



May 4, 2015

FILED ELECTRONICALLY

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

Re: PS Docket No. 14-174, GN Docket No. 13-5, RM-11358, WC Docket No. 05-25, and
RM-10593

Dear Ms. Dortch:

On May 1st, representatives from Charter Communications, Inc. and Cablevision Systems Corporation met with Commission staff to discuss the above-captioned proceedings. Alexander Hoehn-Saric, Charter's Senior Vice President for Government Affairs, Emmett O'Keefe, Cablevision's Vice President for Federal Affairs, and I met with David Furth, Linda Pintro, Jeff Goldthorp, Jerry Stanshine, Brenda Villanueva, Nicole McGinnis, and Lauren Kravetz from the Public Safety and Homeland Security Bureau.

During the meeting, representatives from Charter and Cablevision explained that their companies strive to provide their customers with superior service and believe that it is important that customers are informed about the characteristics of the services they are receiving. For that reason, Charter and Cablevision make significant efforts to educate their customers about the VoIP services they offer, including that such service will not work during a power outage without a backup battery. The companies also explained that they offer backup batteries to their VoIP customers, but that the vast majority of customers choose not to purchase them.

Sincerely,

A handwritten signature in blue ink that reads "Christianna Lewis Barnhart".

Christianna Lewis Barnhart



cc:

David Furth
Linda Pinto
Jeff Goldthorp
Jerry Stanshine
Brenda Villanueva
Nicole McGinnis
Lauren Kravetz