

**Cable Television Advisory
Committee Meeting Minutes
6/9/2021 7:00pm Rescheduled
from May 12, 2021
Approved September 15, 2021**

To join meeting online using WebEx platform:

1. go to www.webex.com
2. click the "join" button on the top right side of the screen
3. enter the meeting ID, **160 794 8474**

To attend via phone:

1. call **1-415-655-0001**
2. enter the access code: **160 794 8474**

1. Call meeting to order

7:00pm

2. Roll Call

Present: Jeffrey Levering, Stephen Quist, Marie Dicardy, Sergio Bacelis. Judith Warren (Director, Cable Services)

3. Approval of minutes from 04/7/2021

Moved: Levering; Seconded: Quist; Roll Call (4 Yes, 0 No)

4. Public Comment pertaining to items on the agenda

Mauro Depasquale (Worcester, WCCA-TV): Requested that PEG representatives be able to attend meeting between Charter and City Manager. Spoke on value of PEG access, and importance of CTAC recommendations to the City with regard to PEG needs. Encouraged board to pursue a 10 year contract, and gave recommendations on specific provisions of contract, including HD channels, channel numbers, and accountability for customer complaints. Expressed support for the work of the CTAC.

Michael Coogan (Worcester): Commented on letter from Charter (in board packet) that refers to formal vs informal negotiation process with Charter-Spectrum, and expressed concern with informal negotiations.

5. Ascertainment

a. Timeline – Plan of Action

i. Status/Review Timeline Template

Board discussion on preferred visual formatting for timeline. Discussion of PEG reports to board, and when to schedule meetings regarding reports. Quist: Offered to reach out to PEG representatives to work on information gathering. Levering: Suggested CTAC review state recommendations on ascertainment process

b. Law Department questions

Levering: Directed boards attention to Law Department's response to questions

Warren: Highlighted key responses from Law Department, including role of CTAC, confidentiality concerns, and technology review (to be added to timeline).

Levering: Emphasized that ascertainment report must be submitted 6-9 months prior to contract expiration.

Warren: Clarified that in the event the report is not ready on time, the contract can be extended as needed. Also discussed board's right to access to information from Charter that may be considered "proprietary." Specified that CTAC may only review and provide suggested regulations regarding cable services, but may advise City Manager to pursue investigation of other services provided by Charter-Spectrum through other avenues.

Quist: Suggested CTAC devise its own customer survey, independent of Charter.

Levering: Clarified that per the contract, CTAC and Charter are intended to work together on survey.

Warren: Recommended board brainstorm ideas and submit them prior to August meeting.

Mauro Depasquale: Spoke on license limitations, including "delivery of video programming" and advised challenging limiting CTAC purview to solely cable, based on this definition. Reminded board that there is funding specifically designated for CTAC ascertainment work from Charter, including survey creation and implementation.

Bacelis: Agreed that CTAC should generate and distribute a separate survey from anything produced by Charter.

Quist: Agreed with Depasquale that limiting CTAC purview to cable should be questioned.

Warren: Offered to follow up with Law Department, and suggested including these concerns in the upcoming ascertainment report as part of future needs.

Warren: Will communicate with Charter to find out who to reach out to

c. Charter questions

Motion by Quist to table, along with items 6a and 6b until next meeting; Seconded Levering; Roll Call (4 Yes, 0 No)

6. Charter Correspondence
Tabled until next meeting

a. **Forms 200, 400 & 500**

b. **Letter of intent to renew**

7. Discuss adding Clerk or Secretary to do the minutes

Motion by Quist to appoint Bacelis as board Clerk; Seconded: Levering; Roll Call (4 Yes, 0 No)

8. Discuss Summer meeting schedule

Levering: Suggested CTAC not meet in July, but use time to work on board projects before next meeting. Projects to be determined during this meeting.

9. Next Meeting

Motion by Levering to schedule next meeting for August 4, 7:00pm; Seconded by Quist; Roll Call (4 Yes, 0 No)

10. Adjournment

Moved: Levering; Seconded: Bacelis; Roll Call (4 Yes, 0 No)

Charter

COMMUNICATIONS

JOHN R. MAHER
Director of Government Affairs

December 12, 2020

Sent Via Certified Mail
Return Receipt Requested

Edward Augustus, Jr., City Manager
City of Worcester
City Hall
455 Main Street
Worcester, MA 01608

Re- City of Worcester Franchise Renewal
CUID: MA0018

Dear Mr. Augustus.

Spectrum Northeast, LLC, an indirect subsidiary of Charter Communications, Inc., has appreciated the opportunity to serve the City of Worcester and its residents over the years. Therefore, as we are sure you can appreciate, Charter Communications is taking the proper steps well in advance toward the renewal of our franchise agreement with you, which is due to expire on October 28, 2023. We are now looking forward to the renewal of our franchise.

As you may know, Section 626 of Title VI of the Communications Act of 1934, as amended (the "Cable Act") contains provisions that detail a procedure for the renewal of franchises. In order to comply with these provisions, Charter requests that the City of Worcester commence renewal proceedings in accordance with the requirements of Section 626(a) through (g) of the Cable Act.

However, Section 626(h) of the Cable Act provides for renewal of franchises without going through the extensive, formal procedure specified in Sections 626(a) through (g). We believe that this informal process may be preferable for all concerned. We would like to meet with you at your earliest convenience to discuss the renewal proceedings outlined in the Cable Act.

We look forward to meeting with you in the near future and to a continuing, mutually-beneficial relationship.

We remain committed to providing an excellent experience for our customers in your community and in each of the communities we serve. If you have any questions about this matter, please feel free to contact me at 774-243-9735 or via email at

Sincerely yours,



John R. Maher
Director of Government Affairs

Charter

COMMUNICATIONS

John R. Maher
Director of Government Affairs

April 30, 2020

Dear Municipal Official,

I have attached a copy of the Charter Communications 2019 Annual Financial Report for Massachusetts. This includes the MA CTV Form 200 (Financial Balance Sheet) and the MA CTV Form 400 (Statement of Ownership).

If you have any questions, please contact me at 774-243-9735 or at John.Maher@charter.com. Thank you.

Sincerely,
ours,



John R. Maher
John R. Maher
Director of Government Affairs

**CTVFORM200
FINANCIAL BALANCE SHEET**

Reporting Entity: Charrttt Communicatioos Entertainment I, LLC and Time Warner Cable Not Ihcast LLC

Franchises Served: Sec Attached

Year Ending: December 31, 2019

Current
Year

Prior
Year

ASSETS

Current Assets

200 Cash and Equivalents	5,740	5,493
210 Accounts Receivable, Less Allowances	17,225,247	12,727,185
220 Inventory	315,491	885,903
230 Prepaid Expenses	2,908,712	3,423,127
240 Other Current Assets		
250 Total Currnt Auets	20,455,190	17,041,708

Flsed Operating Assets

260 Land	2,299,216	2,278,717
270 Buildings	22,771,288	21,322,119
280 Hcadend Equipment	63,560,066	73,650,149
290 Trunk and Distribution Equipment	187,471,162	179,768,169
300 Subscriber Devices	144,382,245	165,781,226
310 Other Fixed Operating Assets	33,848,334	29,764,774
320 Construction Work in Progress		25
330 Total Fli:ed Operatinc Assets	454,332,311	472,565,179
340 Accumulated Depreciation	(292,670,103)	(298,104,669)
Net Fixed Operating Assets	161,662,280	174,460,510

Other Operating Aneta

350 Franchise Acquisition Costs	451,473,731	451,433,176
360 Excess Fair Value		
370 Goodwill	144,285,698	144,285,698
380 Other Intangible Assets	217,646,213	222,192,434
390 Total Other Auets	813,405,642	817,911,308

400 Ac:c:umulated Amortization	p82,715,320	{173,709,887
Net Other Aneta	630,690,322	644 01,421
410 Total Net Assets	81 071792	8351703,639

**CTVFORM200
FINANCIAL BALANCE SHEET**

Reporting Entity: Charter Communicallons Entertainment I, LLC and Tme Warner Cable Northeast LLC

Franchises Served: See Attached

Year Ending:

December 31, 2019

Current
Year

Prior
Year

LIABILITIES AND OWNER'S EQUITY

Current Liabilities

420 Accounts Payable	6,996,065	4,362,390
430 Subscriber Advance Payments and Deposits	5,145,325	3,877,711
440 Debt Due within One Year		
450 Current Taxes Payable	575	59,234
460 Other Current Liabilities	6,470,859	4,566,852
470 Total Current Liabilities	18,612,824	12,866,187

Non Current Liabilities

480 Long-Term Debt		
500 Bonds Payable		
510 Obligation on Capitalized Leases		
520 Deferred Taxes		
530 Other Non Current Liabilities	2,621,225	207,113
540 Total Non Current Liabilities	2,621,225	207,113

Owner's Equity

550 Net Assets due from/to Parent Company	(25,897,177)	92,116,001
560 Capital Stock		
570 Retained Earnings - Gross	817,470,877	730,514,338
580 Accumulated Dividends		
590 Other	43	
600 Total Owner's Equity	791,573,743	822,630,39
610 Total Liabilities and Equities	812,807,792	835,703,639

CTVFORM400
STATEMENT OF OWNERSHIP

Please provide the following information for each Issuing Authority. Note that communities serviced by the same legal entity may be aggregated.

- (1) The full legal name of the cable operator's legal entity (corporation or partnership) holding the cable television license.

Name: **Charter Communications Entemillment I. LLC and Time Warner Cable Northeast LLC**

- (b) If applicable, the d/b/a or generally used name of the legal entity within the Issuing Authority's community.

Name: Spectrum

- (2) The full legal name of the ultimate parent entity/ies which own(s) the corporation or partnership holding the cable license.

Name: **Charter Communications, Inc.**

- (3) Ther regional office(s) managing the cable licenses in Massachusetts:

Name: **Charter Communications**

Street Address: **400 Atlantic Street**

Municipality, State & Zip Code: **Stamford, CT 06901**

Contact Person: **Tom Adams**

Contact Person's Title: **Executive Vice-President, Field Operations**

Contact Person's Telephone Number: (203)905-7992

- (4) The corporate office of the ultimate parent entity:

Name: **Charter Communications, Inc.**

Street Address: 12405 Powencourt Drive

Municipality, State & Zip Code: St. Louis, MO 63131-3674

Contact Person: **Sharon Roaen**

Contact Person's Title: Senior Accountant

Contact Person's Telephone Number: (314) 288-3034



John "1a"er
Director of Government Affairs



CERTIFIED MAIL
Return Receipt Requested

February 27, 2020

Edward M. Augustus, Jr.
City **Manager**
City Hall
455 Main Street
Worcester, MA 1608

Dear Issuing Authority:

Attached you will find the Annual Form 500 (complaint/Outage Report) for 2019 as filed by Charter Communications with the Massachusetts Department of Telecommunications and Cable. The number of subscribers in your town or city appears at the top of Service Interruption Chart. If you have any questions, I can be reached at 774-243-9735 or via email at John.Maher@charter.com.

Sincerely yours,

John R. Maher
Director of Government Affairs

Form 500 Service
Interruption Data



27-Feb-20

Code Key: Average Resolution Time

<1> Less than 1 Day <2> 1-3 Days <3> 4-7 Days <4> 8-14 Days <5> 15-30 Days <6> >30 Days

Code Key: Manner of Resolution

A. Resolved to the satisfaction of both parties.
B. Resolved, customer dissatisfied. C. Not resolved.

Town-1 WORCESTER Year-1 2019 Subscribers - [35,565

	Complaints	Average Resolution Time (see code	A.	B.	C.
Billing	12	<3>	12	0	0
Customer Service	16	<3>	16	0	0
Reception	7	<3>	7	0	0

City of Worcester, Massachusetts

Edward M. Augustus, Jr.

Judith A Warren
Director of Cable Services



MEMORANDUM

April 30, 2021

TO: Jennifer Beaton

FR: Judy Warren on behalf of the Cable Television Advisory Committee

RE: Cable Contract with Charter Communications

The Cable Television Advisory Committee has recently started to meet more regularly and is beginning the renewal process of the cable license. They have requested I reach out to the Law Department with a few questions.

Contractual obligations

1. Section 9.5 of the City's contract with Charter allows for a technical review of the cable operator. Is there a formal process or procedure to follow? Can a consultant be hired to assist with technical review? If during any review process, a tour of their infrastructure is permitted, and other information is obtained, but claimed proprietary by Charter, what steps need to be taken to meet open meeting laws or public information? How is proprietary information to be handled, particularly with financial and technology reports?
2. Similarly, Section 5.2 requires a cable customer survey be developed and implemented this calendar year. Is there a formal process to follow or simply make the notification and work directly with Charter?
3. Can the committee go on record and request legislative support of any State or Federal Bills directly or only as individuals?

In review of current license under Ascertainment Renewal process, the committee seeks opinion:

1. When would the legal team need the Ascertainment Report submitted by for negotiations?

2. Is Charter/Spectrum in breach of contract, in particular with the change in local news (Section 5.5(a), loss of channels, discounts, additional channel (5.5 d), and regional channel?
3. Does the totality of the cable contract allow for review of internet, phone, and Wi-Fi? If not, can the committee request an RFP be created to provide said technology including and/or separate cable TV, internet, phone, and Wi-Fi? Can the committee invite other providers to discuss options they can provide to the city?
4. In relation to Rights of Ways, is there standard language used or does the committee need to research? How, if any, are violations of those ROWs regulations determined and processed? Recognizing the committee is advisory, if there were a need or trend to seek legislative options, for example, to generate additional revenues for use of ROWs, can the committee submit recommendations for legislative filings or to support existing legislation?
5. Under Ascertainment, can the Director of Cable Services contact Charter directly on behalf of the committee with questions on service, billing and/or renewal or does any correspondence need to come from the Issuing Authority, the City Manager or through the Law Department?