



Overview

April 2020

Charter
COMMUNICATIONS

Spectrum▶

All data as of 12/31/19 unless otherwise noted.

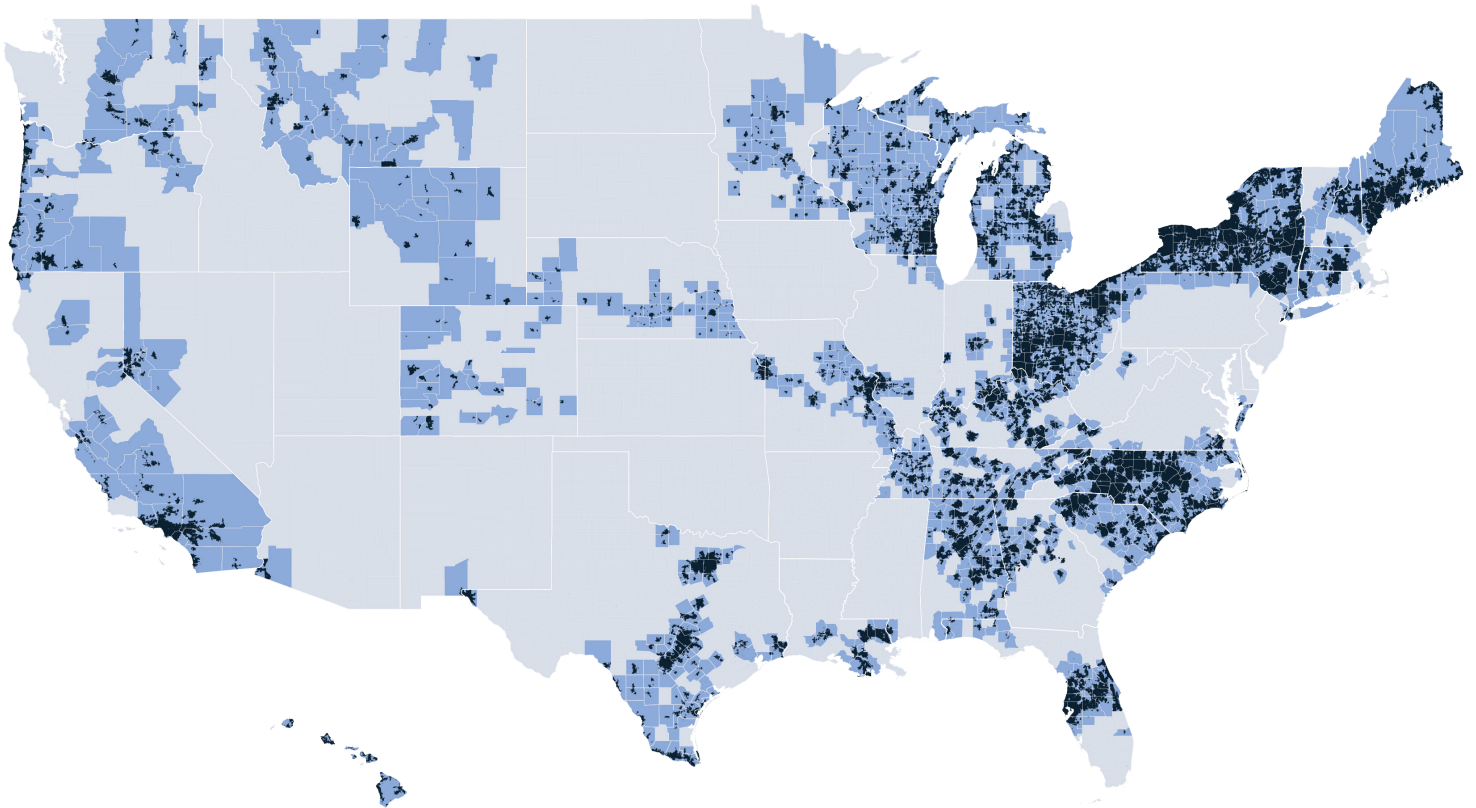


Charter is making the investments needed
to meet the connectivity needs of our customers today,
tomorrow, and every day after that.

Meet Charter

Charter Communications is a connectivity company providing broadband, video, mobile, and voice services to more than **29 million customers** in **41 states** under the brand name **Spectrum**.

We're driving innovation and expanding access to broadband to ensure our customers receive the information and entertainment they want and need to succeed in today's **hyper-connected world**.



Network infrastructure passing over
52 million homes and businesses

Providing Superior Products and Services to Meet Our Customers' Needs



High Speed Broadband

Charter delivers some of the fastest starting speeds in the industry — **200 mbps** to **60%** of the homes and businesses we serve — and **100 mbps** nearly everywhere else.

Spectrum Internet Gig delivers a 1 Gbps connection (940 Mbps maximum download) across virtually our entire footprint.



Mobile

Spectrum Mobile® delivers fast, reliable mobile service to our customers from coast to coast. And now with 5G, Spectrum Mobile offers the next generation of wireless technology for an even better mobile experience for today and tomorrow.



Voice

Spectrum Voice® is one of the largest voice providers in the nation, providing unlimited local and long-distance calling.



Video

Spectrum offers free HD, with over 200 channels, on our all-digital network. Our cloud-based **Spectrum Guide** offers customers a user-friendly and intuitive navigation experience with features such as “Watchlist”, “Cast & Crew” information, and direct access to Netflix, making it easy for customers to view their favorite content.

Spectrum Guide Narration, which announces onscreen text and instructions within the guide, allows customers with visual disabilities to explore thousands of TV shows and movies.

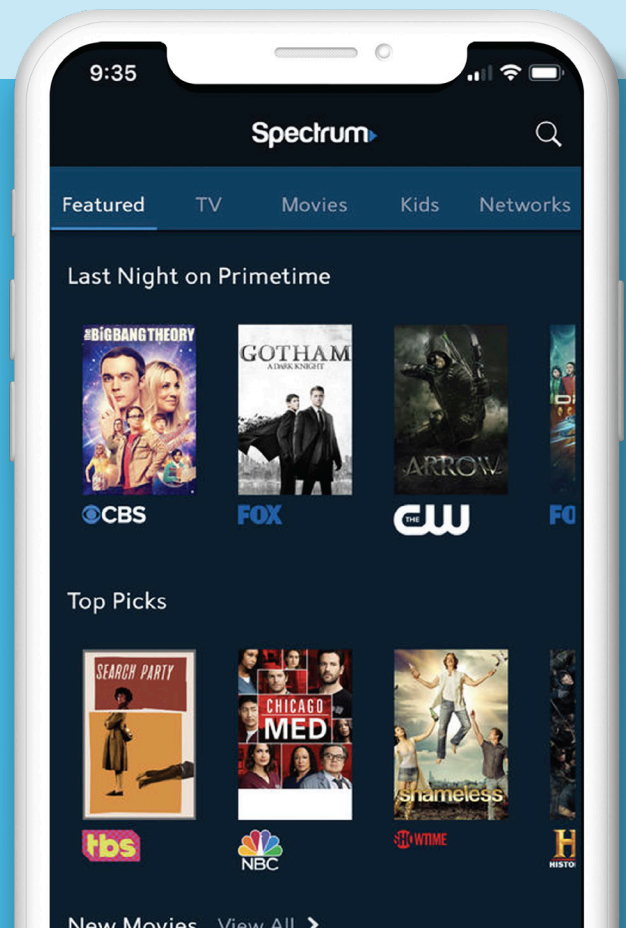
Spectrum is proud to offer diverse, multicultural programming. **Spectrum Mi Plan Latino** is one of the most robust Spanish language offerings with more than 75 Spanish language networks, along with African-American owned or themed networks like ASPIRE, Revolt, Up, Bounce TV, and The Impact Network.

Spectrum TV® App

Spectrum TV App allows customers to access the content they want, where and how they want it on platforms including Apple TV, Roku, Android Kindle Fire, Xbox One, and Samsung Smart TV.



Spectrum
TV App



The Charter Team: Skilled, Diverse, and Locally Based

Charter employs more than 95,000 people – 10% are veterans, and 47% are people of color.

Charter's prioritization on workforce development helps us attract, train, and retain a highly-skilled, diverse workforce - **helping employees build meaningful careers** with us to better service our customers.

This includes:

- Ensuring a **\$15 per hour** minimum wage with a commitment to raise it to **\$20 per hour** in 2022
- Offering employees **robust healthcare benefits, generous retirement program** including company match, and opportunities for **job training and advancement**
- Highly regarded, Department of Labor-certified, national **Broadband Field Technician Apprenticeship Program**
- **External Diversity & Inclusion Council (EDIC)**, an external group of accomplished leaders, advises Charter on how to best enhance diversity and inclusion



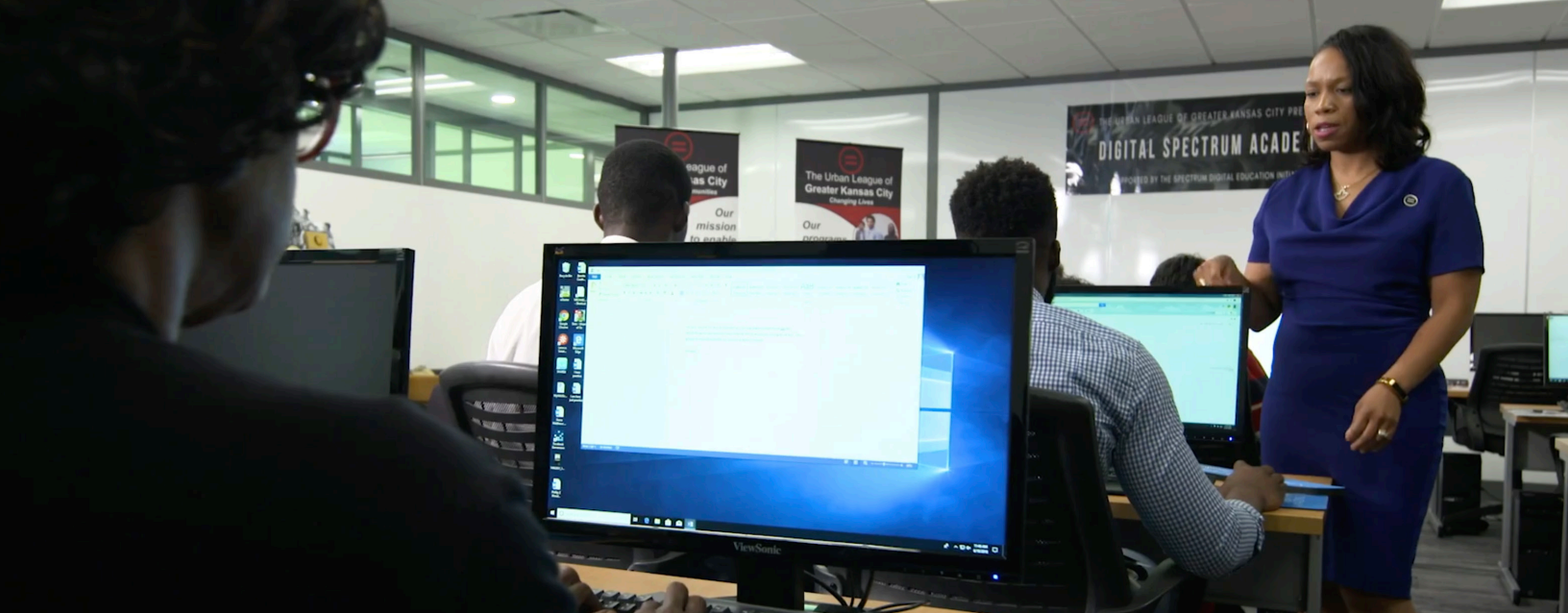
For Cesar Torres, a Field Technician in Corpus Christi, Texas, his job at Charter has helped him turn his life around.

"Before Charter, I was in a place where honestly I couldn't see a way out. No job, no home... When I got hired with Spectrum, everything started changing. You know, I actually had a place to call a career. Spectrum gives you an opportunity to actually have a good paying job with good benefits, and still spend time with your family. You start at \$15 dollars an hour. That's a huge blessing right there."

▶ **Charter's employees are the key** to helping us deliver on our core business objective of providing superior products with great customer service.



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Strengthening Our Communities



Spectrum Internet Assist

Charter's Spectrum Internet Assist (SIA) is available to eligible households across the 41 states we serve. This low-cost broadband option for eligible families and seniors delivers the fastest speeds of any comparable industry offering (30/4 Mbps), which meets and even exceeds the FCC's definition of high-speed broadband.



Spectrum Digital Education Grants

Charter is helping close the digital literacy gap by supporting nonprofit organizations that educate community members on the benefits of broadband and how to use it to improve their lives – awarding over \$1.5 million to nonprofit organizations since 2017.



Spectrum Housing Assist

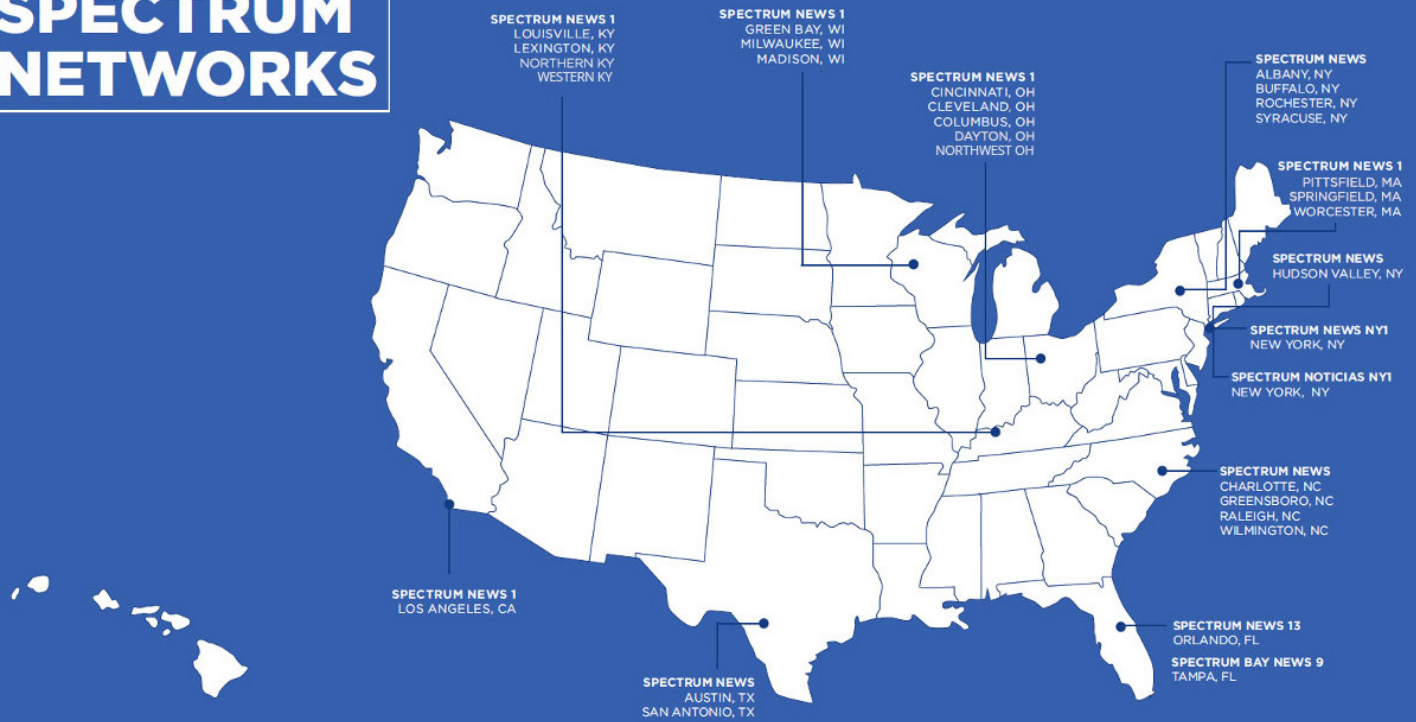
Charter provides critical home repairs across the country by partnering with nonprofit organizations and engaging our employees and community volunteers. Between 2015 and 2019, Charter has improved over 41,000 homes — which puts us on track to reach our goal of improving 50,000 homes by the end of 2020.

When natural disasters hit, Charter employees work around the clock to minimize the impact on our service area and facilities, help customers stay connected to loved ones, and assist in rebuilding the community.



After Hurricane Harvey hit in August 2017, Paulette's brick ranch in Rockport, Texas was hit hard by the winds and rain when the storm slammed her small city. Through Spectrum Housing Assist, Spectrum arranged to repair her roof and windows – then our volunteers rebuilt her fence, painted her home, and replaced her appliances.

SPECTRUM NETWORKS



Spectrum News

An important part of Charter's commitment to the communities we serve is our Spectrum News Networks - channels that provide 24/7 news, weather, and sports coverage to viewers in Charter markets around the country. Through programming like In Focus, a weekly public affairs show exclusively on Spectrum News networks, Charter is delivering high quality programming that has an impact on the community.

Spectrum News channels are helping make sure our customers know what's going on in city hall, their state capital, and the halls of Congress. Spectrum News has reporters covering the state capitals around the clock and our Washington, D.C. bureau provides in-depth coverage of how the impact of the federal government's actions is felt in the community.

At a time when local news is shrinking, Charter is increasing resources for Spectrum Networks, now with over 30 news channels in 9 states.



Charter is committed to driving innovation
to spur growth that delivers a superior experience
and next-generation technologies
to our customers.

Investing in Innovation and Infrastructure

Investing in Broadband Infrastructure

Charter understands that high-speed internet creates life-changing opportunities and is committed to delivering more and faster broadband to the communities we serve. That's why we have invested nearly \$40 billion in network infrastructure and technology in the last 5 years. These investments have enabled us to significantly extend the reach of our network and enhance our service offerings.

Customers today enjoy faster broadband speeds at a lower cost. Charter's flagship offering is 200 mbps in 60% of the homes and businesses we serve and 100 mbps nearly everywhere else. 200 mbps is 25 times faster than Charter's flagship speed of 8 mbps ten years ago.

Charter is partnering with communities to power Smart Cities. Spectrum Enterprise connects over 50 buildings a day to our fiber network, which delivers up to 10 Gbps symmetrical speeds for schools, libraries, hospitals, and other community institutions.

Our industry is working towards realizing a future of 10 gigabit networks, or 10G, in the years ahead. 10G will deliver broadband speeds 10 times faster than what is delivered by today's networks and will have the speed and capacity to change the way we live. Eliminating outdated regulations and duplicative fees on broadband which take resources away from network investment are important to realizing this important objective.

Mobility & Fixed Wireless Testing

Charter is conducting trials of both mobile (small cell) and fixed wireless access technologies to explore how they can be integrated with our existing network infrastructure to profoundly enhance connectivity for our customers. Some of these trials, like one conducted outside of Lexington, Kentucky using 3.5 GHz spectrum, involve testing fixed wireless access technologies which Charter believes could potentially be used to extend the reach of our existing network to provide cost-effective, wireline-like connectivity to more rural areas. With all of our testing, we are collecting data about the capabilities and limitations of using the 3.5 GHz spectrum as a broadband solution, and believe it has tremendous potential in rural, urban, and suburban areas alike.



Policy Priorities

Balanced Spectrum Policy

Charter is investing in innovative wireless technologies like 5G and multi-gigabit WiFi to drive innovations that are helping unlock the technologies that will power the IoT, Smart Cities, and apps of tomorrow. These investments will ultimately enable us to deliver high capacity, high compute, low latency connectivity to our customers in urban, suburban, and rural communities.

At Charter, we believe the success of 5G requires a full range of wired and wireless technologies and a full toolkit of spectrum that includes licensed and unlicensed, high-band, mid-band, and low-band spectrum. The future of connectivity is near, and Charter is committed to making sure Americans all over the country can tap into the benefits ultra-fast and low latency broadband will provide.

Open Internet

Charter has a longstanding commitment to an open internet. The removal of the 1930's utility-style Title II framework has not changed our commitment or our online practices. We don't block, throttle, or interfere with the lawful activities of our customers. Without the regulatory overhang of Title II rules, businesses like ours have the certainty they need to make infrastructure investments in the long-term, enabling even faster broadband and helping more people get online, including those living in rural areas.

Protecting Online Privacy

Charter believes that consumers need a comprehensive online privacy framework that will empower and inform consumers. Consumers today and in the future deserve the ability to control how their information is collected and used whenever they use the internet, and wherever they go online. However, revelations of data misuse in recent years have led to a long-overdue public conversation about what happens to data online and the vulnerabilities that develop when online data goes unprotected.

That's why we have called for national online privacy legislation that starts with the consumer and is grounded in the concept of empowering and informing them to control the personal information that is collected about them online.

Such a framework should focus on consumer control and follow these core principles:



Different policies that lead to inconsistent protections sow confusion and erode consumers' confidence in their interactions online; this is bad for business and bad for America since it threatens the Internet's future as an engine of economic growth. Consumers deserve uniform legislation that protects them, and makes them feel more confident taking advantage of all that the Internet has to offer.

Modernizing Video Laws and Regulations

The video marketplace is more vibrant than ever, with **100s of channels of programming** delivered by a multitude of providers, including cable, satellite, telco, and OTT/OVD services over the Internet.

Decades-old franchising laws are in need of a make-over to reflect this vibrant video competition, treat like services the same, and prevent the franchising process from deterring broadband investment.





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