

October 25, 2018

VIA ECFS

Ms. Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th Street SW
Washington, DC 20554

RE: *Electronic Delivery of MVPD Communications, MB Docket No. 17-317*
Notice of Ex Parte Presentation

Dear Ms. Dortch:

On October 23, 2018, Elizabeth Andrion and Maureen O'Connell met by telephone with Michelle Carey and Sarah Whitesell of the Media Bureau to discuss two key issues in the this proceeding.

First, we discussed the benefits of allowing the use of certain website addresses for written annual notices so that video customers can access directly the most up-to-date and targeted information regarding their rates and channel line-ups. Until we reach critical mass with the number of verified email addresses collected, which is necessary to support the administrative shift to providing annual notices by email, we hope to bridge the gap in a way that would be preferable to most of our customers and more efficient for cable operators.

- By typing in a short and simple web address, one for rates and one for channel line-ups, customers would be taken directly to a web page that asks for their zip code and address. From there, the consumer receives the most up-to-date and relevant information regarding rates and channel line-ups. Customers already do this every day on a regular basis.
- When provided in paper form, the information on rates and channel line-ups often becomes outdated before it even reaches the customer because of the long lead-time involved in preparing, printing, and mailing the millions of copies necessary to satisfy

this requirement. This is especially true for channel line-ups, which change frequently over the course of a month. For example, in Q1 of 2018, Charter had 84 programming changes, and of those, 51 affected between 24%-100% of our channel line-ups.

- If a customer is unable, unwilling, or simply prefers not to access this information through a web address, cable operators would provide, in the annual notice, a telephone number for customers to call to ask for rates and/or channel line-ups in paper form, and this material would then be mailed to them.
- For cable operators, information about rates and channel line-ups constitutes the most time-intensive and burdensome aspects of preparing the annual notice, involving significant internal and external resources.

Second, we discussed the benefits of using texting to communicate with customers, utilizing the same standard for a verified telephone number as was put in place for email.

Please contact me if you have any questions regarding these matters.

Sincerely,

/s/ Maureen O'Connell

Maureen O'Connell

cc: Michelle Carey
Sarah Whitesell