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NEWS & UPDATES | JUN 28, 2024



**Camille Joseph, Group Vice President**  
State Government Affairs, Northeast Region

## Charter Policy Update

### Delivering Fast, Affordable Internet Without the Extra Fees

Charter delivers high-quality, reliable connectivity products supported by excellent customer service from our U.S.-based, insourced employees – all at competitive rates that are consistent across our entire footprint with no data caps, no modem fees, and no annual contracts. We want our customers to be free from the burden of hidden costs, which is why: Charter provides the same residential broadband retail rates and speed tiers across its entire 41-state service area. Because we offer nationwide

pricing, our best-in-class products – which include gigabit-speed service availability throughout our footprint – are affordable regardless of whether a customer lives in an urban, suburban, or rural community. Spectrum plans have no modem fees, no data caps, and no contracts – which means our customers are free to change service providers at any time, with no risk of early termination fees. For customers participating in promotions, every month Spectrum's bills clearly detail the retail rate of the service purchased, the current discount value the customer receives, the time left before the promotional rate ends, and the rate the customer will pay for service when the promotion has ended. Additionally, to make high-speed internet service more accessible for low-income households, all Spectrum Internet® plans are eligible for credits under the Federal Communications Commission's Affordable Connectivity Program, which makes quality, high-speed internet service available at a low – or even at no – cost to eligible families in financial need. Our commitment to delivering fast and reliable services to our customers is bolstered by Charter's 100,000+ employees who live and work in the communities we serve. In addition to earning a wage of at least \$20 per hour, Charter provides comprehensive health benefits and works to minimize coverage increases— for 10 consecutive years, the company has absorbed the full annual cost increase of medical, dental and vision coverage. We also offer employees a market-leading retirement plan and were proud to have been named one of America's Best Large Employers of 2023 by Forbes. These efforts combine to help us deliver on our core business objective: providing superior products with great customer service.



## Charting a Better Video Future

Today's video content landscape offers consumers an overwhelming number of options. Charter is responding to American consumers' desires for [more choice and more control over their video content](#) with transformative agreements and offerings – expanding our industry-leading video affordability and choice.

- **Putting Choice and Cost in Consumers' Hands with Transformative Disney Agreement:**

Charter's transformative deal with Disney gives our customers what they've said they want from their video programming: [more choice and a focus on value](#). Spectrum customers no longer have to pay twice for their favorite Disney-owned content.

- In January, [Disney+ Basic became available at no additional cost](#) to customers who purchase a Spectrum TV Select package.
- Starting this week, [ESPN+ is available at no additional charge](#) to all Spectrum TV Select Plus subscribers, and when ESPN launches its flagship direct-to-consumer service, that also will be made available to Spectrum TV Select subscribers at no additional cost.

- **Xumo: Making It Simpler to Navigate Video Content:** Designed to improve customer experience with an easy-to-use platform featuring Emmy-award winning voice command technology, our partnership with Comcast to develop and launch the [Xumo Stream Box](#) integrates live TV, on-demand, and popular streaming apps in a single interface. We've already deployed over [one million](#) Xumo boxes, and this is only the beginning of our journey to help American consumers easily navigate a complicated video landscape.

- **Ensuring Spanish-Language Content Availability:** Spectrum TV customers with TelevisaUnivision channels in their lineup will soon have access to the premium, ad-supported version of their streaming service [ViX at no additional cost](#), giving our Spanish-language customers even more content with additional flexibility.

Charter is at the cutting edge of video content offerings that put customers first and give them flexible and easy-to-use options. We approached each of these new agreements and offerings knowing that they would help chart a new course for how entertainment is delivered and enjoyed. But innovation never stops, and we will continue to identify new ways to provide maximum value to our customers.

[read more](#)



## The SpectrumTECH Program is Creating Pathways for Future Technology Leaders

The SpectrumTECH (Training, Experience, and Connections Hub) rotational program provides recent college graduates with an opportunity to gain foundational technical experience, build relationships, and receive mentorship across four business units within Charter's Software Development and IT organization. Launched in 2022, the program helps aspiring software developers, data engineers, and other junior technologists transition from an educational environment to the 21<sup>st</sup> Century digital workforce.

Furthering our commitment to foster economic opportunity in the communities we serve, the SpectrumTECH program has formed an exclusive recruiting relationship with the University of Wisconsin at Madison. The first class of six graduates have all transitioned into full-time roles at Charter and now, in its second year, the program has expanded to 14 associates. In our first year in Madison, we added 20 local technology jobs through the SpectrumTECH program.

“The potential, the ideas that they bring, and the excitement I see around this office—it’s a breath of fresh air into the company. I really think that we’re creating a bed of talent that will go on to be future leaders at Charter.” - Bryan Adamson, Vice President, IT Strategy & Planning

SpectrumTECH isn’t an internship—it provides full-time employment and access to Charter’s comprehensive benefits in addition to career development trainings, presentations from Charter leadership, and other opportunities for personal and professional growth. The program will continue to play an important role in attracting young talent, setting them up for successful careers, and charting a course for the next generation of technology leaders at Charter.

Watch how SpectrumTECH is strengthening our diverse, highly-skilled workforce:



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## Spectrum Mobile Ranked #1 in Customer Service by J.D. Power

**Win Reflects Spectrum Mobile's Focus on Keeping it Simple for Customers and Delivering Top-Notch Service and Superior Performance**

**STAMFORD, Conn.** – Spectrum Mobile grabbed the top spot for customer care among full-service mobile virtual network operators (MVNOs) in the [J.D. Power 2024 U.S. Wireless Customer Care Study – Volume 1](#).

The study measures the overall satisfaction of customers who had a customer-care experience with their wireless carrier from July through December 2023. Spectrum Mobile's distinction as J.D. Power's highest ranking MVNO reflects its focus on providing superior mobile connectivity with consumer-friendly plans

and affordable prices, and backed by exceptional service, including the My Spectrum App, rated America's top rated support app amongst all national telecommunications providers 28 months in a row.

"Our goal from day one has been to make mobile simple for customers by offering the best devices, reliability, security and speed at exceptional value – and this award recognizes that commitment," said Danny Bowman, Executive Vice President, Product for Charter Communications, Inc., which operates the Spectrum brand of Internet, TV, Mobile and Voice services. "We're not slowing down, either; we continue to invest in our customer service while leveraging our extensive mobile, internet and wireless network to deliver the fastest speeds seamlessly everywhere and to save people money."

## **Spectrum Mobile Customers Enjoy Simple Plans, Flexibility and Exceptional Value**

Unlike other wireless providers that routinely raise the prices of their plans, Spectrum Mobile has consistently lowered its prices while giving customers more. A line of Unlimited data costs \$29.99/month – a \$15 reduction from the per line cost at Spectrum Mobile's launch in 2018. Additionally, current customers who switch to Spectrum Mobile pay just \$15/month per Unlimited line for 12 months when they get two lines. New customers can get a free Unlimited line for 12 months when they purchase Spectrum Internet, Internet Ultra or Internet Gig. Customers also can save by bundling Spectrum Internet, Mobile and [Advanced WiFi](#) in the company's industry-first [Spectrum One](#) package. Spectrum's customer-friendly packaging, pricing and service are a key reason Spectrum Mobile is now the nation's fastest growing mobile provider, with the fastest wireless speeds.

Additionally, all Spectrum Mobile data plans include [nationwide 5G access](#) at

no extra cost; unlimited talk and texting; the flexibility to change rate plans as needed for free; interest-free monthly installment plans; and a robust bring-your-own-device program. Spectrum Mobile also has an [online calculator](#) to make it easy for customers to estimate their monthly savings, and offers access to [Speed Boost](#), an exclusive feature that enables eligible Spectrum Mobile customers with compatible devices to automatically receive faster speeds on their phones when connected to Spectrum's Advanced WiFi. Finally, as always, there are no added taxes, fees or contracts with Spectrum Mobile's data plans.

More information about Spectrum Mobile is available at [www.SpectrumMobile.com](http://www.SpectrumMobile.com).

[read more](#)



## Dedicated to Products, Services, and a Workforce that Reflect the Communities We Serve

Charter's dedication to diversity is woven throughout the entire fabric of our company – from our highly-skilled workforce to expanding our network to connect unserved rural areas to products and services that make connectivity accessible to all of our customers to a supply chain that reflects the very best of our industry.

### Fostering a Diverse and Highly-Skilled Workforce



Charter's insourced, U.S.-based workforce includes approximately 100,000 highly-skilled employees, **over half of whom identify as a person of color** and nearly **10% have a military affiliation**. In addition to a **starting wage of at least \$20 per hour**, we offer employees **comprehensive health benefits**, a **market-leading retirement plan**, and **free or discounted Spectrum products**, including Spectrum Mobile, TV, and Internet.

**Charter is a place where employees don't just have a job, they build careers.** To encourage professional growth, we offer access to abundant professional development resources:

- On-the-job training and formal development programs, like a highly-regarded, Department of Labor-certified **Broadband Field Technician Apprenticeship** program.
- Opportunities for **continuing education** through a catalog of **debt-free degree and certificate programs** via flexible online learning or – for programs outside of the catalog – the option to receive traditional **tuition reimbursement** of up to \$10,000 each year.
- **Leadership development opportunities** through our partnerships with leading diversity organizations such as [Women in Cable Telecommunications](#) (“WICT”) and the [National Association for Multi-ethnicity in Communications](#) (“NAMIC”) and spaces to receive inclusive mentorship through internal [Business Resource Groups](#).
- **Support for veteran and military communities**, including through work with organizations like Hiring Our Heroes to offer career transition assistance and job readiness training. Charter has also been [recognized](#) as a VETS Index “5-Star Employer.”

**Investing in Superior Products that Serve and Benefit All Customers**

Charter is proud to serve customers in 41 states – from [dairy farmers in Tennessee](#) to [small business owners in New York City](#), and everyone in between. We know one size doesn't fit all, which is why we offer great choice and value across our offerings.

- Through the use of subtitle and audio description technology, [Spectrum Access](#) allows those who are blind, deaf, or hard of hearing to access news and other video content at home or on the go.
- Charter offers an extensive lineup of Spanish-language content through partnerships with [TelevisaUnivision and ViX](#), as well as content that celebrates African American and Black culture with Stellar TV, plus the 24-hour, nonpartisan [Multicultural News Network](#).
- We're also [charting a better video future](#), including through the innovative and easy-to-use Xumo platform that helps consumers better navigate a complicated video landscape and by offering customers more choice as seen in our [transformative agreement with Disney](#).

### **Expanding Opportunity through Investment and Impact in Communities Big and Small**

We also support community development in [neighborhoods big and small](#) by narrowing the digital divide and expanding our network to reach previously unconnected homes as well as through loans, grants, and other in-kind commitments.

- Our multi-year Rural Construction Initiative is an investment of approximately \$9 billion – a portion of which we will offset with

over \$2 billion in government support funding – that will ultimately connect approximately 1.75 million new homes and small businesses across the country.

- The \$29 million [Spectrum Community Investment Loan Fund](#) supports community development financial institutions (CDFIs), which invest in organizations that meet core community needs. For example, we’re helping Latino-owned local businesses in California, Florida, Ohio, and Texas thrive through a \$3.2 million joint investment with the [Raza Development Fund](#) and our [\\$10 million investment](#) with the National Urban League and the National Action Network supports Black and other minority-owned small businesses in underserved communities.
- Learn more about Charter’s philanthropic programs and contributions to support the communities we serve [here](#).

**Charter’s Supplier Diversity Program** connects qualified, diverse-owned businesses with opportunities within our company, [exceeding](#) \$1 billion in total annual spend for six consecutive years ending in 2023. This growth is driven largely by Charter’s focus on providing equitable opportunities for vendors with diverse backgrounds to support Charter’s business needs.

Our business is built on the foundation of serving an increasingly diverse customer base, which is reflected in all areas of our business. We are a connectivity company – and those connections extend beyond our superior products and services... we are building stronger connections in communities across the country every day.

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