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March 23, 2020

Chairman DeAnn T. Walker  
Commissioner Arthur C. D'Andrea  
Commissioner Shelly Botkin  
Public Utility Commission of Texas  
1701 N. Congress Avenue  
Austin, Texas 78701

Re: Project 50664-Issues Related to the State of Disaster for Coronavirus Disease 2019

Dear Commissioners:

In the coming weeks, many will be affected either directly or indirectly by COVID-19 and, more than ever before, Americans will rely on high speed broadband in nearly every aspect of their lives. Charter is committed to serving our 29 million customers and ensuring they maintain reliable access to the online resources and information they want and need.

To ease the strain in this challenging time, beginning Monday, March 16, Charter commits to the following for 60 days:

- **Charter will significantly expand access to high speed broadband for households that include K-12 and college students, and we are working with school districts and public libraries on remote learning opportunities.**
  - Free Spectrum Internet Assist service, with speeds of 30 Mbps, is available for low income families who are not already enrolled in the program.
  - Charter will offer free Spectrum broadband at any service level up to 100 Mbps (or 200 Mbps in certain markets) and Wi-Fi access to households with K-12 and/or college students who do not already have a Spectrum broadband subscription. A free self-installation kit will be provided to new subscriber households. To enroll, call 1-844-488-8395.
  - Charter will partner with school districts to ensure local communities are aware of these tools to help students learn remotely.
  - Spectrum Internet does not ever impose data caps or hidden fees.
  - Additionally, Charter will continue to offer Spectrum Internet Assist, our high speed, low cost broadband program for eligible low-income households.
- **Charter will not terminate service for residential or small business customers who face difficult economic circumstances related to the coronavirus pandemic.**
- **Similarly, Charter will not charge late fees for those customers facing difficult economic circumstances related to the pandemic.**
- **Charter will open its Wi-Fi hotspots across our footprint for public use.**
  - A map with all of our Wi-Fi hot spots is available here: [www.Spectrum.com/WiFi-Hotspots](http://www.Spectrum.com/WiFi-Hotspots)
- **These efforts include but also go far beyond the FCC's Keep Americans Connected pledge.**
- **Spectrum News has opened its websites to ensure people have access to news and information.**

- **Charter has also donated airtime to run 1,000 COVID-19 public service announcement (PSA) spots per week**, including on all Spectrum News Networks, for four weeks to our full footprint of 16,000,000 video subscribers at an approximate value of \$3,000,000 each week. Additionally, Charter will run the PSAs on our digital video and streaming apps.

As the country works collaboratively to contain this pandemic, broadband internet access will be increasingly essential to ensuring that people across the country are able to learn and work remotely, that businesses can continue to serve customers, and that Americans stay connected and engaged with family and friends. Charter's advanced communications network will ensure our more than 29 million customers – including government offices and agencies, first responders, health care providers and facilities, and businesses – across 41 states maintain the connectivity they rely on. Charter is working closely with federal, state, and local government officials, community leaders, and alongside others in the industry to ensure we are meeting needs, sharing appropriate information, staying abreast of developments, and maintaining the appropriate access to geographies that may be operating under a state of emergency.

Our network is built to exceed capacity at peak usage, which is typically in the evenings. We monitor our own networks 24x7 and consult regularly with other connectivity providers. It is still early, but thus far, across our network and theirs, any increase in daytime network activity has been modest, far below capacity, and even still well below typical evening usage. Charter will continue to closely monitor this dynamic situation and is well-prepared to continue delivering reliable connectivity. Charter has extensive business and workforce continuity plans in place that will be adjusted as needed to best serve all our customers and employees.

#### **Charter's Efforts to Support Employees**

As one of FEMA's Community Lifeline sectors, Charter's services are essential. During this time, continuing to maintain our operations while applying the latest CDC guidelines ensures we provide these vital services that help flatten the curve and protect the country. To help ease the balance of personal and professional responsibilities for our employees while concurrently fulfilling our obligation to provide critical services, Charter will:

- Provide all employees an additional three weeks of flexible paid time to be used during 2020 for any reason related to COVID-19. Any unused COVID-19 flexible time will be paid out after the end of the year for hourly employees
- Develop further plans for increased social distancing, specifically creating more space in Field Operations, Customer Operations, Sales, Enterprise, and Reach operating facilities, with the goals of ensuring continuity of critical services and support over what may be many months ahead
- Give an option to work from home for a period of time for some employees who can remain productive while working remotely and can do so without endangering our obligation to provide critical services

Sincerely,



Todd Baxter  
Group Vice President, State Government Affairs