

Chairman Wheeler,

Dear Chairman Wheeler and Commissioners Clyburn, Rosenworcel, Pai and O'Reilly,

As an employee of Charter Communications, I respectfully urge you to approve Charter's merger with Time Warner Cable (TWC) and acquisition of Bright House Networks (BHN).

The merged company will advance Charter's pro-customer and pro-broadband model, and extend it to TWC and BHN's customers. Customers will enjoy:

?Straightforward, nationally uniform pricing with no data caps, no usage based billing, no modem fees and no early termination fees.

?60 Mbps entry-level speeds with pricing based on Charter's current model, which is less expensive for consumers than Time Warner Cable's and Bright

House Networks' comparable offerings. And New Charter will continue TWC's and BHN's highly advanced 300 Mbps service.

?A best in class TV app, combining the best features of the Spectrum TV app with the innovative TWC TV app.

?The new cloud based Spectrum Guide providing a consistent state-of-the-art user interface across new and old set-top boxes alike.

?And while the New Charter offerings will entail a richer product at a better value, if current TWC and BHN customers like their current service and prices, they won't need to change.

New Charter will also leverage the transaction to better the customer experience and improve customer service across its footprint. Over the last three years, Charter has insourced, hired and trained thousands of new employees to improve customer service. New Charter will return TWC call center jobs to the United States and will hire and train thousands of new employees for its customer service call centers and field technician operations to better the customer experience.

For all of these reasons and more, I believe the proposed transaction benefits the customers of TWC and BHN, serves the public interest and does not harm consumers or competition. After careful consideration, it should receive swift approval by you and your colleagues.

Sincerely, Sherry Whithworth