation of technology and education in preparing our communities for careers of the future - a quality that is shared with Charter. With *Spectrum Internet Assist*, Charter offers low-income families and seniors access to high speed broadband at a discounted monthly rate of \$14.99. Charter's efforts to ensure all communities have this access helps to close the digital inequality gap in the city. Additionally, the ongoing development of various *Spectrum Learning Labs* consistently provide vital technological resources to underserved communities and exemplify Charter's commitment to the accessibility of technology and broadband services.

Furthermore, Charter understands that training is needed alongside access. To foster this access Charter establishes key partnerships with groups such as ours, to provide digital literacy training and other 21st century skill building. This will better equip our communities to have improved economic opportunity and overall quality of life.

Sincerely,

Dr. Reverend Johnnie Green

Dr. Reverend Johnnie Green, President
Mobilizing Preachers and Communities



June 20, 2018

To Whom It May Concern:

As one of the founding members of Mobilizing Preachers and Communities (MPAC) and as the Senior Pastor at the First Baptist Church in East Elmhurst Queens, I am proud to write in support of Charter Communications. I want to highlight their successful efforts to expand access to digital services, commitment to diversity and their overall engagement with the community and organizations like ours.

MPAC is a non-profit civil rights, faith based organization and public policy advocacy group, comprised of clergy and community. Through our partnership with Charter, we are better able to work with our community in furtherance of our important mission – their programs enable us to better serve, inform and mobilize them.

With *Spectrum Internet Assist*, Charter offers low-income families and seniors access to high speed broadband at a discounted monthly rate of \$14.99. Charter's efforts to ensure all communities have this access helps to close the digital inequality gap in the city. Additionally, the ongoing development of various *Spectrum Learning Labs* consistently provide vital technological resources to underserved communities and exemplify Charter's commitment to the accessibility of technology and broadband services.

Charter's commitment to improving communities extends past the digital and broadband departments. They work with Rebuilding Together, a not-for-profit that provides critical home repairs to hardworking families nationwide. Charter, along with Rebuilding Together, provides homes and centers with free repairs and renovations that improve their appearance and overall functionality. In addition, Charter employees volunteer to distribute "Safe & Healthy Home Kits" to those in need.

Charter continues to exemplify the qualities that have made them a valuable partner to strengthen our communities. We strongly believe that Charter's work to update the urban broadband infrastructure and commitment to New York are essential for our continued success. Consequently, We support Spectrum's Franchise Agreement with New York City.

Sincerely,

Reverend Patrick H. Young

Reverend Patrick H. Young, Senior Pastor
First Baptist Church, East Elmhurst, Queens



June 20, 2018

To Whom It May Concern:

I am writing in support of Charter Communications as a founding member of Mobilizing Preachers and Communities (MPAC) and as the Executive Pastor of the Bethel Baptist Church.

MPAC brings clergy and communities of faith together to advocate for public policies that ensure justice and equality for all. Charter has a strong commitment to expand access to broadband and digital services, to improve the overall community and to increasing diversity within their company. Charter exemplifies these qualities and their partnership with us as well as their services have allowed us to better help and inform those whom we serve.

Charter is an extremely important contributor to New York City:

1) Expanding Access to Digital and Broadband Resources

Charter services reduce the digital inequality gap. Spectrum Learning Labs help residents across NYC communities develop and improve their computer, internet and communications skills. It provides them with workstations, computers, printers and other accessories that facilitate growth in digital literacy and quality workspaces. Spectrum Internet Assist is a 30 Mbps high speed broadband program available to families participating in the National Lunch Program and seniors on Supplement Security Income.

2) Spectrum Housing Assist

Charter's commitment to offering greater access to valuable resources extends beyond digital and broadband. Charter works closely with Rebuilding Together, a not-for-profit that provides critical home repairs to hardworking families nationwide. Charter employees volunteer to distribute "Safe & Healthy Home Kits" to adults and families in need.

3) Commitment to Diversity and Inclusion

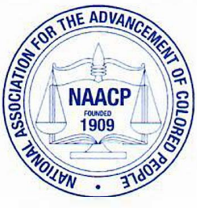
Charter consistently demonstrates a strong commitment to the furtherance of diversity and inclusion. After taking the significant steps to create the position of Chief Diversity Officer, Charter established an External Diversity and Inclusion Council to better understand and serve the communities it covers. Charter has taken serious steps to increase diversity in its hiring and supply chain.

Charter continues to be a valuable partner to MPAC, helping us strengthening all of our communities. This is why Charter deserves support for its Franchise Agreement.

Sincerely,

Reverend Kris Erskin

Reverend Kris Erskin, Executive Pastor
Bethel Baptist Church



NAACP New York State Conference
NATIONAL ASSOCIATION FOR THE ADVANCEMENT OF COLORED PEOPLE

HAZEL N. DUKES
President

June 19, 2018

Dear

On behalf of the NAACP New York State Conference, as its President I am writing this letter in support of Charter Communications.

It has been our privilege to work with Charter in our communities throughout the state to promote our program initiatives in education, health economic, financial and digital tools. It is through these programs, we are able to foster employment careers and college readiness which ensures productive citizens and healthy communities. Charter Communications continues to exemplify the qualities that have made them a valuable partner to our organization and our goal of strengthening our communities. Charter has not only pledged to increase diversity in its hiring and supply chain, we have assisted them through our economic development program and collaborated with their external Diversity and Inclusive Council.

For these reasons we look forward to working with our city leadership to help Charter to continue utilizing its resources, talent and infrastructure to uplift our city's and state diverse communities.

Sincerely,

Hazel N. Dukes
President



June 20, 2018

To Whom It May Concern:

National Action Network appreciates the opportunity to write this letter in support of Charter Communications, in light of their efforts to serve underserved communities and their programs in our ongoing relationship.

National Action Network is one of the leading civil rights organizations in the Nation with chapters throughout the entire United States. Founded in 1991 by Reverend Al Sharpton, we are active in the following areas:

- Criminal Justice Reform.
- Police Accountability.
- Crisis Intake and Victim Assistance
- Voting Rights.
- Corporate Responsibility and Pension Diversity.
- Youth Leadership.
- Bridging the Digital Divide.

This work enables us to serve by promoting a modern civil rights agenda that includes the fight for one standard of justice, decency and equal opportunities for all people regardless of race, religion, ethnicity, citizenship, criminal record, economic status, gender, gender expression, or sexuality.

National Action Network has long advocated for the incorporation of technology and education in preparing our communities for careers of the future - a quality that is shared with Charter. With *Spectrum Internet Assist*, Charter offers low-income families and seniors access to high speed broadband at a discounted monthly rate of \$14.99. Charter's efforts to ensure all communities have this access helps to close the digital inequality gap in the city. Additionally, the ongoing development of various *Spectrum Learning Labs* consistently provide vital technological resources to underserved communities and exemplify Charter's commitment to the accessibility of technology and broadband services.

Furthermore, Charter understands that training is needed alongside access. To foster this access Charter establishes key partnerships with groups such as ours, to provide digital literacy training and other 21st century skill building. This will better equip our communities to have improved economic opportunity and overall quality of life.

Sincerely,

Lord Q. Dowdell

Lord Dowdell, Technology Committee Chair
National Action Network



**National
Urban League**

*Empowering Communities.
Changing Lives.*

Jun 25, 2018

My name is Marc Morial, and I am the President and CEO of the National Urban League. The National Urban League is a civil rights organization, with 90 affiliate organizations in 36 states. Our mission is to enable African Americans and other underserved urban residents to secure economic self-reliance, parity, power and civil rights. We achieve this mission through programming targeting education, jobs, housing and health. It with this mission in mind that we submit this statement, on behalf of Charter Communications, in favor of renewal of Charter Communications' cable franchise with the City of New York.

Beyond the National Urban League's (NUL) belief that consumers benefit from greater choice and competition, we also support Charter Communications (Charter) as a friend and partner to the National Urban League, and we appreciate the opportunity to highlight a few of the things that Charter is doing to bring value to the communities we serve. Since its acquisition of Time Warner Cable, Charter remains engaged with a wide range of community organizations, including ours.

We are proud to have Charter as a partner in our work. Charter's contributions to NUL have expanded our ability to support our communities most vulnerable population. Their commitment and investment helps us further our mission to close the digital divide that exists in rural and urban communities, and promote diversity in the digital sector. Most notably, Charter has been a leader in supplier diversity.

I. Expanding Access to Digital and Broadband Resources

Computer and internet access are essential for access to the important cultural, social and economic information available in this technologically savvy world. Charter is well aware of the digital equity gap that persists today and their significance in this arena as a broadband provider in arena. In furtherance of this goal Charter implemented its *Spectrum Learning Labs* and *Spectrum Internet Assist* program. Spectrum Learning Labs help residents across NYC communities develop and improve their computer, internet and communications skills, providing them with workstations, computers, printers and other accessories that facilitate growth in digital literacy and quality workspaces. Spectrum Internet Assist is a 30 Mbps high speed broadband offering available to families participating in the National Lunch Program and seniors on Supplement Security Income. These initiatives help ensure that these underserved communities have access to the evolving digital world and the opportunities they present.

II. Spectrum Housing Assist

Charter's commitment to offering greater access to valuable resources extends past the digital and broadband departments. Charter works closely with Rebuilding Together, a not-for-profit that provides critical home repairs to hardworking families nationwide, to ensure that its benevolent goals are realized. Together, Charter and Rebuilding Together provide homes and centers with free repairs and renovations that improve their appearance and overall functionality, while Charter employees volunteer to distribute "Safe & Healthy Home Kits" to adults and families in need.

III. An Oath to Diversity and Inclusion/Value

Furthermore, Charter consistently demonstrates a strong commitment to the furtherance of diversity and inclusion. After taking the significant steps to create the position of Chief Diversity Officer, Charter established an External Diversity and Inclusion Council to better understand and serve the communities it covers. Additionally, Charter has taken the important step to insure diversity within its board, demonstrating the company's commitment to diversity at the highest levels. Through its corporate actions and partnership with various programs and institutions, Charter has remained faithful to its pledge to increase diversity in its hiring and supply chain.

Charter continues to exemplify the qualities that have made them a valuable partner of our organization and to the goal of strengthening our communities. More importantly, Charter has continued to demonstrate its commitment to providing opportunity, by going beyond mere words and taking concrete action. Charter is an important contributor to the city and deserves support for its Franchise Agreement.

Respectfully,

A handwritten signature in blue ink, appearing to read "Marc H. Morial". The signature is fluid and cursive, with a prominent flourish at the end.

Marc H. Morial
President and CEO
National Urban League



June 20, 2018

City Council Members Peter Koo and Francisco Moya.
City Council Technology Committee &
Sub-Committee on Zoning and Franchises
New York, NY 10007

Dear City Councilmembers Koo and Moya,

It is with great enthusiasm that I offer my support for Charter Communications in light of their efforts in New York City communities and our ongoing relationship.

Founded in New York, New York, The New York Urban League is a nonprofit civil rights organization who since 1919, has worked with the public to support the African American community as well as other underserved groups in New York City. Our programs and initiatives include our yearly summer STEAM program which helps introduce our youth to programs they may have never been able to explore elsewhere. With these programs we are able to serve over 8,000 of our youth by fostering greater access to the necessary education and digital tools.

We are pleased to have partnered with Spectrum and now Charter on the implementation and growth of our Summer STEAM Camp. The summer STEAM Academy is a community STEAM engagement program comprised of a summer learning academy with a student track. In the five-week experience, students are exposed to careers in STEAM by taking fieldtrips to different companies such as Charter, Microsoft, Google, American Airlines, Estee Lauder, NBA, Bank of New York Mellon and Mount Sinai, a college tour, workshops highlighting STEAM related subjects, and access to information for college and career choices. As a result, students gain an understanding of STEAM career options.

We have worked closely with Charter since 2015 and we are proudly partnered with Spectrum. Charter continues to exemplify the qualities that have made them a valuable partner to our organization and our goal of strengthening our communities.

As part of our ongoing relationship, Charter has contributed over \$40,000 towards our programming and special events in the past two years. These contributions support our implementation of efforts that provide resources directly to our communities and help us to inform and educate them through our cultural, social and economic development initiatives. Our program represents the development and promotion of African-American history and culture. We were especially pleased to work with Charter on a non-grant related event during Black History Month in Harlem. Furthermore, we appreciate Charter's commitment to Celebrate African-American history.

We partnered with Charter Communications and the Smithsonian Channel for an exclusive screening of the documentary titled *The Lost Tapes: Malcolm X*. The documentary was the latest in [The Lost Tapes](#) series which present significant events from the 20th century, without narration, but with real-time coverage by national and local news broadcasts. The program featured a reception, program and film screening followed by a Q&A with the producer, Tom Jennings. Special guests include Ilyasah Shabazz, daughter of Malcolm X, and Cheryl Wills, Host, Spectrum News NY1.

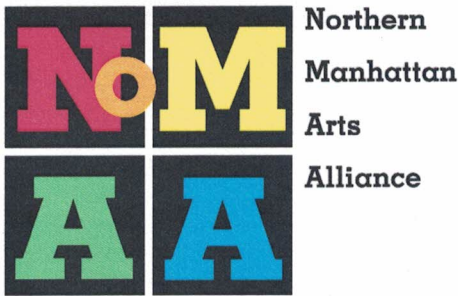
The internet has been pivotal to our efforts to grant underserved communities greater access to the cultural, social and economic resources and Charter is working to make this a reality for families and seniors across the country with *Spectrum Internet Assist* - a 30 Mbps high speed broadband offering available to families participating in the National Lunch Program and seniors on Supplement Security Income. This program helps ensure that these under-represented communities have access to the evolving digital world and the opportunities they present, aligning with the spirit of business development.

Charter, has not only pledged to increase diversity in its hiring and supply chain, but continues to take actions to do so. After taking the significant steps to create the position of Chief Diversity Officer, Charter established an External Diversity and Inclusion Council to better understand and serve the communities it covers. Through its corporate actions and partnership with our local and National office, Charter has demonstrated a strong commitment to the furtherance of diversity and inclusion. For these reasons we look forward to working with our city's leadership to help Charter make good on its promise to utilize its resources talents and infrastructure to uplift our city's diverse communities.

Sincerely,



Arva Rice
President & CEO



June 22, 2018

To Whom It May Concern:

Northern Manhattan Arts Alliance [NoMAA], appreciates the opportunity to write this letter in support of Charter Communications [Charter], in light of their efforts to serve underserved communities and their programs in our ongoing relationship.

Founded in New York City, NoMAA is an arts service organization who, since 2007, has worked in and with the community to promote the support of the advancement of uptown artists, primarily artists of color. We provide programs that include Uptown Arts Stroll (a month-long arts festival showcasing uptown artists and arts organizations), a dynamic series of group exhibits as well as Technical Assistance Workshops and an annual Technical Assistance Institute. All of our programs foster greater access to the necessary education, financial, digital and other tools for both emerging and professional artists to carryout their craft.

NoMAA has long advocated for the incorporation of technology and education in preparing our communities for careers of the future - a quality that is shared with Charter. With Spectrum Internet Assist, Charter offers low-income families and seniors access to high-speed broadband at a discounted monthly rate of \$14.99. Charter's efforts to ensure all communities have this access helps to close the digital inequality gap in the city. Additionally, the ongoing development of various Spectrum Learning Labs consistently provide vital technological resources to underserved communities and exemplify Charter's commitment to the accessibility of technology and broadband services.

Furthermore, Charter understands that training is needed alongside access. To foster this access Charter establishes key partnerships with groups such as ours, to provide digital literacy training and other 21st century skill building. This will better equip our communities to have improved economic opportunity and overall quality of life.

Sincerely,

Joanna Castro
Executive Director
Northern Manhattan Arts Alliance



June 17, 2018

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New York City Council
250 Broadway
New York, 10007

Honorable Members of the New York City Council:

On behalf of One Hundred Black Men of New York (OHBM), and, as its Executive Director, I am truly pleased to write this letter of support for Charter Communications [Charter] an entity that has carved out time and space to support our organization's mission, programs and events and build an ongoing relationship.

Founded in 1963 in New York City, OHBM is a 501 C3 nonprofit organization that continues to work in and with the communities such as Harlem, the South Bronx, South East Queens, Ocean Hill and Staten Island to promote the support educational and cultural endeavors. Our annual programs and initiatives include mentoring leadership training, tuition assistance, MWBE support and Hunger Relief. Through these programs, we serve over 10,000 people by fostering greater access to the necessary education, healthcare, financial and digital tools.

OHBM continues to empower our underserved communities and is counted among the leaders in education, mentoring and advocacy, especially for boys of color. We have been recognized through numerous citations, proclamations, and awards for founding the Eagle Academy for Young men (now serving 3,000 students); giving out \$100,000 in college scholarships; mentoring over 200 NYC public school students; advocating for MWBEs; and feeding over 10,000 people in the city's poorest neighborhoods. With contributions from Charter, we are better capable of strengthening our community institutions in furtherance of our mission statement.

For at least two decades, One Hundred Black Men have had a close relationship with Time Warner, Spectrum and now Charter, which continues to exemplify the qualities that have made them a valuable partner to our organization and our goal of strengthening our communities.

As part of our ongoing relationship, Charter has recently contributed over \$12,500 towards college scholarships and mentoring programs. These contributions support implementation of efforts that provide resources directly to our communities and help us to inform and educate community residents through our cultural, social and economic development initiatives. Our program exemplifies the benefits of developing and promoting the positive narrative of Black culture, and Charter has been an important cog in these efforts. Furthermore, we appreciate Charter's commitment to make our annual benefit galas as successful as possible by donating funds, taking out journal pages, and allowing us to honor their most senior staff people.

The internet has been pivotal to our efforts to grant Harlem (where our corporate office is located) greater access to the cultural, social and economic resources. Charter is working to make this a reality for families and seniors across the country with *Spectrum Internet Assist* - a 30 Mbps high speed broadband offering available to families participating in the National Lunch Program and seniors on Supplement Security Income. This program helps ensure that these under-represented communities have access to the evolving digital world and the opportunities they present, aligning with the spirit of business development.

Charter, has not only pledged to increase diversity in its hiring and supply chain, but continues to take actions to do so. After taking the significant steps to create the position of Chief Diversity Officer, Charter established an External Diversity and Inclusion Council to better understand and serve the communities it covers. Through its corporate actions and partnership with One Hundred Black men of New York and other programs, Charter has demonstrated a strong commitment to the furtherance of diversity and inclusion. For these reasons we look forward to working with our city's leadership to help Charter make good on its promise to utilize its resources talents and infrastructure to uplift our city's diverse communities.

Please call me at 212-777-7070 if OHBM can be of further assistance.

Sincerely,

A handwritten signature in black ink, appearing to read 'C. Bennett', with a stylized flourish at the end.

Mr. Courtney A. Bennett
Executive Director

Sunset Park
783 Fourth Avenue
Brooklyn, NY 11232
P: 718-369-0303
F: 718-369-1518

Williamsburg
25 Thornton Street
Brooklyn, NY 11206
P: 718-387-1600
F: 718-387-5005

Bushwick
280 Wyckoff Avenue
Brooklyn, NY 11237
P: 718-381-3222
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20 New York Avenue
Brooklyn, NY 11216
P: 718-399-9700
F: 718-399-9704

Y Roads Jamaica
161-04 Jamaica Avenue
Jamaica, NY 11432
P: 212-630-9727
F: 212-202-6456

Innovation Lab
87 35th Street, 2nd Floor
Brooklyn, NY 11232
P: 718-801-8970

info@obtjobs.org
www.obtjobs.org

Testimony of Liliana Polo-McKenna
Chief Executive Officer – Opportunities for a Better Tomorrow (OBT)
Testimony for Committee on Technology – June 25, 2018

Thank you to Chairperson Koo for the opportunity to submit this testimony. On behalf of Opportunities for a Better Tomorrow (OBT) - as its Chief Executive Officer, I enthusiastically submit this letter in support of Charter Communications, in light of their endeavors and their efforts in our ongoing relationship in service of NYC's opportunity youth.

Founded in Sunset Park, Brooklyn, OBT is one of the NYC's leading workforce training organizations who, since 1983 has worked in and with the community to promote the support of the advancement youth and adults seeking to build their skills in order to access quality jobs. Our programs and initiatives include education and job training, job placement, advanced training in health care and technology, adult literacy, and immigration services. It is through these programs that we are able to serve over 4,000 NYers annually and foster greater access to the necessary education, healthcare, financial and digital tools so that all NYers can thrive.

Through *Spectrum Learning Labs*, we were awarded with state-of-the-art technology facilities, at Industry City location. Spectrum Learning Labs help residents and communities develop and improve their computer, internet and communications skills, providing them with free workstations, computers, printers and other accessories that facilitate this growth in digital literacy and quality workspaces. Charter has contributed over \$54,000 to pay for our computer equipment and software and our furnishings. Our Learning Lab(s) include computers, tablets, smartboards, and internet service and also serve the function of helping our community members participate in skills training programs, literacy programs and classes, college research and multimedia learning experiences. In our ongoing pursuit to improve and maximize the impact of our new Learning Lab(s) Charter representatives have been supportive and receptive of our many requests.

Spectrum has been a longtime supporter of OBT, our mission, and the people we serve. We look forward to building upon our partnership to continue to provide critical services and resources to our community.

Please contact me with any questions at lpolo@obtjobs.org or 718-369-0303.

Sincerely,
Liliana Polo-McKenna, Ed.L.D.
Chief Executive Officer



Testimony of the Partnership for New York City

New York City Council Subcommittee on Zoning and Franchises

Oversight: The City's Cable Television Franchises

June 25, 2018

Thank you Chair Moya and the members of the committee for the opportunity to testify on Charter's cable television franchise. The Partnership for New York City represents the city's business leaders and largest private sector employers. We work together with government, labor and the nonprofit sector to promote economic growth and to maintain the city's position as a global center for commerce and innovation.

Charter/Spectrum is a relatively new franchisee in New York, but already has become an important corporate contributor to the city and its communities. Under its current franchise agreement, Charter is modernizing broadband infrastructure while providing quality services including Spectrum TV, Spectrum Internet, Spectrum Voice, Spectrum Wi-Fi, Spectrum Business, Spectrum Enterprise, Spectrum Community Solutions and Spectrum Reach. The company is also working to increase diversity in both its hiring and its supply chain, hiring a Chief Diversity Officer and creating an External Diversity and Inclusion Council to advise the company on its efforts.

Charter offers low-cost (\$14.99 per month) high-speed broadband service to low-income city residents through the Spectrum Internet Assist program. The company's Spectrum Learning Labs program provides workstations, computers, printers and other equipment to help city residents develop their digital literacy.

Global cities require advanced telecommunications infrastructure that is durable and well-maintained. Franchise agreements are intended to ensure this infrastructure is in place and that companies are providing high quality customer and business services. The rapid pace of change in the telecommunications industry presents significant challenges for both the industry and the agencies of the city that are charged with their oversight. As the Council and Administration review current franchise agreements and develop new ones, it is important to be aware of how the demands on service providers are changing, what the future holds, and what should be expected of the industry. We suggest that the Council and Administration tap into expertise of independent professionals and investors to help assess the issues and expectations that are appropriate given the state of the industry. The Partnership is willing to help identify appropriate resources to assist in this process and to ensure that New York City is at the cutting edge when it comes to its telecommunications services.



June 19, 2018

The Honorable Corey Johnson
Speaker of the New York City Council
City Hall
New York, NY 10007

Re: Spectrum Internet Assist Program

PowerMyLearning writes this letter in support of Charter's efforts to serve low-income families with the Spectrum Internet Assist Program.

About PowerMyLearning

Founded in 1999, PowerMyLearning is a nonprofit education organization headquartered in New York City. We partner with NYC public schools – specifically those serving large numbers of low-income families – to strengthen the learning relationships between students, teachers and families. We provide families with training and tools so they can support students' learning at home, and we provide teachers and other school staff with professional development around key topics including how to engage families and extend learning into the home.

Based on our experience, the City of New York chose us as the lead program partner in 2010 for two large US Commerce Department-funded initiatives designed to increase and sustain home broadband adoption among low-income families. Through these programs, we served a total of more than 27,000 families across more than 80 high-poverty schools in all five boroughs. Recognizing our work in promoting effective broadband adoption among low-income families, the US Commerce Department has named us a "national model for digital learning."

Spectrum Internet Assist

Based on our experience, we believe that successful broadband adoption initiatives for low-income families with K-12 children require three key components:

- 1. Reaching families through schools**, as schools have the trust of many families and therefore can motivate families to participate
- 2. Providing families with training and capacity-building** about how they can use broadband to supporting their children's growth
- 3. Lowering the financial obstacles** for families to adopt home technology (devices and broadband)

We believe that the Spectrum Internet Assist can play an important part of the third component. For \$14.99 per month, Spectrum Internet Assist provides families participating in the National Lunch Program and seniors on Supplement Security Income with access to 30 Mbps broadband, without data caps, connecting adults and children in the home to a whole new world of digital access and opportunity. During our federally funded broadband programs, we found that a discounted monthly rate of \$15 or less can help many low-income families make the transition to home broadband.

Therefore, as we continue to expand our partnerships with public schools across the City, we are excited to continue our partnership with Charter to help low-income families in the Charter service area learn about Spectrum Internet Assist as a potential option for adopting home broadband.

We support Charter's efforts to drive adoption of Spectrum Internet Assist as widely as possible across the five boroughs of New York City.

Best regards,

Mark Malaspina, President



ROCKAWAY DEVELOPMENT & REVITALIZATION CORPORATION OF QUEENS, NEW YORK

June 20, 2018

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LEARNING LAB SUPPORT LETTER

On behalf of the *Rockaway Development & Revitalization Corporation* (RDRC) - as its President & CEO - I relish the opportunity to write this letter in support of Charter Communications [Charter], in light of their endeavors and their efforts in our ongoing relationship.

Founded in Far Rockaway, Queens, RDRC, Inc., is a 501(c)(3) not-for-profit corporation who, since 1978, has worked in and with the community to promote the support of the advancement residents of the Rockaways and South Queens vicinity. Our youth programs include the Summer Youth Employment Program, In-School Youth Leadership Development Program and Afterschool Work, Lean & Grow Employment Programs that collectively serve over 1,500 youth aged 14 -24 years. Our adult programs include Basic and Advanced Computer Instruction leading to certification as Microsoft Office System expert in in Word, Employment Readiness and Placement Services and communications design and installation through our Digital Stewards Training Program that have enabled us to serve 1,000 youth and adults since opening Spectrum Learning Lab in 2013. It is through these programs that we are enabled to serve by fostering greater access to the necessary education, healthcare, financial and digital tools.

Through *Spectrum Learning Labs*, we were awarded with state-of-the-art technology facilities, across our main office located in Far Rockaway, Queens. Spectrum Learning Labs help residents and communities develop and improve their computer, Internet and communications skills, providing them with free workstations, computers, printers and other accessories that facilitate this growth in digital literacy and quality workspaces. Charter has contributed \$50,000 to pay for our computer equipment and software and our furnishings. Our Learning Lab(s) include computers, laptops, and high speed Internet service and also serve the function of helping our community members participate in skills training programs, literacy programs and classes, college research and multimedia learning experiences. In our ongoing pursuit to improve and maximize the impact of our new Learning Lab(s) Charter representatives have been supportive and receptive of our many requests.

Spectrum has been a longtime supporter of *Rockaway Development & Revitalization Corporation* and our mission and we look forward to building upon our partnership to continue to provide critical services and resources to our community.

Sincerely,

KW Alexander

Kevin W. Alexander, MPA
President & CEO



siliconharlem.net

CHARTER SUPPORT LETTER – June 25, 2018

On behalf of Silicon Harlem- as its Chief Executive Officer - I write this letter in support of Charter Communications [Charter], in light of their endeavors and efforts in our ongoing relationship.

Founded in Harlem, Silicon Harlem is a social venture who, since 2014, has worked in and with the community to promote technology and innovation to drive economic opportunities for all. Our programs and initiatives include Digital Literacy, broadband adoption, tech skill advancement and tech-enabled things. Our programs have impacted over 2000 individuals from pre-school to Senior Citizens.

Silicon Harlem continues to operate closely with the Upper Manhattan community to empower our underserved residents, and because of our initiatives, we are amongst the leading groups in driving internet adoption and connectivity.

Silicon Harlem hosts a comprehensive technology conference that attracts city, state and federal officials every year in Harlem. Our conference is recognized as the most diverse next generation technology conference in New York. Spectrum has been a key supporter of our initiatives and continues to work with us on connecting our community. Specifically, we appreciate Charter's commitment to make our Annual Next Generation National Conference as successful as possible, Charter recognizes the importance of creating opportunities for people in technology and their support makes it accessible for Upper Manhattan residents.

We have worked closely with Charter since early 2016 and Charter continues to exemplify the qualities that have made them a valuable partner to our organization and our goal of strengthening our community. As part of our ongoing relationship, Charter has contributed over \$20,000 towards our programs. These contributions support our ability to directly impact our communities and help us to inform and educate them particularly through our digital literacy initiatives. Our inclusive approach and collaboration with Charter, empowers us to galvanize the Upper Manhattan community around technology, Charter's support has been critical to improving the economic and job creation necessary for our low income neighbors.

Silicon Harlem was one of the original companies that expressed a need for Lifeline Broadband and we are now proud to see that Spectrum has embraced Lifeline by creating the Spectrum Internet Assist program. A 30 Mbps speed broadband offering, available to families participating in the National Lunch Program and seniors on Supplement Security Income. This program helps ensure that these under-represented communities have access to the evolving digital world and the opportunities they present, aligning with the spirit of business development.

Charter has not only pledged to increase diversity in its hiring and supply chain, but continues to take actions to do so. After taking the significant steps to create the position of Chief Diversity Officer, Charter established an External Diversity and Inclusion Council to better understand and serve the communities it covers. Through its corporate actions and partnership with Silicon Harlem and other programs, Charter has demonstrated a strong commitment to the furtherance of diversity and inclusion. For these reasons we look forward to working with our city's leadership to help Charter make good on its promise to utilize its resources talents and infrastructure to uplift our city's diverse communities.

June 20, 2018

To Whom It May Concern:

The **Black Institute** appreciates the opportunity to write this letter in support of Charter Communications, in light of their efforts to serve underserved communities and their programs in our ongoing relationship.

The **Black Institute** is designed to shape intellectual discourse and dialogue and impact public policy uniquely from a Black perspective – a perspective which includes all people of color in the United States and throughout the Diaspora. We are active in the following areas:

- Education.
- Economic Fairness.
- Environmental Justice.
- Immigration Reform.

These enable us to serve by providing research, polling, academic partnerships; civic education, training and development; and the on the ground organizing and conducting issue based campaigns.

The **Black Institute** has long advocated for the incorporation of technology and education in preparing our communities for careers of the future - a quality that is shared with Charter. With *Spectrum Internet Assist*, Charter offers low-income families and seniors access to high speed broadband at a discounted monthly rate of \$14.99. Charter's efforts to ensure all communities have this access helps to close the digital inequality gap in the city. Additionally, the ongoing development of various *Spectrum Learning Labs* consistently provide vital technological resources to underserved communities and exemplify Charter's commitment to the accessibility of technology and broadband services.

Furthermore, Charter understands that training is needed alongside access. To foster this access Charter establishes key partnerships with groups such as ours, to provide digital literacy training and other 21st century skill building. This will better equip our communities to have improved economic opportunity and overall quality of life.

Sincerely,



Bertha Lewis
Founder and President



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Hon. Corey Johnson
Speaker, New York City Council
250 Broadway
New York, NY 10007

Dear Hon. Speaker Johnson,

On behalf of Variety Boys & Girls Club of Queens - as its Executive Director - I relish the opportunity to write this letter in support of Charter Communications [Charter], in light of their endeavors and their efforts in our ongoing relationship.

Founded in Western Queens, Variety Boys & Girls Club is a nonprofit youth development organization who, since 1955, has worked in and with the community to promote the support of the advancement of children, especially those who need us most. Our programs and initiatives include athletics, swim, dance, theater, visual arts, biology, physics, astronomy, engineering, coding, robotics and more, and it is through these programs that we are enabled to serve over 1800 children annually by fostering greater access to the necessary education, healthcare, financial and digital tools.

Through *Spectrum Learning Labs*, we were awarded with state-of-the-art technology facilities, supporting our three locations in Astoria, Long Island City and Woodside. Spectrum Learning Labs help residents and communities develop and improve their computer, internet and communications skills, providing them with free workstations, computers, printers and other accessories that facilitate this growth in digital literacy and quality workspaces. Charter has contributed \$50,000 to pay for our computer equipment and software and our furnishings. Our Learning Lab(s) include computers, tablets, smartboards, and internet service and also serve the function of helping our community members participate in skills training programs, literacy programs and classes, college research and multimedia learning experiences. In our ongoing pursuit to improve and maximize the impact of our new Learning Lab(s) Charter representatives have been supportive and receptive of our many requests.

Spectrum has been a longtime supporter of Variety Boys & Girls Club and our mission and we look forward to building upon our partnership to continue to provide critical services and resources to our community.

Sincerely,

Matthew Troy
Executive Director

Salah M. Hassanein Variety Boys & Girls Club of Queens
21-12 30th Road Long Island City, New York 11102
Tel 718-728-0946 Fax 718-728-4001 www.vbgcq.org

GREAT FUTURES START HERE.



WEST INDIAN AMERICAN DAY CARNIVAL ASSOCIATION

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& Foundation Relationships

June 19, 2018

New York City Council
250 Broadway
New York, New York 10007

Dear Honorable Members of the New York City Council:

On behalf of the West Indian American Day Carnival Association (WIADCA), we take this opportunity to write this letter in support of Charter Communications [Charter], considering their endeavors and efforts in our ongoing relationship.

WIADCA is a 501c3 that was founded in 1967. It has worked in and with the community in its Mission “to promote, develop and celebrate Caribbean culture, arts, history and traditions through year-round programs which culminate with a week-long display of festivities and a grand finale Carnival parade expanding our cultural reach throughout the world”.

Our programs and initiatives include:

- The NY Caribbean Carnival (the 5th largest festival/parade in NYC) -1.5 Million in attendance.
- Year-round Caribbean Cultural Programs for Youth and Adults.
Wire Bending Costume Design
Steel Pan Classes.
Costume Design for Youth.
- 5th Year of “Eat Caribbean” NY Caribbean Restaurant Week.

WIADCA continues to operate closely with its local community and NYC residents that are interested in Caribbean Culture. Our year-round programs empower the community in its pursuit to showcase the culture as a vital contribution to NYC’s Tourism Sector/economy. BIZ Bash has recognized WIADCA’s production of the NY



Carnival as one of the Top 100 Events in NYC.

Charter Communications has strengthened our mission statement with the following contributions:

- Providing funding for the NY Carnival Breakfast- WIADCA’s “meet and greet” with key stakeholders/decision makers in NYC that can grow awareness.
- Accepting the Title of Grand Marshall for the 2017 Caribbean Carnival for its support
- Providing WIADCA with access to *In Focus with Cheryl Wills on NY1*. for interviews.
- Assisting with creating videos for Public Service Announcements in key cable markets

We have deepened our partnership with Charter Communications in 2017; and with recent conversations on how we can grow the partnership for 2018, we are expecting to broaden the awareness in the community by visiting the Senior Citizen Center(s) that WIADCA partners with during Carnival, and share *The Spectrum Internet Assist Program* for those that are on a fixed income and qualify. The Charter partnership highlights the importance of the Caribbean community and its impact on the overall revenue that NYC receives because of the Carnival. The internet is a major tool in “getting the word out”, and we are both aware of the importance of the digital world in economic and cultural development.

Charter’s commitment to diversity and inclusion has had a great impact on WIADCA. We look forward to working with the city’s leadership to help Charter make good on its promise to utilize its resources talents and infrastructure to uplift our city’s diverse communities.

Sincerely,

William Howard, President



chhaya CDC

Sustaining Homes
Strengthening Communities

June 19th, 2018

To: New York City Council
Councilmember Peter Koo, Chair
Subcommittee on Zoning and Franchises
250 Broadway NY, NY 10007

Re: Letter of Support - Spectrum Franchise Agreement

Dear Honorable Peter Koo:

I am writing a letter in support of Charter Communications, in view of their philanthropic contribution Chhaya Community Development Corporation. Chhaya CDC is an anti-poverty organization based in Jackson Heights, New York. Chhaya, a Sanskrit word meaning “shelter or shade” – was founded in 2000 with the goal of working with South Asian New Yorkers to advocate for and build stable, sustainable and thriving communities. Our multi-pronged approach to poverty alleviation includes: housing counseling, ESOL classes, asset building education and individual counseling, and a broad array of community organizing efforts.

Through *Spectrum Learning Labs*, we were awarded with state-of-the-art technology facilities, in our Jackson Heights office. Spectrum Learning Labs help residents and communities develop and improve their computer, internet and communications skills, providing them with free workstations, computers, printers and other accessories that facilitate this growth in digital literacy and quality workspaces. Charter has contributed **\$55,000** to pay for our computer equipment and software and our furnishings. Our Learning Lab(s) include computers, tablets, smartboards, and internet service and also serve the function of helping our community members participate in skills training programs, literacy programs and classes, college research and multimedia learning experiences. In our ongoing pursuit to improve and maximize the impact of our new Learning Lab(s) Charter representatives have been supportive and receptive of our many requests.

Spectrum has been a longtime supporter of **Chhaya CDC** and our mission and we look forward to building upon our partnership to continue to provide critical services and resources to our community.

Sincerely,

Aniq Nawabi

Director of Development

chhaya CDC
37-43 77th Street, 2nd Floor
Jackson Heights, NY 11372
P (718) 478-3848
F (718) 651-1004

www.chhayacdc.org



Chinese-American Planning Council, Inc.

Wednesday, June 20, 2018

On behalf of Chinese-American Planning Council, Inc. (CPC) - as its President & CEO - I relish the opportunity to write this letter in support of Charter Communications [Charter], in light of their endeavors and their efforts in our ongoing relationship.

Founded in 1965, the Chinese-American Planning Council, Inc. (CPC) aims to promote the social and economic empowerment of Chinese American, immigrant, and low-income communities. Today, CPC is the nation's largest Asian American social services organization and strives to be the premier social service and leadership development organization. CPC serves over 60,000 community members each year through more than 50 programs at over 30 sites throughout New York City, including early childhood education, school-age care, youth services, workforce development, community services, and senior services. In 2017, CPC launched Advancing Our CommUNITY, its organization-wide strategy to expand services to address persistent needs and emerging trends and to improve leadership skills among staff and community members.

Through *Spectrum Learning Labs*, we were awarded with state-of-the-art technology facilities, across our Manhattan and Queens locations. Spectrum Learning Labs help residents and communities develop and improve their computer, internet and communications skills, providing them with free workstations, computers, printers and other accessories that facilitate this growth in digital literacy and quality workspaces. Charter has contributed over \$100,000 to pay for our computer equipment and software and our furnishings. Our Learning Lab(s) include computers, tablets, smartboards, and internet service and also serve the function of helping our community members participate in skills training programs, literacy programs and classes, college research and multimedia learning experiences. In our ongoing pursuit to improve and maximize the impact of our new Learning Lab(s) Charter representatives have been supportive and receptive of our many requests.

Spectrum has been a longtime supporter of CPC and our mission and we look forward to building upon our partnership to continue to provide critical services and resources to our community. If you would like more information, please feel free to contact me at executivedirector@cpc-nyc.org or 212-941-0920.

Best,

Wayne Ho
President & CEO



DOMINICAN WOMEN'S DEVELOPMENT CENTER

519 West 189th Street, Ground Floor · New York, New York 10040
t. 212.994.6060 · f. 212.994.6065 · rromero@dwdc.org

June 21, 2018

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To whom it may concern:

As the Executive Director of the Dominican Women's Development Center (DWDC) I am writing this letter to enthusiastically support of Charter Communications [Charter], in light of their endeavors and their efforts in our ongoing relationship.

The Dominican Women's Development Center is a multiservice nonprofit organization which promotes gender equality and social justice in the Washington Heights/Inwood community through multicultural and holistic social, educational, economic, and cultural development programs.

Founded in 1988 the Dominican Women's Development Center is a non-profit organization who, for the past 29 years has provided innovative, quality and meaningful services to empower women and their families on issues that most impact the formation of strong family and community networks. Our programs and initiatives include: Educational Development, Anti-Domestic Violence Program, Health Promotion Programs, a Healthy Families Program, an Early Head Start, and a Child Care Program, and it is through these programs that we are enabled to serve over 12,000 individuals per year by fostering greater access to the necessary education, healthcare, financial, and digital tools.

Through *Spectrum Learning Labs*, we were awarded with state-of-the-art technology facilities, at our location at 2340 Amsterdam Ave, New York, NY. Spectrum Learning Labs is helping children 5-12 in our Mentoring Club and their parents to develop and improve their computer, internet and communications skills, providing them with free workstations, computers, printers and other accessories that facilitate this growth in digital literacy and quality workspaces. Charter completely paid for our computer equipment and software and our furnishings. Our Learning Lab(s) include computers, tablets, smart boards, and internet service and also serve the function of helping our community members participate in skills training programs, literacy programs and classes, college research and multimedia learning experiences. In our ongoing pursuit to improve and maximize the impact of our new Learning Lab(s) Charter representatives have been supportive and receptive of our many requests.

Spectrum has been a longtime supporter of the Dominican Women's Development Center and our mission and we look forward to building upon our partnership to continue to provide critical services and resources to our community.

Feel free to call me if you have any questions.

Sincerely,

Rosita M. Romero, MSW
Executive Director

~ Empowering women and their families today, for a better tomorrow ~



200A West 136th Street, New York, NY 10030

Telephone: (212) 862-8477

Fax: (212) 862-8745

HARLEMWEEK@gmail.com

www.harlemweek.com

June 19, 2018

To Whom It May Concern:

On behalf of HARLEM WEEK, Inc. - as its Chairman - I am pleased to write this letter in support of Charter Communications [Charter], in light of their endeavors and efforts in our ongoing relationship.

Founded in 1974 in the State of New York, HARLEM WEEK, Inc. is a 501 (c) (3) Not for Profit Corporation which has worked in and with the greater Harlem community to promote and support the diversity and various cultures of our target area of upper Manhattan

Our programs and initiatives include Senior Citizens programs, Technology summits, educational initiatives, health care initiatives, various cultural initiatives, and it is through these programs that we are able to serve over 2.5 million people on an annual basis between July and August each year.

HARLEM WEEK continues to operate closely with our diverse demographic to strengthen and empower our deserving and oft times underserved communities. As a result, we have received national and international recognition for our promotion of Harlem, which, as you know, is one of America's best known communities.

HARLEM WEEK concentrates on providing programs and activities to serve and support the senior populations of the upper Manhattan area. Over the past two years, we have worked closely with Charter to support our outreach to assist the senior citizens of upper Manhattan and exemplify the qualities which make them a valuable partner to our service area.

This year, we are pleased that Charter has committed over \$5,000 to support the 2018 NYC Senior Citizens Day events and activities on August 14th. Their contribution is valuable to supporting our implementation of programs that provide assistance to many senior citizens organizations in Harlem.

The internet has been pivotal to our efforts to strengthen our senior community and Charter is co-sponsoring our Senior Citizens "Demystifying Technology" conference which offers hope and access to our beloved seniors.

Through Charter's corporate partnership with HARLEM WEEK and other community based programs, Charter has demonstrated a commitment to the furtherance of senior services. This is one of the reasons we look forward to working with our city's leadership to help Charter make good on its promise to utilize its resources talents and infrastructure to uplift our city's diverse communities.

Sincerely,

Lloyd A. Williams
Chairman



**The Greater Harlem
Chamber of Commerce**

200A West 136th Street
New York, NY 10030
Telephone: (212) 862-7200
Fax: (212) 862-8745
E-mail: info@greaterharlemchamber.com
www.GreaterHarlemChamber.com

Established in 1896

June 19, 2018

To Whom It May Concern:

On behalf of The Greater Harlem Chamber of Commerce, a business service organization, now providing 122 years of continued service to the upper Manhattan communities, I am pleased to write this letter to support the Charter Communications [Charter] Franchise Agreement, on behalf of The Greater Harlem Chamber of Commerce (GHCC).

The Greater Harlem Chamber of Commerce is a business/trade service organization that works steadfastly to foster job creation, small business services, technology initiatives, adult education, MWBE initiatives and economic and tourism related development. GHCC has won numerous national, state and city awards from the public and private sectors. We are pleased to partner with Charter on community service events and activities such as the NYC Economic Development Day and has provided highly recognized leadership in creating success in job growth and economic prosperity in the greater Harlem area of New York.

With over 1300 members and associates including, but not limited to startup firms, entrepreneurs, health service providers, educators, cultural organizations, small, medium and large business, we serve to advance a large and diverse population. Our support of initiatives with the government, labor and the nonprofit sectors helps us promote economic development and growth within New York City as well as to help us better advocate on behalf of the interests of our members. Through the Chamber's partnership with Charter, we better serve our targeted communities.

GHCC strongly supports Charter's efforts to provide quality services and related investments in the modernization of the urban broadband infrastructure. GHCC is supportive of the *Spectrum Learning Labs* and *Spectrum Internet Assist* program. Spectrum Learning Labs have the potential to assist residents across NYC communities in developing and improving their computer, internet and communications skills.

GHCC is also pleased that Charter employees volunteer to distribute "Safe & Healthy Home Kits" to those in need. Charter continues to exemplify the qualities that have made them a valuable partner to our organization and our goal of strengthening our communities.

Charter demonstrates, through its corporate actions and partnership with our Chamber and other community service programs, a strong commitment to the furtherance of diversity.

Sincerely,

Patricia Ricketts

Vice President for Programs



June 20, 2018

To Whom It May Concern:

Hispanics Across America, Inc. appreciates the opportunity to write this letter in support of Charter Communications, in light of their efforts to serve underserved communities throughout New York City.

Since 2002, Hispanics Across America, Inc. has served as a leading advocacy organization for the Hispanic community in the Tri-State area. Although we are based in the New York City area, HAA offers its services and programs to communities throughout the entire country with the aim of advancing the health, educational, social, and political interests of Hispanics everywhere. HAA has become the leading advocacy group for Hispanics in the NYC area by paying close attention to personal details, and staying in touch with pertinent issues that are affecting the community.

Hispanics Across America, Inc. has long advocated for the incorporation of technology and education in preparing our communities for careers of the future - a quality that is shared with Charter. With *Spectrum Internet Assist*, Charter offers low-income families and seniors access to high speed broadband at a discounted monthly rate of \$14.99. Charter's efforts to ensure all communities have this access helps to close the digital inequality gap in the city. Additionally, the ongoing development of various *Spectrum Learning Labs* consistently provide vital technological resources to underserved communities and exemplify Charter's commitment to the accessibility of technology and broadband services.

Moreover, Charter understands that training is needed alongside access. To foster this access Charter establishes key partnerships with groups such as ours, to provide digital literacy training and other 21st century skill building. This will better equip our communities to have improved economic opportunity and overall quality of life.

Sincerely,

Fernando Mateo

Fernando Mateo, Founder and President
Hispanics Across America, Inc.



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Gregory J. Morris

June 22, 2018

City Council Members Peter Koo and Francisco Moya
City Council Technology Committee &
Sub-Committee on Zoning and Franchises
New York, NY 10007

Dear City Council Members Koo and Moya,

The Stanley M. Isaacs Neighborhood Center (Isaacs Center) offers its support of Spectrum/Charter Communications.

The Isaacs Center is a nonprofit, multi-service organization founded in 1964. We operate at three community centers –the Isaacs Center Senior Center and the Isaacs Center Youth Center at our primary location in the neighborhood of Yorkville, Manhattan, and the James Weldon Johnson Community Center in East Harlem. Each of these facilities is owned by the New York City Housing Authority, is physically embedded within a public housing development, and serves as a “hub” of activity for children and their families, young adults, and seniors.

The Isaacs Center has long understood that low literacy levels, and underperforming schools, poor health care, the absence of employment opportunities at a living wage, housing instability, and hunger, are the most significant causes of poor socio-economic outcomes. In fact, it is the intertwining of these extraordinarily complex barriers to success that causes generational poverty. In our efforts to develop services that are impactful –academic enrichment for children; opportunities that promote personal, professional and academic achievement for young adults and services that assist older New Yorkers to maintain their health and independence – we seek to engage public and private partners who are committed –as we are –to the values of self-reliance and dignity.

Spectrum/Charter Communications has demonstrated their commitment to these values by creating low-cost opportunities for the low-income families and seniors we serve to access 21st century technology through Spectrum Internet Assist (SIA).

This new service promises to provide “high speed” internet accessibility to the communities we serve -families of children who receive free or reduced cost school lunches, and seniors who receive Supplemental Security Income. With access to technology, these New Yorkers –often residents of public housing –often the working poor –often seniors who have to make hard choices between food, medicine, and rent each month -will struggle less to get by.



Stanley M. Isaacs Neighborhood Center, 415 E 93rd St New York, NY 10128

212.360.7620 | www.isaacscenter.org | info@isaacscenter.org

In the past decade the world has taken giant steps into the digital age, and the "digital divide" has deleterious consequences to those who are on wrong side:

- If our youth do not acquire the skills and know-how to effectively access information through the internet, they will be left behind in education, in careers and in life.
- If parents cannot utilize the internet quickly and affordably, they are at an extraordinary disadvantage in supporting their children's progress in school.
- If young adults are unable to use the internet, they will be unable to secure employment, submit applications for college, and manage their finances.
- If seniors are uncomfortable with the internet, or without internet accessibility, they are jeopardizing their health and wellness.

Through SIA, Spectrum/Charter Communications has taken an important step forward in addressing the inequities of the digital divide. With affordable, high speed access to the internet, vulnerable children and families will have a solid launch pad for learning, young adults will find "on ramps" to college and career pathways, and seniors will be connected to resources that support safe and comfortable aging.

Sincerely,



Gregory J Morris

President and Executive Director

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Shorefront Jewish Community Council
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Union for Reform Judaism
Union of Orthodox Jewish Congregations
United Hebrew Trades/NY Jewish Labor Committee
United Jewish Council of the East Side
United Synagogue of Conservative Judaism
Washington Heights-Inwood Jewish Community Council
Westchester Jewish Council
WIZO - Women's International Zionist Organization
Workmen's Circle
Zionist Organization of America



June 20, 2018

Dear Members of the New York City Council,

On behalf of the Jewish Community Relations Council of New York (JCRC-NY), the coordinating body for over 50 major Jewish organizations in the Metropolitan area representing the 1.5 million member Jewish community, I am pleased to write this letter commending Charter Communications for its efforts to engage and support the local Jewish community.

Since April 2018, Charter Communications has provided assistance to JCRC-NY in supporting some of our largest programs. To help publicize and promote the Celebrate Israel Parade – the world's largest public celebration of Israel, which is produced by JCRC-NY – Charter Communications granted me a two-segment interview on In Focus with Cheryl Wills on NY1 to discuss the importance of the Parade and the challenges and opportunities facing the New York Jewish community.

Additionally, Charter Communications contributed a patron-level \$10,000 gift toward our JCRC-NY Annual Gala in support of the broad range of programs and projects conducted by this agency to build bridges and establish working relationships within our own Jewish community, as well as our robust activities with other faith and ethnic populations. JCRC-NY also provide legal assistance to Jewish non-profits, enhances the security and well-being of the Jewish community, and sponsors fact-finding Missions to Israel for public officials, opinion makers, and ethnic and faith leaders.

We are deeply grateful for their support and look forward to further developing our relationship and identifying other opportunities to collaborate.

Should you have any questions, please contact me by phone at 212-983-3800 ext. 130 or by email at millerm@jcrncy.org.

Sincerely,

Michael S. Miller
Executive Vice President and CEO

JCRC-NY is a Proud Partner of the UJA-Federation of New York.

225 West 34th Street, Suite 1607 | New York, NY 10122 | Tel. 212-983-4800 | www.jcrncy.org
1740 Old Jericho Turnpike | Jericho, NY 11753 | Tel. 516-433-0433 | www.jcrcli.org



The Jim Owles Liberal Democrats Club is a city-wide political club devoted to making the Democratic Party a more progressive body and to electing progressive office holders. We are named after the founding President of the Gay Activist Alliance and a majority of our Board of Governors are members of the LGBTQ community. We at Jim Owles wish to express our support and appreciation of Charter and the work it has done in acquiring Time Warner Cable.

Charter, and especially the programming of NY1, serves a wide array of communities in the city. Programming like Inside City Hall, featuring Errol Louis, does a superb job of covering local politics, including the City Council and the State Senate and Assembly, unavailable on most news channels. We have the opportunity to meet candidates running for office, see them in debates with opponents, and hear them discussed by the local press and current and former politicians. On weekends, we have Spotlight NY and On Stage to cover the arts and cultural events. And every night at ten, we can see NY1 Live at Ten with Cheryl Wills for a recoup of the day's top news stories from all five boroughs.

These programs are inclusive and highlight the lives of New Yorkers most television news deem invisible. They and all day coverage have contributed to the viability and vitality of the LGBTQ community and have contributed and given us a voice in the body politic.

In addition:

Charter has expanded access to digital and broadband through Spectrum Learning Labs and Spectrum Internet Assist programs.

Charter works closely with Rebuilding Together, a not-for-profit providing homes and centers with repairs and renovations. Charter employees provide “Safe and Healthy Home Kits” to families in need.

Most importantly, Charter exhibits commitment to diversity and inclusion, a key goal of our club also. Charter created the position of Chief Diversity Officer and an External Diversity and Inclusion Council to increase diversity in its hiring and supply chain.

Charter is an important contributor to our community and deserves our support.

Sincerely,

Allen Roskoff
President



June 20, 2018

To Whom It May Concern:

LIFE Camp, Inc. appreciates the opportunity to write this letter in support of Charter Communications and its efforts to serve underrepresented communities.

Founded in South Jamaica Queens, LIFE Camp, Inc. is a civil rights, violence prevention and intervention organization who, since 2002, has worked in and with the community to promote the support of the advancement young people and their families. We provide programs that include:

- Violence Intervention and Prevention System (VIP) – a comprehensive, community based strategy to prevent gun violence. The program partners with the Mayor’s office and over 20 non-profits.
- Peace Week – week-long series of events in honor of Dr. Martin Luther King Jr.’s legacy of non-violence.
- Urban Yogis – provides yoga and meditation instruction for students, educators, philanthropists and community leaders.
- Justice Now – provides educational programming to young people incarcerated in New York City detention centers.
- I Love My LIFE Wellness Center – center for youth and families to receive wellness services, conflict mediation as well as leadership, career and educational development support.

These enable us to serve thousands families by fostering greater access to necessary educational, programmatic and violence prevention tools.

LIFE Camp, Inc. has long advocated for the incorporation of technology and education in preparing our communities for careers of the future - a quality that is shared with Charter. With *Spectrum Internet Assist*, Charter offers low-income families and seniors access to high speed broadband at a discounted monthly rate of \$14.99. Charter’s efforts to ensure all communities have this access helps to close the digital inequality gap in the city. Additionally, the ongoing development of various *Spectrum Learning Labs* consistently provide vital technological resources to underserved communities and exemplify Charter’s commitment to the accessibility of technology and broadband services.

Furthermore, Charter understands that training is needed alongside access. To foster this access Charter establishes key partnerships with groups such as ours, to provide digital literacy training and other 21st century skill building. This will better equip our communities to have improved economic opportunity and overall quality of life.

Sincerely,

Erica Ford

Erica Ford, Founder and CEO
LIFE Camp, Inc.



League of United Latin American Citizens

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June 22, 2018

Chairman Koo and Chairman Moya
New York City Council Committee on Technology
and Sub-Committee on Zoning and Franchises
City Hall
New York, NY 10007

Dear Chairman Peter Koo and Chairman Francisco Moya:

On behalf of the League of United Latin American Citizens (LULAC) and as COO and acting CEO, I would like to take this opportunity to write in support of Charter Communications (Charter) due to their efforts in our ongoing partnership.

Founded in Texas, LULAC is a nationwide Latino civil rights organization that mobilizes and enfranchises the Latino community through grassroots efforts. It has done so through working to advance the economic condition, educational attainment, political influence, housing, health and civil rights of the Hispanic population in the United States since 1929. Our programs and initiatives include technological empowerment, health awareness and access, civic participation, economic entrepreneurship and empowerment, youth and young adult leadership development, and scholarships. Through these programs, we serve over 2,369,445 individuals by fostering greater access to the necessary education, healthcare, financial, and digital tools.

We have worked closely with Charter since 2016 largely because it exemplifies the qualities inherent to a valuable partner, and resultantly, helps us to progress our Organization and goal of strengthening the Latino community.

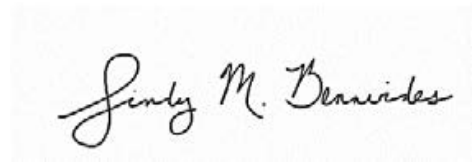
As a part of our partnership, Charter has contributed valuable resources towards LULAC's general support and nationally highlighted events. These contributions have been vital to the implementation of our social, economic, and leadership development initiatives that directly enrich our communities with resources and education. Further, Charter's commitment to the success of LULAC's National Convention through hosting our technology pavilion has increased access for our community in the host city. We also work closely with Charter during our LULAC Legislative Conference to increase awareness about technology issues and policy and the impact on Latino communities.

An example of their support and its manifestations include its *Spectrum Internet Assist*, a 30 megabits per second high speed broadband service that has helped translate the internet's potential into tangible benefits for families and seniors across the country.

This is because the web has been pivotal to LULAC's endeavors to enhance underserved Latino communities' access to technology and the opportunities it presents, as well as to necessary economic resources.

Charter's partnership does not just stop at working externally with partners to create access in communities. In fact, one of its most important contributions has been pledging to sustainable increases in the diversity of its supply chains and hiring process. It followed up on this action with the creation of its new Chief Diversity Officer position and its External Diversity and Inclusion Council so that it could better understand and serve the communities it covers. Through its corporate actions and partnership with LULAC and others, Charter has clearly demonstrated a strong commitment to the expansion of diversity and inclusion. In these ways and more, Charter has been, and still is, an important and appreciated LULAC partner. For all of the reasons mentioned above, LULAC looks forward to working with city leadership to help Charter fulfill its promise to uplift our city's diverse communities.

Sincerely,

A handwritten signature in black ink that reads "Cindy M. Benavides". The signature is written in a cursive style and is centered within a light gray rectangular box.

Sindy Benavides
Chief Operating Officer &
Acting CEO



MANHATTAN
CHAMBER OF
COMMERCE

June 20, 2018

PRESIDENT & CEO
JESSICA WALKER

I am delighted about the opportunity to write this letter in support of Charter Communications (“Charter”), on behalf of the Manhattan Chamber of Commerce (“Manhattan Chamber”).

The Manhattan Chamber is a community of businesses that work together to foster collective success in job growth and economic prosperity in New York City. With over 1200 members including, but not limited to, startup firms, entrepreneurs, and small and large businesses, we serve to advance a large and diverse population. Our initiatives with businesses, government, and nonprofits help us promote economic development and growth throughout New York City, and help us advocate on behalf of our members. Through our partnership with Charter, we are better capable of serving our community in furtherance of our important mission.

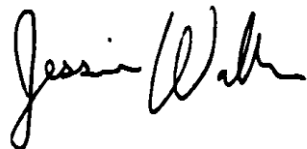
The Manhattan Chamber supports the standpoint that Charter’s quality services and aggressive investment in the modernization of the urban broadband infrastructure are essential assets that are products of Spectrum’s Franchise Agreement with New York City. Charter offers a broad range of high-quality services, including: Spectrum TV, Spectrum Internet, Spectrum Voice, Spectrum Wi-Fi, Spectrum Business, Spectrum Enterprise, Spectrum Community Solutions, and Spectrum Reach. The Manhattan Chamber firmly believes that accessibility, reliability and affordability are key aspects in ensuring that everyone has the necessary tools for success in our technologically advanced world. To meet this goal, Charter implemented its *Spectrum Learning Labs* and *Spectrum Internet Assist* program. Spectrum Learning Labs help residents across NYC communities develop and improve their computer, internet and communications skills, providing them with workstations, computers, printers and other accessories that facilitate growth in digital literacy and quality workspaces. Spectrum Internet Assist is a 30 Mbps high speed broadband offering available to families participating in the National Lunch Program and seniors on Supplement Security Income. These initiatives help ensure that underserved communities have access to the evolving digital world and the opportunities they present, aligning with the spirit of business development.

Through its partnership with Rebuilding Together, a not-for-profit that provides critical home repairs to hardworking families nationwide, Charter’s commitment to improving communities extends past the digital and broadband departments. Charter, together with Rebuilding Together, provides homes and centers with free repairs and renovations that improve their appearance and overall functionality. In addition, Charter employees volunteer to distribute “Safe & Healthy Home Kits” to those in need. Charter continues to exemplify the qualities that have made them a valuable partner to our organization and our goal of strengthening our communities.

Furthermore, Charter, has not only pledged to increase diversity in its hiring and supply chain, it continues to take actions to do so. After taking the significant steps to create the

position of Chief Diversity Officer, Charter established an External Diversity and Inclusion Council to better understand and serve the communities it covers. Through its corporate actions and partnership with the Manhattan Chamber, Charter has demonstrated a strong commitment to the furtherance of diversity.

Jessica Walker

A handwritten signature in black ink that reads "Jessica Walker". The signature is written in a cursive, flowing style.

President and CEO
The Manhattan Chamber of Commerce



June 20, 2018

To Whom It May Concern:

I appreciate the opportunity to support Charter Communications as a founding member of Mobilizing Preachers and Communities (MPAC) and as the Senior Pastor at the New Mount Zion Baptist Church, in light of their successful endeavors and efforts. Charter exemplifies the qualities that have made them a valuable partner – helping us to strengthen our communities.

Mobilizing Preachers and Communities (MPAC) focuses on bringing clergy, people of faith and the general community together to change public policy to ensure justice and equality for all. We are proud to work with Charter Communications to empower our underserved communities and our joint efforts. Charter's contributions provide resources directly to our communities and help us to inform and mobilize them through our cultural, social and economic initiatives. They continue to do essential work:

- ***Expanding Access to Digital and Broadband Resources*** – Charter has helped to significantly reduce the digital inequality gap that persists today through its *Spectrum Learning Labs* and *Spectrum Internet Assist* programs. Spectrum Learning Labs help residents across NYC communities develop and improve their computer, internet and communications skills. It provides them with workstations, computers, printers and other accessories that facilitate growth in digital literacy and quality workspaces. Spectrum Internet Assist is a 30 Mbps high speed broadband program available to families participating in the National Lunch Program and seniors on Supplement Security Income.
- ***Spectrum Housing Assist*** – Charter's commitment to offering greater access to valuable resources extends beyond digital and broadband. Charter works closely with Rebuilding Together, a not-for-profit that provides critical home repairs to hardworking families nationwide. Charter employees volunteer to distribute "Safe & Healthy Home Kits" to adults and families in need.
- ***An Oath to Diversity and Inclusion/Value*** – Charter consistently demonstrates a strong commitment to the furtherance of diversity and inclusion. After taking the significant steps to create the position of Chief Diversity Officer, Charter established an External Diversity and Inclusion Council to better understand and serve the communities it covers. Charter has taken serious steps to increase diversity in its hiring and supply chain.

I know that Charter's services and investment in updating the urban broadband infrastructure are essential assets – strongly related to Spectrum's Franchise Agreement with New York City. They have earned our continued support both as a company and for the agreement.

Sincerely,

Dr. Carl L. Washington, Jr.

Dr. Carl L. Washington, Jr., Senior Pastor
New Mount Zion Baptist Church

Testimony before the New York City Council
Sub Committee on Zoning and Franchising
and Committee on Technology
June 25, 2018

Good morning Chairs Moya and Koo and members of the committees. My name is Camille Joseph-Goldman. I am Charter's Vice President for Government Affairs in the Northeast Region, which includes Charter's service areas throughout New York City and New York State. Thank you for the opportunity to appear before your committee today to discuss Charter's cable service in New York City and the franchise renewal process recently initiated through DoITT. As you know, Charter has several franchises with New York City covering Manhattan, Queens, Staten Island and portions of Brooklyn. The company, through its predecessor has offered cable service in the City for decades and we have always seen ourselves as your partners in bringing the best, most advanced and highest quality services to your constituents and our customers.

Since acquiring Time Warner Cable two years ago – in May of 2016 – Charter has made significant investments in its network which have enabled us to deliver better products and services including faster broadband speeds than before the merger. We have insourced more customer service functions, prepared our network and operations for the upcoming launch of a high value competitive mobile wireless services, introduced a new low-cost, high speed broadband service to low-income customers, and continue to improve the quality and mix of our cable

television offerings, including through investments in hyper-local, twenty-four hour news and information networks from Spectrum News' New York 1 and Noticias 1.

A few of the national highlights of the company's achievements and investments since completing the merger include the addition of 2 million new residential and small business customers, the expansion of our network and the creation of 7,000 new jobs. In New York City alone, the company has completed approximately 35,000 residential and small business passings since the merger was approved. As a result of these and other successes, Charter remains the fastest growing cable company in the country.

Charter offers our superior products and services to bring greater value to our customers' cable television experience. Last year, Charter completed the rollout of Spectrum Pricing and Packaging in New York City, offering customers simple, robust, high-value and uniformly priced services under our Spectrum brand. Today, Spectrum Pricing and Packaging defines the majority of our customer relationships. We offer some of the most robust programming options – over 200 HD channels – one of the largest video on demand libraries – with more than 10,000 titles – and one of the most technologically advanced video service App platforms in the industry on the Spectrum App – with over 170 live television channels; 60 of the Spectrum App channels are available “on-the-go” allowing customers to take their Spectrum television services outside the home. We have the most free-HD channels available anywhere and Spectrum Mi Plan Latino

offers 130 channels, including more than 75 channels in Spanish. Our international plans and a la carte offerings provide programming choices from around the world.

Innovating to meet the evolving needs of our customers is one of our most important priorities at Charter. Earlier this month Apple announced at its Worldwide Developers Conference that later this year Charter customers will be able to watch hundreds of live TV channels as well as tens of thousands of OnDemand shows and movies, using our innovative Spectrum TV App on Apple TV 4K as they already do on iPhones and iPads and a growing number of other devices. Our partnership with Apple is an exciting new example of Charter's dedication to offering our customers the flexibility to access content when they want it, where they want it and how they want it.

Although broadband and our other non-cable services are not the subject of this hearing today and are not specifically regulated by the City under the cable franchise, let me say a few words about them as well. Charter is one of the nation's leading high-speed Internet broadband providers. At the end of 2017, Charter made New York City one of its first markets where we offer customers a 1-Gigabit Internet connection – with download speeds up to 940 (mega bits per second) Mbps. Our standard residential broadband service provides download speeds up to 200 Mbps in New York City and we offer these services without data caps, usage-based pricing, early termination or modem fees. Just last Friday, we launched Spectrum Business Internet Gig in the City, serving small and medium size businesses and offering the same 1-Gig Internet connection,

with download speeds up to 940 Mbps. Residential and small businesses can now get these services at a fraction of the cost required to buy these speeds from other providers in the past – if they were even available – and we deliver it over our advanced hybrid fiber-optic cable network, utilizing DOCSIS 3.1 Internet technology. Charter continues to demonstrate that, as demand for bandwidth and capacity grows, the company’s network is best positioned to respond to those needs and meet those demands. The City recently put out a plan to ensure ubiquitous 1-Gigabit service availability throughout the City by 2025 – I am pleased to report to you that Charter has already made that happen in 2018.

Supporting this state of the art network and providing these advanced products and services to customers here in New York City require a strong, well-trained and dedicated workforce. Charter has more than 95,000 employees nationwide and we employ more than 11,000 people in New York State, including thousands of people in New York City. Our employees are dedicated, highly trained and professional. They live in New York; they work in New York, and they care about the millions of customers who live and work here too. Having spent all my life in New York, I can say unequivocally that this is the greatest City in the world. It deserves the best products delivered by the best service in the world too; and, I am proud that here at Charter we strive to deliver that for our customers every day.

Our employees are offered competitive wages, excellent benefits, job-training and career progression opportunities for all. Recently, the company announced that across our entire 41 state footprint, all of our employees will receive a \$15 per hour minimum wage by the end of the year. The majority of our employees are call center representatives, field technicians and staff at Spectrum stores. They interact with thousands of people every day and are the face of Charter to our customers. These employees are the key ingredient to helping us deliver on our core business objective of providing superior products with great customer service. Our management recognizes that a \$15 per hour minimum wage for these valued workers builds on our nationwide commitment to hire over 20,000 employees by 2020 and will enable us to better attract, train and retain the highly skilled, diverse workforce we want and need to solve our customers' issues or install cable and broadband service in their homes.

All our employees are eligible for the company's generous benefit programs. This includes comprehensive health coverage, tuition reimbursement assistance, strong vacation, sick and leave policy, and a generous 401(k) retirement program that matches employee contributions dollar-for-dollar up to 6% of the individual's compensation.

Charter is also working hard to attract and retain a diverse workforce. We are proud of the Spectrum Broadband Technician Apprenticeship Program, a national program we developed to

create a pipeline for veterans to join the Charter workforce after completing their military service. Qualified veterans can secure GI Bill Benefits by completing the program's classroom curriculum and on-the-job training, putting them in position to possibly earn tax-free money in addition to their Charter paycheck. Veterans bring a mission-oriented mindset that helps Charter across all lines of business, at all levels of the company, including our executive team. We recognize and value the skills these individuals develop during military service, and our goal is to help them build on their talents and translate them to a meaningful and viable career with us. Our program was recently certified by the U.S. Department of Labor (DOL) allowing us to expand this initiative across our service areas, including in New York. Today, about 12% of our employees come from the military ranks and we have committed to undertake an effort to grow that by 5% by 2020. Spectrum customers will see even better service from us as a result of the high-quality employees we can attract through apprenticeship programs like the one we offer for broadband technicians.

Ethnic diversity is also an important tenet of our commitment to a strong workforce. At Charter, our employees are local and representative of the customers and communities we serve. In New York, almost 45% of Charter's work force represents ethnic minorities, led by Black/African-Americans and Hispanic/Latinos, at 22% and 15%, respectively. Moreover, since closing our transaction, we have made a concerted effort to enhance the company's focus on diversity and inclusion. The hiring of Charter's first Chief Diversity Officer and the establishment

of an External Diversity and Inclusion Council exemplify this commitment. The Council is made up of highly accomplished leaders with deep knowledge and experience in creating more opportunities for people of color. Its membership includes famed activist and civil rights leader, Reverend Al Sharpton, and Mark Morial, the President and CEO of the National Urban League who serves as the Council's Chair. Representatives from other organizations with deep roots in New York City and strong ties to your communities also serve on the Council, including high level executives associated with LULAC, UnidosUS and The Hispanic Federation. The Council provides strategic advice to all facets of Charter's operations regarding diversity and inclusion efforts, including in the delivery of our services, where we are an industry leader in providing ethnically diverse programming. We submitted letters today from some of the members of our Diversity Council, illustrating the value Charter brings to the community.

All these efforts are in service to our customers. At Charter, the mission is to focus on the customer, and bring innovative, customer friendly service at a reasonable price. This formula has worked and feedback from customers since the merger has been very positive.

Speaking of our customers, Charter maintains very customer friendly service policies. Service appointments are scheduled during one-hour windows for the convenience of our customers, a third of which are in the evenings and weekends to accommodate the customers we serve here in New York. We maintain convenient, neighborhood locations for customers to pay

bills, return equipment and transact other business. Charter recently opened a new store at the George Washington Bridge Terminal in Washington Heights and has been upgrading and improving our customer walk in centers at locations around the City. In total, we have 12 stores open around the City, and the retail organization is comprised of hundreds of employees across those stores. We also have plans to open many more stores over the next few years which will significantly increase the number of employees in the region.

Additionally, we have opened more than 28 technology centers – Learning Labs – offering free video and broadband service and equipping them with software, televisions, computers, printers and laptops. We have brought free WiFi services to our customers in city parks, we pay hundreds of millions of dollars in franchise fee payments to the City, provide free channels for public, educational and government use and spent tens of millions in capital investments for the City’s not-for-profit PEG partners – MNN, BRIC, QPTV, and Staten Island Access.

Finally, Charter’s unique philanthropic program – Spectrum Housing Assist – helps ensure that more Americans live in safe and healthy homes and has set a goal of improving 25,000 homes in our service area by 2020. Working with our not-for-profit partner Rebuilding Together we have improved thousands of homes, contributed thousands of volunteer hours from Charter employees, provided millions of dollars in broadcast time to support the initiative and conducted rebuild events around the city to support the program’s objectives.

We contribute culturally to the fabric of New York City as well. In the past year alone we have held over 160 events and a multitude of engagements across the city including partnerships with groups like the National Action Network Panel on their Digital Divide initiative, the Personal Democracy Forum's technical skills training for New York City Council staff, multiple computer distribution and digital education events with Power My Learning and groups around the City like Woodside on the Move and the Dominican Women's Development Center. We also recently participated in the ALLSTEM Tech Career Fair encouraging and supporting the next generation of Latino youth in pursuing challenging and rewarding STEM careers as well as sponsoring the New York Urban League's Summer STEAM program. We are proud of our record and our work with the communities of this City and appreciate sharing the resources of the company to improve the lives of our customers and your constituents.

Thank you for the opportunity to testify and I am happy to take any questions.



June 25, 2018

To Whom it May Concern:

Charter Communications is a supporter of Hudson Guild, and we are pleased to highlight Charter's support the Guild's efforts in the community. Since its acquisition of Time Warner Cable, Charter remains engaged with a wide range of community organizations, including ours.

Hudson Guild is a 501(c)(3) nonprofit organization devoted to providing programs and services to low-income residents of Chelsea and the West Side of Manhattan.

Founded in **New York City**, **Hudson Guild** is a settlement house, which, since 1895, has worked in and with the community to the support of the advancement low-income families and individuals, especially those who live in New York City Housing Authority developments. Our programs and initiatives are all free or low-cost, and include Early Childhood Education, Afterschool and Teen Services, Adult Services for older adults, including meals, Visual and Performing arts, and Mental Health through our clinic and through case management services provided to residents of supportive housing. It is through these programs that we serve over 14,000 neighbors, fostering greater access to the necessary education, healthcare, financial and digital tools.

We are proud to have Charter Communications [Charter] as a partner in our work. Charter's contributions to Hudson Guild have expanded our ability to support our community's most vulnerable population. Their commitment and investment helps us further our mission to create and sustain a strong, effective community that acknowledges and responds to the potential, achievements and interdependence of its diverse members. Rooted in and primarily focused on the Chelsea neighborhood, we seek to empower all individuals and families to achieve their highest potential, while maintaining a priority focus on those in economic need.

Charter Communications Programs

I. Expanding Access to Digital and Broadband Resources

Computer and internet access are essential for access to the important cultural, social and economic information available in this technologically savvy world. Charter is well aware of the digital inequality gap that persist today and their significance in this arena as a broadband provider in arena. In furtherance of this goal Charter implemented its *Spectrum Learning Labs* and *Spectrum Internet Assist* program. Spectrum Learning Labs help residents across NYC communities develop and improve their computer, internet and communications skills, providing them with workstations, computers, printers and o there accessories that facilitate this growth in digital literacy and quality workspaces. Spectrum Internet Assist is a 30 Mbps high speed broadband offering available to families participating in the National Lunch Program and seniors on Supplement Security Income. These initiatives help ensure that these underserved communities have access to the evolving digital world and the opportunities they present.

I. Spectrum Housing Assist

Charter's commitment to offering greater access to valuable resources extends past the digital and broadband departments. Charter works closely with Rebuilding Together, a not-for-profit that provides critical home repairs to hardworking families nationwide, to ensure that its benevolent goals are realized. Together, Charter and Rebuilding Together provide homes and centers with free repairs and renovations that improve their appearance and overall functionality, while Charter employees volunteer to distribute "Safe & Healthy Home Kits" to adults and families in need.

II. An Oath to Diversity and Inclusion/Value

Furthermore, Charter consistently demonstrates a strong commitment to the furtherance of diversity and inclusion. After taking the significant steps to create the position of Chief Diversity Officer, Charter established an External Diversity and Inclusion Council to better understand and serve the communities it covers. Through its corporate actions and partnership with various programs and institutions, Charter has remained faithful to its pledge to increase diversity in its hiring and supply chain.

Charter continues to exemplify the qualities that have made them a valuable partner of our organization and to the goal of strengthening our communities. Charter is an important contributor to the city and deserves support for its Franchise Agreement.

Sincerely,



Ken Jockers
Executive Director

**THE COUNCIL
THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. _____ Res. No. _____

in favor in opposition

Date: 6.25.18

(PLEASE PRINT)

Name: Troy WACCOIT

Address: 850 Hancock St

I represent: Local Union #3

Address: _____

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THE CITY OF NEW YORK**

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Name: Marvin Billors

Address: 4 Country woods Dr Chestef N.Y.

I represent: _____

Address: _____

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Name: Michelle Aleman

Address: 120 Darrow Pl #5B Bx, ny 10475

I represent: Local 3

Address: _____

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THE CITY OF NEW YORK**

Appearance Card

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in favor in opposition

Date: _____

(PLEASE PRINT)

Name: Derek Jordan

Address: 65-25 160th St Flushing N.Y. 11365

I represent: Local Union #3 IREW

Address: 158-11 HVA AVE FLUSHING N.Y. 11365

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Name: MELINDA KATZ QUEENS BOROUGH PRESIDENT

Address: _____

I represent: _____

Address: _____

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Date: _____

(PLEASE PRINT)

Name: William Harris

Address: 15 Metrotech 19th Floor

I represent: Dept. of Info Tech & Telecom

Address: 15 Metrotech 19th Floor

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Name: MARY RAESSINGER

Address: _____

I represent: Community + Labor United

Address: _____

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Appearance Card

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Name: Greta Byron

Address: 10 Digital Equity Lab, 72 5th Ave.

I represent: The New School

Address: 72 5th Ave. NYC 10011

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Date: _____

(PLEASE PRINT)

Name: Camille Joseph

Address: 120 East 23rd Street, 4th floor

I represent: Spectrum

Address: _____

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Appearance Card

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Date: _____

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Name: JOHN E. FOGARTY

Address: 400 ATLANTIC ST STAMFORD, CT

I represent: CHARTER

Address: 20 E. 23RD ST NY, NY

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THE CITY OF NEW YORK**

Appearance Card

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Date: _____

(PLEASE PRINT)

Name: Rodney Capel

Address: 120 East 23rd Street

I represent: Charter

Address: _____

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(PLEASE PRINT)

Name: Andrew M. Mansher

Address: _____

I represent: DEPT

Address: _____

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in favor in opposition

Date: 6/25/18

(PLEASE PRINT)

Name: MICHAEL MATTHEW

Address: 15 M... ..

I represent: POTT

Address: _____

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in favor in opposition

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(PLEASE PRINT)

Name: IRIS COTTER

Address: 510 West 46 St #617

I represent: V C - Village Care

Address: 510 W 46 St N.Y. 10036

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Appearance Card

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in favor in opposition

Date: 6/25/18

(PLEASE PRINT)

Name: MARYANN GIBSON

Address: 510 West 46th St

I represent: Village Care

Address: 510 West 46th St