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**Before the
Federal Communications Commission
Washington, D.C. 20554**

In the Matter of)	
)	
Docket Established For Monitoring)	WC Docket No. 16-197
Compliance With The Conditions Imposed In)	
The Charter Communications-Time Warner)	
Cable-Bright House Networks Order)	

**CHARTER COMMUNICATIONS, INC.
SEMI-ANNUAL REPORT ON DISCOUNTED BROADBAND SERVICES OFFER**

July 31, 2018

Charter Communications, Inc. (“Charter”) submits this report as required by the Discounted Broadband Services Offer Condition (“Condition”) set forth in Section VI.2 of Appendix B of the Federal Communications Commission’s (“Commission” or “FCC”) Memorandum Opinion and Order (“Order”) in MB Docket No. 15-149. The Condition requires Charter to “offer[] a reduced price broadband service to low income families to make broadband access more affordable to them.”¹ It further requires Charter to submit semi-annual reports that provide “a description of the Company’s compliance with the Condition.”² This report, as discussed below, demonstrates that Charter is in compliance with the Condition.

Commencing the Service. Charter began offering the Discounted Broadband Services—called Spectrum Internet Assist—as of November 10, 2016, in accordance with Section VI.2.a’s requirement to do so within six months of Closing. Similarly, Charter made Spectrum Internet

¹ *Applications of Charter Communications, Inc., Time Warner Cable Inc., and Advance/Newhouse Partnership for Consent to Assign or Transfer Control of Licenses and Authorizations*, MB Docket No. 15-149, Memorandum Opinion and Order, 31 FCC Rcd 6327, 6547, App. B (2016) (“2016 Charter Merger Order”).

² *Id.* at 6548.

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Assist available across its entire footprint where 30 Mbps wireline Broadband Internet Access Service (“BIAS”) is technically available as of April 25, 2017, in accordance with Section VI.2.a’s requirement to do so within one year of Closing.

Marketing Requirements. As required by Section VI.2.g, since Spectrum Internet Assist’s launch, Charter has “maintain[ed] a dedicated phone number prospective participants can call in order to verify eligibility . . . and, subject to confirmation, to register for the program if eligible.”³ Consistent with Section VI.2.f, Charter has established a link on its homepage directing customers to a webpage dedicated to describing Spectrum Internet Assist and providing prospective customers with the ability to check on Spectrum Internet Assist’s availability in their area.⁴ Charter has also taken a number of other steps to market the Spectrum Internet Assist product, including training its customer service representatives (both telephone and in-store) to inform customers about Spectrum Internet Assist’s availability, and actively marketing the Spectrum Internet Assist product through direct mail, email, telephone, in-store sales, and community outreach events. These steps satisfy Section VI.2.f.

Enrollment Results. The significant investment that Charter has made in Spectrum Internet Assist’s roll-out has had measurable results. As of May 31, 2018, **[BEGIN HIGHLY CONFIDENTIAL INFORMATION]** **[END HIGHLY CONFIDENTIAL INFORMATION]** households were enrolled in Spectrum Internet Assist and receiving service. As required by Section VI.2.h of the Condition, attached to this report is a chart showing “the total number of households enrolled and receiving service in the Discounted Broadband Services

³ *Id.*; that toll-free phone number is 1-844-525-1574.

⁴ See Spectrum Homepage, <https://www.spectrum.com/> (last visited July 31, 2018).

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Offer on a monthly basis” and “the total number of estimated households eligible to participate in the Discounted Broadband Services Offer on a monthly basis.”⁵

Respectfully submitted,

/s/ Suzanne Curtis

Suzanne Curtis
Company Compliance Officer
Charter Communications, Inc.

⁵ 2016 Charter Merger Order at 6549, App. B.

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Month-by-Month Spectrum Internet Assist Enrollment and Eligibility Estimates

Month	Total number of households enrolled and receiving service through Spectrum Internet Assist (as of month's end)	Total number of estimated households eligible to participate in Spectrum Internet Assist
December 2017	[BEGIN HIGHLY CONFIDENTIAL INFORMATION] [END HIGHLY CONFIDENTIAL INFORMATION]	[BEGIN HIGHLY CONFIDENTIAL INFORMATION] [END HIGHLY CONFIDENTIAL INFORMATION]
January 2018	[BEGIN HIGHLY CONFIDENTIAL INFORMATION] [END HIGHLY CONFIDENTIAL INFORMATION]	[BEGIN HIGHLY CONFIDENTIAL INFORMATION] [END HIGHLY CONFIDENTIAL INFORMATION]
February 2018	[BEGIN HIGHLY CONFIDENTIAL INFORMATION] [END HIGHLY CONFIDENTIAL INFORMATION]	[BEGIN HIGHLY CONFIDENTIAL INFORMATION] [END HIGHLY CONFIDENTIAL INFORMATION]
March 2018	[BEGIN HIGHLY CONFIDENTIAL INFORMATION] [END HIGHLY CONFIDENTIAL INFORMATION]	[BEGIN HIGHLY CONFIDENTIAL INFORMATION] [END HIGHLY CONFIDENTIAL INFORMATION]

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Month	Total number of households enrolled and receiving service through Spectrum Internet Assist (as of month's end)	Total number of estimated households eligible to participate in Spectrum Internet Assist
April 2018 ⁶	[BEGIN HIGHLY CONFIDENTIAL INFORMATION] [END HIGHLY CONFIDENTIAL INFORMATION]	[BEGIN HIGHLY CONFIDENTIAL INFORMATION] [END HIGHLY CONFIDENTIAL INFORMATION]
May 2018	[BEGIN HIGHLY CONFIDENTIAL INFORMATION] [END HIGHLY CONFIDENTIAL INFORMATION]	[BEGIN HIGHLY CONFIDENTIAL INFORMATION] [END HIGHLY CONFIDENTIAL INFORMATION]

⁶ **[BEGIN HIGHLY CONFIDENTIAL INFORMATION]**

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CONFIDENTIAL INFORMATION]**

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