

REDACTED — FOR PUBLIC INSPECTION

October 27, 2015

John L. Flynn
Tel +1 202 639 6007
jflynn@jenner.com

VIA HAND DELIVERY

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

Re: **MB Docket No. 15-149**
Charter Communications Response to FCC's Information and Data Request

Dear Ms. Dortch:

Attached please find supplemental materials from Charter Communications, Inc. in response to the Information and Data Request issued by the Federal Communications Commission ("Commission" or "FCC") on September 21, 2015, in connection with the Applications of Charter Communications, Inc., Time Warner Cable Inc., and Advance/Newhouse Partnership for Consent to Transfer Control of Licenses and Authorizations, MB Docket No. 15-149.

The supplemental materials, which contain proprietary and non-public information, are being submitted on a Highly Confidential basis under the Protective Order in effect in this proceeding. Consistent with the instructions in the Protective Order, the Highly Confidential version is being hand-filed here, and copies are being provided to the Media Bureau.

These materials are being submitted pursuant to the modifications to the Commission's Information and Data Request set forth in my letter dated October 13, 2015, as applicable, and any modifications set forth in the enclosed response.

The materials being submitted today include the following:

- **Supplemental Narrative Response**

We are submitting in hard copy and on the enclosed disk a supplemental narrative response to Request 108.

Ms. Marlene H. Dortch

October 27, 2015

Page 2

- **Exhibits to Supplemental Narrative Response**

We are submitting on the enclosed disk exhibits in support of the supplemental narrative response.

- **Revised Version of Initial Responses**

We are submitting in hard copy and on the enclosed disk a corrected version of the Response of Charter Communications, Inc. to Information and Data Requests Dated September 21, 2015, which Charter previously submitted on October 13, 2015.

Please let me know if you have any questions.

Sincerely,

/s/ John L. Flynn

John L. Flynn

Enclosures

cc: V. Lemmé

BEFORE THE
FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON, D.C. 20554

In the Matter of)

Applications of Charter Communications, Inc.,)
Time Warner Cable Inc., and Advance/Newhouse)
Partnership for Consent to Transfer Control of)
Licenses and Authorizations.)

MB Docket No. 15-149

SECOND SUPPLEMENTAL RESPONSE OF CHARTER COMMUNICATIONS, INC.
TO INFORMATION AND DATA REQUESTS DATED SEPTEMBER 21, 2015

October 27, 2015

INTRODUCTION

In response to the letter dated September 21, 2015 from William T. Lake, Chief of the Media Bureau, to the accompanying Information and Data Request to Charter Communications, Inc., Charter Communications, Inc. (“Charter” or the “Company”) provides the following supplemental answers and responsive documents, as applicable. Unless otherwise defined herein, capitalized terms shall have the meanings set forth in the Definitions section of the Information Request.

Charter has based its responses on a review of available documents that are reasonably likely to contain responsive information and on inquiries of those individuals and available sources that are likely to have relevant information. In certain cases, Charter does not maintain in the ordinary course of business some of the information requested, or does not maintain the information in the precise manner requested.

In addition, per discussions with Commission Staff, Charter notes that several qualifications and agreements apply regarding its submissions. To the extent applicable, these modifications appear in the cover letter to Charter’s initial responses, dated October 13, 2015 (“Cover Letter”), as well as herein.

The narratives, attachments and submitted data contain material that is extremely sensitive from a commercial, competitive and financial perspective, and that, in the normal course of its business, Charter would not reveal to the public, to its competitors or to other third parties. Per discussions with Commission Staff, Charter is submitting these responses on a Highly Confidential basis under the Joint Protective Order in effect in this proceeding.¹

¹ *Applications of Charter Communications, Inc., Time Warner Cable Inc., and Advance/Newhouse Partnership for Consent to Assign or Transfer Control of Licenses and*

REDACTED — FOR PUBLIC INSPECTION

Redacted submissions are marked, “**REDACTED – FOR PUBLIC INSPECTION,**” and are being filed electronically in the Commission’s Electronic Comment Filing System (“ECFS”).

The confidential, unredacted submissions are marked “**HIGHLY CONFIDENTIAL INFORMATION – SUBJECT TO PROTECTIVE ORDER IN MB DOCKET NO. 15-149 BEFORE THE FEDERAL COMMUNICATIONS COMMISSION**” and are being delivered to the Secretary. Additional copies of the unredacted response are being delivered as instructed in the Information Request and will be made available pursuant to the Protective Order.

Any inadvertent inclusion of material subject to the attorney-client, attorney work-product, or other applicable privilege does not constitute a waiver of that privilege. Charter requests the return or destruction of all confidential material at the conclusion of this proceeding.

[remainder of this page intentionally left blank – responses follow]

INFORMATION AND DATA REQUEST TO CHARTER COMMUNICATIONS, INC.

REQUEST 108

108. For each zip code identified in Request 107(a) and for the Company as a whole, separately for residential subscribers, bulk residential, and non-residential subscribers, and for each month for the period beginning June 2012 through August 2015 provide the following:

- a. the Company's data as specified in Attachment B, which seeks subscriber data relating to each of the Company's service plans;
- b. a complete description of all services that were included in the Company's response to the "Monthly Recurring Revenue" (MRR), "Monthly Recurring Core Service Plan Revenue", and "Monthly Recurring and Non-Recurring Revenue Per Subscriber" (ARPU) fields in the "Service Plan" table provided for subpart (a);
- c. the Company's data as specified in: i) Attachment C. 1, which seeks data relating to subscriber counts; ii) Attachment C.2, which seeks data relating to disconnects; iii) Attachment C.3, which seeks data relating to new connects; iv) Attachment C.4, which seeks data relating to continuing subscribers; v) Attachment C.5, which seeks data relating to Internet Access Service tier transitions; vi) Attachment C.6, which seeks data relating to sidegrades; vii) Attachment C.7, which seeks data on long-run customer behavior; viii) Attachment C.8, which seeks data relating to chum by tenure; and ix) Attachment C.9, which seeks data relating to recent downgrades; and
- d. a description of the main types of disconnects that are included in each of the four categories of disconnects - mover, voluntary, non-payment, and all other - reported in Attachment C.2 and an explanation of the methodology the Company uses to estimate the number of disconnects in each category, including a discussion of the extent to which the Company is unable to obtain information on the reason for the disconnect and how the disconnect is classified in such cases.

Response to Attachment B "Service Plan Data" Table Columns A-BH, BQ-BY (Non-Residential):

Charter's additional response to Request 108(a), Attachment B "Service Plan Data" – Columns A-BH, BQ-BY, is provided in Exhibit 108(a)-5 on the enclosed disk in the folder entitled "Request 108." Exhibit 108(a)-5 consists of information on subscribers, service plans,

and monthly recurring revenues (“MRR”) by ZIP code on a monthly basis from June 2012 through August 2015 for non-residential subscribers. Except as noted, information in this file is sourced from **[BEGIN HIGHLY CONFIDENTIAL INFORMATION]**

[END HIGHLY CONFIDENTIAL INFORMATION] for Charter subscribers.

Exhibit 108(a)-5 shows the requested metrics for residential and bulk residential subscribers, respectively, and shares the same structure. The field “Date” shows the month for which the requested metrics are reported. Note that **[BEGIN HIGHLY CONFIDENTIAL INFORMATION]**

[END HIGHLY CONFIDENTIAL INFORMATION]so this information is actually provided as of the 21st of each requested month, rather than the last day. The field “zip” shows the ZIP code for which the metrics are reported in the given month. The fields “plan_id” and “plan_name” identify the particular combination of MVPD, Internet access, and phone services for which the metrics are reported for the given month and ZIP code. Note that in the normal course of business, Charter does not sell its MVPD, Internet access, and phone services in set “plans,” but rather sells these services individually and then incentivizes residential subscribers to bundle services via discounts. As such, the Company’s response to this table is provided separately for each iteration of MVPD tier, Internet tier, and phone tier purchased by Charter subscribers, corresponding to the service tier fields in the remainder of the table. The “plan_name” field contains a concatenation of the service levels included in each of these iterations for MVPD, Internet access, and phone, while

REDACTED — FOR PUBLIC INSPECTION

the “plan_id” contains a unique ID assigned to each of these “plans” for the purposes of responding to this Request.

The field “internet” indicates whether the given combination of services includes Internet access service. The field “internet tier” shows the name of the tier of Internet access services offered; for purposes of this response tiers are determined by download speed and are assigned the speed as a name. The fields “down_speed” and “up_speed” show the download speed and upload speed, respectively, associated with the Internet access tier provided in the particular plan, in megabits per second. Note that only the download speed associated with a customer’s Internet service is tracked within the scope of **[BEGIN HIGHLY CONFIDENTIAL INFORMATION]** **[END HIGHLY CONFIDENTIAL INFORMATION]**; upload speed, as provided here, was determined based on the typical upload speed offered in correspondence with the provided download speed. Due to the existence of legacy Internet offerings, the corresponding upload speed was not available for particular download speeds that are no longer offered. Also, **[BEGIN HIGHLY CONFIDENTIAL INFORMATION]**

[END HIGHLY CONFIDENTIAL INFORMATION] but believes that over 90% of such customers received a 5 Mbps download speed, and that speed is reported for all such customers.

The field “mvpd” indicates whether the given combination of services includes MVPD service. The field “video_tier” indicates the MVPD tier provided in the particular plan. Charter delineates its cable systems by what are internally known as “channel lineups,” a geographic designation that is defined based on a unique MVPD service offering to non-residential

REDACTED — FOR PUBLIC INSPECTION

subscribers. These channel lineups are subdivisions of cable headends and divide the Charter footprint into several hundred geographic areas. All such cable systems are 100% owned by Charter. The field “lineup_id” shows the internal code associated with each cable system. Only the current lineup is reported, which may not necessarily be the lineup ID for that ZIP code during that month. Also, any ZIP code can contain subscribers receiving service based on multiple channel lineups. Accordingly, Exhibit 108(a)-6, previously submitted, provides a list of 5-digit ZIP codes and corresponding lineup_IDs and lineup names. In that exhibit the field “zip” lists the ZIP code, while the fields “lineup_id” and “lineup_name” report the ID and name of the cable system.

Returning to Exhibits 108(a)-3 and 108(a)-4, the field “voice” indicates whether the given combination of services includes phone service. The field “plan_offered” indicates whether the service plan had subscribers as of August 2015. The field “subs” shows the number of Charter non-residential subscribers to the given combination of services in the given ZIP code and month. The fields “subs_1month,” “subs_12months,” “subs_12_24months,” and “subs_24months” show the number of Charter non-residential subscribers to the given combination of services in the given ZIP code and month who have been subscribers of the bundle for 1 month or less, 12 months or less, more than 12 months and 24 months or less, and more than 24 months, respectively. Note that for all fields in this table that delineate metrics based on subscriber tenure, that tenure is determined at the bundle level, rather than at the level of the specific service plan indicated. For example, a triple play subscriber’s tenure is determined by how long the subscriber has subscribed to all of MVPD, Internet access, and phone services, not how long the subscriber has subscribed to the particular tiers of MVPD,

Internet access, and phone services that the subscriber currently has. **[BEGIN HIGHLY CONFIDENTIAL INFORMATION]**

[END HIGHLY CONFIDENTIAL INFORMATION] The fields “subs_promo” and “subs_nopromo” indicate the number of subscribers who were or were not receiving a promotional rate. In all cases subscriber counts include those tenant bulk video subscribers who also pay individually for additional services.

The field “connects” reports customers who previously did not subscribe to any Charter Cable Service who became subscribers during the current month. The fields “downgrade_video,” “downgrade_internet,” and “downgrade_phone” report subscribers who subscribed to the respective services at the end of the prior month but no longer subscribe to those services at the end of the current month. The fields “upgrade_video,” “upgrade_internet,” and “upgrade_phone” report subscribers who did not subscribe to the respective services at the end of the prior month but added the service during the current month. The fields “sidegrade_video_up,” “sidegrade_internet_up,” “sidegrade_phone_up,” “sidegrade_video_down,” “sidegrade_internet_down,” and “sidegrade_phone_down” report subscribers who had a service plan including the respective service at the end of the prior month who subscribed to a higher or lower tier of that service at the end of the current month. Counts of sidegrades ignore subscribers for whom the tier or prior month tier for that service is unknown. **[BEGIN HIGHLY CONFIDENTIAL INFORMATION]**

[END

HIGHLY CONFIDENTIAL INFORMATION]

The field “disconnects” shows the number of Charter non-residential subscribers who have discontinued service to the given combination of services in the given ZIP code and month. This is inclusive of only full disconnects to Charter services, rather than downgrades or upgrades. The fields “disconnects_1month,” “disconnects_12months,” “disconnects_12_24months,” and “disconnects_24months” show the number of Charter non-residential subscribers who have discontinued from the given combination of services in the given ZIP code and month who have been subscribers of the bundle for 1 month or less, 12 months or less, more than 12 months and 24 months or less, and more than 24 months, respectively. **[BEGIN HIGHLY CONFIDENTIAL INFORMATION]**

[END HIGHLY CONFIDENTIAL

INFORMATION] The fields “disconnects_vol,” “disconnects_vol_1month,” “disconnects_vol_12months,” “disconnects_vol_12_24months,” and “disconnects_vol_24months” show the number of Charter non-residential subscribers who have voluntarily discontinued from the given combination of services in the given ZIP code and month who have been subscribers of the bundle for 1 month or less, 12 months or less, more than 12 months and 24 months or less, and more than 24 months, respectively. Charter’s response to Request 108(d) describes the information that Charter collects on reasons for disconnection; the reason coded as voluntary for purposes of responding to this response is “SWITCH,” which

REDACTED — FOR PUBLIC INSPECTION

means the customer has indicated competition as the reason for requesting disconnection and is not moving. The field “mrr” shows the average MRR per Charter subscriber to the given combination of services in the given ZIP code and month. The fields “mrr_1month,” “mrr_12months,” “mrr_12_24months,” and “mrr_24months” show the average MRR per Charter subscriber to the given combination of services in the given ZIP code and month who have been subscribers of the bundle for 1 month or less, 12 months or less, more than 12 months and 24 months or less, and more than 24 months, respectively. The fields “mrr_video,” “mrr_data,” and “mrr_phone” report MRR arising from that particular service, as determined by an allocation of service codes to each service and as commonly reported in the **[BEGIN HIGHLY**

CONFIDENTIAL INFORMATION]

[END HIGHLY CONFIDENTIAL

INFORMATION]. Note that total MRR may be less than the sum of video, data, and phone MRR because of credits, in particular promotional credits, which are not allocated to the services individually. The fields “mrr_promo” and “mrr_nopromo” report total MRR for those subscribers who are or are not receiving a promotional price in that month. **[BEGIN HIGHLY CONFIDENTIAL INFORMATION]**

[END

HIGHLY CONFIDENTIAL INFORMATION]

The field “mrr_core” shows the average MRR per Charter subscriber for revenues for the given combination of services in the given ZIP code and month that have been allocated to core services for purposes of this response. Charter’s previously submitted response to Request 108(b) describes the allocation of revenues to core versus non-core categories. The fields

REDACTED — FOR PUBLIC INSPECTION

“mrr_1month,” “mrr_12months,” “mrr_12_24months,” and “mrr_24months” show the average MRR per Charter subscriber to the given combination of services in the given ZIP code and month who have been subscribers of the bundle for 1 month or less, 12 months or less, more than 12 months and 24 months or less, and more than 24 months, respectively. The fields

“mrr_video,” “mrr_data,” and “mrr_phone” report MRR arising from that particular service, as determined by an allocation of service codes to each service and as commonly reported in the

[BEGIN HIGHLY CONFIDENTIAL INFORMATION]

[END HIGHLY

CONFIDENTIAL INFORMATION] Note that total MRR may be less than the sum of video, data, and phone MRR because of credits, in particular promotional credits, which are not

allocated to the services individually. The fields “mrr_promo” and “mrr_nopromo” report total MRR for those subscribers who are or are not receiving a promotional price in that month. Note

that in a small number of cases, **[BEGIN HIGHLY CONFIDENTIAL**

INFORMATION]

[END HIGHLY CONFIDENTIAL INFORMATION]

identifies subscribers for ZIP-month-plan combinations but does not contain data on corresponding revenues by subcategory.

The field “premium_revenues” shows the total MRR for revenues allocated to premium services for purposes of this response. The field “premium_units” reports the number of premium channels subscribed to, summed across all subscribers in the ZIP code, month, and service plan. A premium unit is defined to be a single premium channel subscribed to by one subscriber. Thus, if a customer has subscribed to HBO, Starz, and TMC, that will appear in the data as three premium units. **[BEGIN HIGHLY CONFIDENTIAL INFORMATION]**

[END HIGHLY

CONFIDENTIAL INFORMATION]

The field “modem_revenues” shows the total MRR for revenues allocated to modems for purposes of this response. The field “modem_units” reports the number of modem units.

Charter does not track modem units by subscriber. The value for this field counts one modem

for each subscriber for whom **[BEGIN HIGHLY CONFIDENTIAL**

INFORMATION] **[END HIGHLY CONFIDENTIAL INFORMATION]** reports

positive modem revenues, as allocated for purposes of this response, summed across all

subscribers in the ZIP code, month, and service plan. The field “settopbox_revenue” shows the

total MRR for revenues allocated to set-top boxes for purposes of this response. The field

“settopbox_units” reports the number of standard, high-definition, and DVR boxes as recorded in

[BEGIN HIGHLY CONFIDENTIAL INFORMATION] **[END HIGHLY**

CONFIDENTIAL INFORMATION]. Charter’s previously submitted response to Request

108(b) describes the allocation of revenues to categories.

Response to Request 108(c):

Charter’s response to Request 108(c) is provided in Exhibits 108(c)-1 through 108(c)-27

on the enclosed disk in the folder entitled “Request 108.” Exhibits 108(c)-1 through 108(c)-27

consist of Charter’s responses to Attachments C.1 through C.9. The ZIP codes included in these

Exhibits are limited to ZIP codes in Exhibit 107(a)-1. Data used in these responses are sourced

from **[BEGIN HIGHLY CONFIDENTIAL INFORMATION]**

[END HIGHLY CONFIDENTIAL INFORMATION]. Note that data on bulk

residential subscribers pertain only to services and revenues for which tenants pay as individuals,

above and beyond those services provided through bulk contracts. Additionally, **[BEGIN HIGHLY CONFIDENTIAL INFORMATION]**

[END HIGHLY CONFIDENTIAL INFORMATION] this information is actually provided as of the 21st of each requested month, rather than the last day. Company-wide totals are reported in the same datasets as the ZIP-level data, with a ZIP code of “00000.” Note that, while the FCC request makes reference to bundled services in its Request Attachments, and Charter uses the FCC’s language below in responding, Charter does not sell service bundles as such. Thus, in all cases Charter responds to a request for information by “bundle” by reporting data subscribers who purchase multiple services.

Response to Attachment C.1 “Subs Data”:

Charter’s response to Request 108(c), Attachment C.1 “Subs Data” is provided in Exhibits 108(c)-1 through 108(c)-3 on the enclosed disk in the folder entitled “Request 108,” which consists of information on subscribers by ZIP code on a monthly basis from June 2012 through August 2015. Exhibit 108(c)-1, 108(c)-2, and 108(c)-3 are for residential, bulk residential, and commercial subscribers, respectively. All exhibits share the same structure.

The field “date” shows the month for which the requested metrics are provided. The field “zip” shows the ZIP code for which the requested metrics are provided for the given month. The field “total_subs” shows the total number of subscribers to any service for the given month and ZIP code. The fields “video_subs,” “internet_subs,” and “phone_subs” show the total number of subscribers to MVPD, Internet access, and telephone services, respectively, for the given month and ZIP code. The fields “standalone_video_subs,” “standalone_internet_subs,” and

REDACTED — FOR PUBLIC INSPECTION

“standalone_phone_subs” show the total number of subscribers to standalone MVPD, Internet access, and telephone services, respectively, for the given month and ZIP code. The field “video_internet_subs” shows the total number of subscribers to bundled MVPD and Internet access service for the given month and ZIP code. The field “video_phone_subs” shows the total number of subscribers to bundled MVPD and telephone service in the given month and ZIP code. The field “internet_phone_subs” shows the total number of subscribers to bundled Internet access and telephone service for the given month and ZIP code. The field “tripleplay_subs” shows the total number of subscribers to bundled MVPD, Internet access, and telephone service for the given month and ZIP code. The fields “internet_tier0_subs,” “internet_tier1_subs,” “internet_tier2_subs,” “internet_tier3_subs,” “internet_tier4_subs,” “internet_tier5_subs,” and “internet_tier6_subs” show the total number of subscribers with Internet access service at advertised speeds less than 3 Mbps downstream, greater than or equal to 3 Mbps but less than 10 Mbps downstream, greater than or equal to 10 Mbps but less than 25 Mbps downstream, greater than or equal to 25 Mbps but less than 50 Mbps downstream, greater than or equal to 50 Mbps but less than 75 Mbps downstream, greater than or equal to 75 Mbps but less than 100 Mbps downstream, and greater than or equal to 100 Mbps downstream, respectively, for the given month and ZIP code. Counts of subscribers by Internet tier exclude subscribers whose download speed is unknown.

Response to Attachment C.2 “Disconnects Data”:

Charter’s response to Request 108(c), Attachment C.2 “Disconnect Data” is provided in Exhibits 108(c)-4 through 108(c)-6 on the enclosed disk in the folder entitled “Request 108,” which consists of information on disconnections by ZIP code on a monthly basis from June 2012

REDACTED — FOR PUBLIC INSPECTION

through August 2015. Exhibits 108(c)-4, 108(c)-5, and 108(c)-6 are for residential, bulk residential, and commercial subscribers, respectively. All exhibits share the same structure.

[BEGIN HIGHLY CONFIDENTIAL INFORMATION]

[END HIGHLY CONFIDENTIAL INFORMATION] For purposes of responding to the requests, the multiple responses are recoded into one response value as follows. First, if one of the recorded reasons is “SWITCH,” that value is taken to be the governing response, and is coded as voluntary. If “SWITCH” does not appear in any of the three fields but “MOVE” appears in at least one, then “MOVE” is taken to be the governing response and is coded as move. If neither “SWITCH” nor “MOVE” appear, but “NON-PAY” does, then “NON-PAY” is taken to be the governing response and is coded as non-pay. If none of those three values appear in any of the fields, the reason is coded as “allother.”

Finally, the length of some field names requested by the FCC in Attachment C.2 exceeds system maximums. Accordingly, for Exhibits 108(c)-4 through 108(c)-6 Charter has truncated field names in two ways. First, wherever “standalone” appears in a requested field name, it is

REDACTED — FOR PUBLIC INSPECTION

replaced with “alone.” Second, wherever “_disconnects_” appears in a requested field name, it is replaced with “_discos_.”

The field “date” shows the month for which the requested metrics are provided. The field “zip” shows the ZIP code for which the requested metrics are provided for the given month. The field “video_disconnects” shows the total number of disconnects to MVPD service for the given month and ZIP code. The fields “video_disconnects_movers,” “video_disconnects_nonpay,” “video_disconnects_voluntary,” and “video_disconnects_allother” show the total number of mover, non-payment, voluntary, and all other disconnects, respectively, to MVPD service for the given month and ZIP code.

The field “internet_disconnects” shows the total number of disconnects to Internet access service for the given month and ZIP code. The fields “internet_disconnects_movers,” “internet_disconnects_nonpay,” “internet_disconnects_voluntary,” and “internet_disconnects_allother” show the total number of mover, non-payment, voluntary, and all other disconnects, respectively, to Internet access service for the given month and ZIP code.

The field “phone_disconnects” shows the total number of disconnects to telephone service for the given month and ZIP code. The fields “phone_disconnects_movers,” “phone_disconnects_nonpay,” “phone_disconnects_voluntary,” and “phone_disconnects_allother” show the total number of mover, non-payment, voluntary, and all other disconnects, respectively, to telephone service for the given month and ZIP code.

The fields “standalone_video_disconnects,” “standalone_internet_disconnects,” and “standalone_phone_disconnects” show the total number of disconnects for standalone MVPD, Internet access, and telephone services, respectively, for the given month and ZIP code. The

REDACTED — FOR PUBLIC INSPECTION

field “video_internet_disconnects” shows the total number of disconnects for bundled MVPD and telephone service for the given month and ZIP code. The field “video_phone_disconnects” shows the total number of disconnects for bundled MVPD and telephone service for the given month and ZIP code. The field “internet_phone_disconnects” shows the total number of disconnects for bundled Internet access and telephone service for the given month and ZIP code. The field “tripleplay_disconnects” shows the total number of disconnects for bundled MVPD, Internet access, telephone service for the given month and ZIP code.

The fields “standalone_video_disconnects_mover,” “standalone_video_disconnects_nonpay,” “standalone_video_disconnects_voluntary,” and “standalone_video_disconnects_allother” show the total number of mover, non-payment, voluntary, and all other disconnects, respectively, to standalone MVPD service for the given month and ZIP code. The fields “standalone_internet_disconnects_mover,” “standalone_internet_disconnects_nonpay,” “standalone_internet_disconnects_voluntary,” and “standalone_internet_disconnects_allother” show the total number of mover, non-payment, voluntary, and all other disconnects, respectively, to standalone Internet access service for the given month and ZIP code. The fields “standalone_phone_disconnects_mover,” “standalone_phone_disconnects_nonpay,” “standalone_phone_disconnects_voluntary,” and “standalone_phone_disconnects_allother” show the total number of mover, non-payment, voluntary, and all other disconnects, respectively, to standalone telephone service for the given month and ZIP code.

The fields “video_internet_disconnects_mover,” “video_internet_disconnects_nonpay,” “video_internet_disconnects_voluntary,” and “video_internet_disconnects_allother” show the

REDACTED — FOR PUBLIC INSPECTION

total number of mover, non-payment, voluntary, and all other disconnects, respectively, to bundled MVPD and Internet access service for the given month and ZIP code. The fields “video_phone_disconnects_mover,” “video_phone_disconnects_nonpay,” “video_phone_disconnects_voluntary,” and “video_phone_disconnects_allother” show the total number of mover, non-payment, voluntary, and all other disconnects, respectively, to bundled MVPD and telephone service for the given month and ZIP code. The fields “internet_phone_disconnects_mover,” “internet_phone_disconnects_nonpay,” “internet_phone_disconnects_voluntary,” and “internet_phone_disconnects_allother” show the total number of mover, non-payment, voluntary, and all other disconnects, respectively, to bundled Internet access and telephone service for the given month and ZIP code. The fields “tripleplay_disconnects_mover,” “tripleplay_disconnects_nonpay,” “tripleplay_disconnects_voluntary,” and “tripleplay_disconnects_allother” show the total number of mover, non-payment, voluntary, and all other disconnects, respectively, to bundled MVPD, Internet access, and telephone service for the given month and ZIP code.

The field “internet_tier0_disconnects” shows the total number of disconnects to Internet access service at an advertised speed less than three Mbps downstream for the given month and ZIP code. The fields “internet_tier0_discos_mover,” “internet_tier0_discos_nonpay,” “internet_tier0_discos_voluntary,” and “internet_tier0_discos_allother” show the total number of mover, non-payment, voluntary, and all other disconnects, respectively, to Internet access service at an advertised speed less than three Mbps downstream for the given month and ZIP code.

The field “internet_tier1_disconnects” shows the total number of disconnects to Internet access service at an advertised speed greater than or equal to three Mbps but less than ten Mbps

REDACTED — FOR PUBLIC INSPECTION

downstream for the given month and ZIP code. The fields “internet_tier1_discos_mover,” “internet_tier1_discos_nonpay,” “internet_tier1_discos_voluntary,” and “internet_tier1_discos_allother” show the total number of mover, non-payment, voluntary, and all other disconnects, respectively, to Internet access service at an advertised speed greater than or equal to three Mbps but less than ten Mbps downstream for the given month and ZIP code.

The field “internet_tier2_disconnects” shows the total number of disconnects to Internet access service at an advertised speed greater than or equal to ten Mbps but less than 25 Mbps downstream for the given month and ZIP code. The fields “internet_tier2_discos_mover,” “internet_tier2_discos_nonpay,” “internet_tier2_discos_voluntary,” and “internet_tier2_discos_allother” show the total number of mover, non-payment, voluntary, and all other disconnects, respectively, to Internet access service at an advertised speed greater than or equal to ten Mbps but less than 25 Mbps downstream for the given month and ZIP code.

The field “internet_tier3_disconnects” shows the total number of disconnects to Internet access service at an advertised speed greater than or equal to 25 Mbps but less than 50 Mbps downstream for the given month and ZIP code. The fields “internet_tier3_discos_mover,” “internet_tier3_discos_nonpay,” “internet_tier3_discos_voluntary,” and “internet_tier3_discos_allother” show the total number of mover, non-payment, voluntary, and all other disconnects, respectively, to Internet access service at an advertised speed greater than or equal to 25 Mbps but less than 50 Mbps downstream for the given month and ZIP code.

The field “internet_tier4_disconnects” shows the total number of disconnects to Internet access service at an advertised speed greater than or equal to 50 Mbps but less than 75 Mbps downstream for the given month and ZIP code. The fields “internet_tier4_discos_mover,”

REDACTED — FOR PUBLIC INSPECTION

“internet_tier4_discos_nonpay,” “internet_tier4_discos_voluntary,” and “internet_tier4_discos_allother” show the total number of mover, non-payment, voluntary, and all other disconnects, respectively, to Internet access service at an advertised speed greater than or equal to 50 Mbps but less than 75 Mbps downstream for the given month and ZIP code.

The field “internet_tier5_disconnects” shows the total number of disconnects to Internet access service at an advertised speed of greater than or equal to 75 Mbps but less than 100 Mbps downstream for the given month and ZIP code. The fields “internet_tier5_discos_mover,” “internet_tier5_discos_nonpay,” “internet_tier5_discos_voluntary,” and “internet_tier5_discos_allother” show the total number of mover, non-payment, voluntary, and all other disconnects, respectively, to Internet access service at an advertised speed of greater than or equal to 75 Mbps but less than 100 Mbps downstream for the given month and ZIP code.

The field “internet_tier6_disconnects” shows the total number of disconnects to Internet access service at an advertised speed of greater than or equal to 100 Mbps downstream for the given month and ZIP code. The fields “internet_tier6_discos_mover,” “internet_tier6_discos_nonpay,” “internet_tier6_discos_voluntary,” and “internet_tier6_discos_allother” show the total number of mover, non-payment, voluntary, and all other disconnects, respectively, to Internet access service at an advertised speed of greater than or equal to 100 Mbps downstream for the given month and ZIP code.

Response to Attachment C.3 “Connects Data”:

Charter’s response to Request 108(c), Attachment C.3 “Connects Data” is provided in Exhibits 108(c)-7 through 108(c)-9 on the enclosed disk in the folder entitled “Request 108,” which consists of information on connections by ZIP code on a monthly basis from June 2012

REDACTED — FOR PUBLIC INSPECTION

through August 2015. Exhibits 108(c)-7, 108(c)-8, and 108(c)-9 are for residential, bulk residential, and commercial subscribers, respectively. All exhibits share the same structure.

The field “date” shows the month for which the requested metrics are provided. The field “zip” shows the ZIP code for which the requested metrics are provided for the given month. The fields “video_connects,” “internet_connects,” and “phone_connects” show the total number of connects to MVPD, Internet access, and telephone services, respectively, for the given month and ZIP code. The fields “standalone_video_connects,” “standalone_internet_connects,” and “standalone_phone_connects” show the total number of connects to standalone MVPD, Internet access, and telephone services, respectively, for the given month and ZIP code. The field “video_internet_connects” shows the total number of connects to bundled MVPD and Internet access service for the given month and ZIP code. The field “video_phone_connects” shows the total number of connects to bundled MVPD and telephone service in the given month and ZIP code. The field “internet_phone_connects” shows the total number of connects to bundled Internet access and telephone service for the given month and ZIP code. The field “tripleplay_connects” shows the total number of connects to bundled MVPD, Internet access, and telephone service for the given month and ZIP code.

The fields “internet_tier0_connects,” “internet_tier1_connects,” “internet_tier2_connects,” “internet_tier3_connects,” “internet_tier4_connects,” “internet_tier5_connects,” and “internet_tier6_connects” show the total number of connects to Internet access service at advertised speeds less than three Mbps downstream, greater than or equal to three Mbps but less than ten Mbps downstream, greater than or equal to ten Mbps but less than 25 Mbps downstream, greater than or equal to 25 Mbps but less than 50 Mbps

REDACTED — FOR PUBLIC INSPECTION

downstream, greater than or equal to 50 Mbps but less than 75 Mbps downstream, greater than or equal to 75 Mbps but less than 100 Mbps downstream, and greater than or equal to 100 Mbps downstream, respectively, for the given month and ZIP code.

Response to Attachment C.4 “Continuing Subs Data”:

Charter’s response to Request 108(c), Attachment C.4 “Continuing Subs Data” is provided in Exhibits 108(c)-10 through 108(c)-12 on the enclosed disk in the folder entitled “Request 108,” which consists of information on subscription bundle changes over time by ZIP code on a monthly basis from June 2012 through August 2015. Exhibit 108(c)-10, 108(c)-11, and 108(c)-12 are for residential, bulk residential, and commercial subscribers, respectively. All exhibits share the same structure.

The field “date” shows the month for which the requested metrics are provided. The field “zip” shows the ZIP code for which the requested metrics are provided for the given month. The field “begin_bundle” shows the code for the bundled service that the number of subscribers in the field “subs” had at the end of the previous month for the given month and ZIP code; “Standalone Telephone Service,” “Standalone MVPD Service,” “Standalone Internet Access Service,” “MVPD and Telephone Service,” “MVPD and Internet Access Service,” “Telephone and Internet Access Service,” and “Telephone, MVPD, and Internet Access Service” are coded “1,” “2,” “3,” “4,” “5,” “6,” and “7” respectively. The field “end_bundle” shows the code for the bundled service that the number of subscribers in the field “subs” had at the end of the current month for the given month and ZIP code. This field is coded in the same manner as the field “begin_bundle.” The field “subs” shows the number of subscribers that correspond to the bundle combination as defined by the fields “begin_bundle” and “end_bundle.”

REDACTED — FOR PUBLIC INSPECTION

Response to Attachment C.5 “Internet Tier Transition Data”:

Charter’s response to Request 108(c), Attachment C.5 “Internet Tier Transition Data” is provided in Exhibits 108(c)-13 through 108(c)-15 on the enclosed disk in the folder entitled “Request 108,” which consists of information on Internet access tier changes by ZIP code on a monthly basis from June 2012 through August 2015. Exhibit 108(c)-13, 108(c)-14, and 108(c)-15 are for residential, bulk residential, and commercial subscribers, respectively. All exhibits share the same structure. Note that subscriber counts of Internet access service tier changes ignore subscribers for whom the tier or prior month tier for that service is unknown. **[BEGIN HIGHLY CONFIDENTIAL INFORMATION]**

[END HIGHLY CONFIDENTIAL INFORMATION] Charter has attempted to account for major upgrade occurrences in constructing these Exhibits.

The field “date” shows the month for which the requested metrics are provided. The field “zip” shows the ZIP code for which the requested metrics are provided for the given month. The field “begin_tier” shows the code for the Internet access service tier that the number of subscribers in the field “subs” had at the end of the previous month for the given month and ZIP code; tier buckets for less than three Mbps downstream, greater than or equal to three Mbps but less than ten Mbps downstream, greater than or equal to ten Mbps but less than 25 Mbps downstream, greater than or equal to 25 Mbps but less than 50 Mbps downstream, greater than or equal to 50 Mbps but less than 75 Mbps downstream, greater than or equal to 75 Mbps but less than 100 Mbps downstream, and greater than or equal to 100 Mbps are coded “0,” “1,” “2,” “3,” “4,” “5,” and “6,” respectively. The field “end_tier” shows the code for the Internet access

REDACTED — FOR PUBLIC INSPECTION

service tier that the number of subscribers in the field “subs” had at the end of the current month for the given month and ZIP code. This field is coded in the same manner as the field “begin_tier.” The field “subs” shows the number of subscribers that correspond to the Internet access service tier combination as defined by the fields “begin_tier” and “end_tier” for the given month and ZIP code.

Response to Attachment C.6 “Sidegrades Data”:

Charter’s response to Request 108(c), Attachment C.6 “Sidegrades Data” is provided in Exhibits 108(c)-16 through 108(c)-18 on the enclosed disk in the folder entitled “Request 108,” which consists of information on Internet access tier changes by ZIP code on a monthly basis from June 2012 through August 2015. Exhibits 108(c)-16, 108(c)-17, and 108(c)-18 are for residential, bulk residential, and commercial subscribers, respectively. All exhibits share the same structure. Note that counts of sidegrades ignore subscribers for whom the tier or prior month tier for that service is unknown. **[BEGIN HIGHLY CONFIDENTIAL INFORMATION]**

[END HIGHLY CONFIDENTIAL INFORMATION] Charter has attempted to account for major upgrade occurrences in constructing these Exhibits.

The field “date” shows the month for which the requested metrics are provided. The field “zip” shows the ZIP code for which the requested metrics are provided for the given month. The field “service” shows the code for the Cable service for which the subscribers in the fields “sidegrade_up” and “sidegrade_down” changed service tiers; “MVPD Service,” “Internet Access Service,” and “Telephone Service” are coded “1,” “2,” and “3,” respectively, for the given month and ZIP code. The field “sidegrade_up” shows the total number of subscribers that moved to a

REDACTED — FOR PUBLIC INSPECTION

higher service tier for the given month, ZIP code, service. The field “sidegrade_down” shows the total number of subscribers that moved to a lower service tier service for the given month, ZIP code, service.

Response to Attachment C.7 “Long Run Disconnects Data”:

Charter’s response to Request 108(c), Attachment C.7 “Long Run Disconnects Data” is provided in Exhibits 108(c)-19 through 108(c)-21 on the enclosed disk in the folder entitled “Request 108,” which consists of information on Internet access tier changes by ZIP code on a monthly basis from June 2012 through August 2015. Exhibits 108(c)-19, 108(c)-20, and 108(c)-21 are for residential, bulk residential, and commercial subscribers, respectively. All exhibits share the same structure. **[BEGIN HIGHLY CONFIDENTIAL INFORMATION]**

[END HIGHLY CONFIDENTIAL INFORMATION]

The field “date” shows the month for which the requested metrics are provided. The field “zip” shows the ZIP code for which the requested metrics are provided for the given month. The field “begin_bundle” shows the code for the bundled service that the number of subscribers in the field “subs” had at the end of the previous month for the given month and ZIP code; “Standalone Telephone Service,” “Standalone MVPD Service,” “Standalone Internet Access Service,” “MVPD and Telephone Service,” “MVPD and Internet Access Service,” “Telephone

REDACTED — FOR PUBLIC INSPECTION

and Internet Access Service,” and “Telephone, MVPD, and Internet Access Service” are coded “1,” “2,” “3,” “4,” “5,” “6,” and “7,” respectively for the given month and ZIP code. The field “end_bundle” shows the code for the bundled service that the number of subscribers in the field “subs” had at the end of the current month for the given month and ZIP code; “No Cable Services,” “Standalone Telephone Service,” “Standalone MVPD Service,” “Standalone Internet Access Service,” “MVPD and Telephone Service,” “MVPD and Internet Access Service,” “Telephone and Internet Access Service,” and “Telephone, MVPD, and Internet Access Service” are coded “0,” “1,” “2,” “3,” “4,” “5,” “6,” and “7,” respectively, for the given month and ZIP code. The field “reason” shows the code for the reason for disconnection for disconnected subscribers (end_bundle = 0) for the given month and ZIP code; “Not Applicable, Did Not Disconnect,” “Any Reason,” “Voluntary,” “Mover,” “Non-Payment,” and “Other” are coded “-1,” “1,” “2,” “3,” “4,” and “5,” respectively, for the given month and ZIP code. The field “subs” shows the number of subscribers that correspond to the bundle combination as defined by the fields “begin_bundle” and “end_bundle” for the given month and ZIP code.

Response to Attachment C.8 “Churn by Tenure”:

Charter’s response to Request 108(c), Attachment C.8 “Churn by Tenure” is provided in Exhibits 108(c)-22 through 108(c)-24 on the enclosed disk in the folder entitled “Request 108,” which consists of information on churn by subscriber tenure and ZIP code on a monthly basis from June 2012 through August 2015. Exhibits 108(c)-22, 108(c)-23, and 108(c)-24 are for residential, bulk residential, and commercial subscribers, respectively. All exhibits share the same structure. **[BEGIN HIGHLY CONFIDENTIAL INFORMATION]**

[END HIGHLY CONFIDENTIAL INFORMATION] Finally, disconnects data for residential bulk subscribers include disconnections due to termination of apartment contracts.

The field “date” shows the month for which the requested metrics are provided. The field “zip” shows the ZIP code for which the requested metrics are provided for the given month. The field “service” shows the code for the bundled service that the subscribers and tenure group in the fields “subs” and “tenure” had at the end of the previous month for the given month and ZIP code; “Standalone Telephone Service,” “Standalone MVPD Service,” “Standalone Internet Access Service,” “MVPD and Telephone Service,” “MVPD and Internet Access Service,” “Telephone and Internet Access Service,” “Telephone, MVPD, and Internet Access Service,” “MVPD Service,” “Internet Access Service,” “Telephone Service,” and “All Cable Services,” are coded “1,” “2,” “3,” “4,” “5,” “6,” “7,” “8,” “9,” “10,” and “11,” respectively, for the given month and ZIP code. The field “tenure” shows the customer tenure with Charter at the end of the previous month in months for the given month, ZIP code, and service; where unknown it is reported as “-1.” The field “subs” shows the total number of subscribers at the end of the previous month for the given month, ZIP code, service, and tenure. The fields “promo_subs”

and “nopromo_subs” show the number of subscribers that were on a promotional rate and not on a promotional rate, respectively, at the end of the previous month for the given month, ZIP code, service, and tenure. The field “mrr” shows the average MRR per subscriber of subscribers in the previous month for the given month, ZIP code, service, and tenure. The fields “mrr_disconnects” and “mrr_disconnects_vol” show the MRR for subscribers that disconnected and disconnected voluntarily, respectively, during the current month for the given month, ZIP code, service, and tenure. As previously noted, Charter’s **[BEGIN HIGHLY CONFIDENTIAL INFORMATION] [END HIGHLY CONFIDENTIAL INFORMATION]** system does not collect MRR for disconnecting subscribers in the month of disconnection. The MRRs shown in the fields “mrr_disconnects” and “mrr_disconnects_vol” are for disconnecting subscribers in the month prior to disconnection. The fields “promo_mrr” and “nopromo_mrr” show the MRR for subscribers on a promotional rate and not on a promotional rate, respectively, in the previous month for the given month, ZIP code, service, and tenure. The fields “disconnects,” “disconnects_vol,” “promo_disconnects,” and “promo_disconnects_vol” show the number of subscribers in the current month that disconnected, disconnected voluntarily, were on a promotional rate and disconnected, and were on a promotional rate and disconnected voluntarily for the given month, ZIP code, service, and tenure.

Response to Attachment C.9 “Recent Downgrades Data”:

Charter’s response to Request 108(c), Attachment C.9 “Recent Downgrades Data” is provided in Exhibits 108(c)-25 through 108(c)-26 on the enclosed disk in the folder entitled “Request 108,” which consists of information on churn by subscriber tenure by ZIP code on a monthly basis from June 2012 through August 2015. Exhibits 108(c)-25 and 108(c)-26 are for

REDACTED — FOR PUBLIC INSPECTION

residential and bulk residential subscribers, respectively; the FCC has agreed to defer indefinitely its request for this information as it relates to commercial subscribers. Both exhibits share the same structure. **[BEGIN HIGHLY CONFIDENTIAL INFORMATION]**

[END

HIGHLY CONFIDENTIAL INFORMATION] The field “date” shows the month for which the requested metrics are provided. The field “zip” shows the ZIP code for which the requested metrics are provided for the given month. The field “recent_downgrades_standalone_internet” shows the total number of subscribers to the standalone Internet access service at the end of the previous month that had subscribed to and subsequently downgraded MVPD service for the given month and ZIP code. The field “always_standalone_internet” shows the total number of subscribers to standalone Internet access service at the end of the previous month that at no point during the previous 12 months subscribed to MVPD service for the given month and ZIP code. The field “recent_downgrades_internet_phone” shows the total number of subscribers to bundled Internet access and telephone service at the end of the previous month that at some point during the previous twelve months subscribed to and subsequently downgraded MVPD service for the given month and ZIP code. The field “always_internet_phone” shows the total number of subscribers to bundled Internet access and telephone service at the end of the previous month that at no point during the previous 12 months subscribed to MVPD service for the given month and ZIP code.

REDACTED — FOR PUBLIC INSPECTION

The field “recent_downgrades_standalone_internet_voluntary_disconnects” shows the total number of subscribers to standalone Internet access service at the end of the previous month that (1) – at some point during the previous twelve months subscribed to and subsequently downgraded MVPD service and (2) – voluntarily disconnected from Charter’s services in the current month, for the given month and ZIP code.

The field “always_standalone_internet_voluntary_disconnects” shows the total number of subscribers to standalone Internet access service at the end of the previous month that (1) – at no point during the previous twelve months subscribed to MVPD service and (2) – voluntarily disconnected from Charter’s services in the current month, for the given month and ZIP code.

The field “recent_downgrades_internet_phone_voluntary_disconnects” shows the total number of subscribers to bundled Internet access and telephone service at the end of the previous month that (1) – at some point during the previous twelve months subscribed to and subsequently downgraded MVPD service and (2) – voluntarily disconnected from Charter’s services in the current month, for the given month and ZIP code.

The field “always_internet_phone_voluntary_disconnects” shows the total number of subscribers to bundled Internet access and telephone service at the end of the previous month that (1) – at no point during the previous twelve months subscribed to MVPD service and (2) – voluntarily disconnected from Charter’s services in the current month, for the given month and ZIP code.

The field “recent_downgrades_standalone_internet_continue” shows the total number of subscribers to standalone Internet access service at the end of the previous month that (1) – at some point during the previous twelve months subscribed to and subsequently downgraded

REDACTED — FOR PUBLIC INSPECTION

MVPD service and (2) – continued to subscribe to standalone Internet access service through the end of the current month, for the given month and ZIP code.

The field “always_standalone_internet_continue” shows the total number of subscribers to standalone Internet access service at the end of the previous month that (1) – at no point during the previous twelve months subscribed to MVPD service and (2) – continued to subscribe to standalone Internet access service through the end of the current month, for the given month and ZIP code.

The field “recent_downgrades_internet_phone_downgrade_internet” shows the total number of subscribers to bundled Internet access and telephone service at the end of the previous month that (1) – at some point during the previous twelve months subscribed to and subsequently downgraded MVPD service and (2) – downgraded to standalone Internet access service in the current month, for the given month and ZIP code.

The field “always_internet_phone_downgrade_internet” shows the total number of subscribers to bundled Internet access and telephone service at the end of the previous month that (1) – at no point during the previous twelve months subscribed to MVPD service and (2) – downgraded to standalone Internet access service in the current month, for the given month and ZIP code.

The field “recent_downgrades_standalone_internet_switch_standalone_video” shows the total number of subscribers to standalone Internet access service at the end of the previous month that (1) – at some point during the previous twelve months subscribed to and subsequently downgraded MVPD service and (2) – switched to standalone MVPD service in the current month, for the given month and ZIP code.

REDACTED — FOR PUBLIC INSPECTION

The field “always_standalone_internet_switch_standalone_video” shows the total number of subscribers to standalone Internet access service at the end of the previous month that (1) – at no point during the previous twelve months subscribed to MVPD service and (2) – switched to standalone MVPD service in the current month, for the given month and ZIP code.

The field “recent_downgrades_bundled_internet_phone_switch_standalone_video” shows the total number of subscribers to bundled Internet access and telephone service at the end of the previous month that (1) – at some point during the previous twelve months subscribed to and subsequently downgraded MVPD service and (2) – switched to standalone MVPD service in the current month, for the given month and ZIP code.

The field “always_bundled_internet_phone_switch_standalone_video” shows the total number of subscribers to bundled Internet access and telephone service at the end of the previous month that (1) – at no point during the previous twelve months subscribed to MVPD service and (2) – switched to standalone MVPD service in the current month, for the given month and ZIP code.

The field “recent_downgrades_standalone_internet_switch_standalone_phone” shows the total number of subscribers to standalone Internet access service at the end of the previous month that (1) – at some point during the previous twelve months subscribed to and subsequently downgraded MVPD service and (2) – switched to standalone telephone service in the current month, for the given month and ZIP code.

The field “always_standalone_internet_switch_standalone_phone” shows the total number of subscribers to standalone Internet access service at the end of the previous month that

REDACTED — FOR PUBLIC INSPECTION

(1) – at no point during the previous twelve months subscribed to MVPD service and (2) – switched to standalone telephone service in the current month, for the given month and ZIP code.

The field “recent_downgrades_internet_phone_downgrade_phone” shows the total number of subscribers to bundled Internet access and telephone service at the end of the previous month that (1) – at some point during the previous twelve months subscribed to and subsequently downgraded MVPD service and (2) – downgraded to standalone telephone service in the current month, for the given month and ZIP code.

The field “always_internet_phone_downgrade_phone” shows the total number of subscribers to bundled Internet access and telephone service at the end of the previous month that (1) – at no point during the previous twelve months subscribed to MVPD service and (2) – downgraded to standalone telephone service in the current month, for the given month and ZIP code.

The field “recent_downgrades_standalone_internet_upgrade_internet_video” shows the total number of subscribers to standalone Internet access service at the end of the previous month that (1) – at some point during the previous twelve months subscribed to and subsequently downgraded MVPD service and (2) – upgraded to bundled Internet access and MVPD service in the current month, for the given month and ZIP code.

The field “always_standalone_internet_upgrade_internet_video” shows the total number of subscribers to standalone Internet access service at the end of the previous month that (1) – at no point during the previous twelve months subscribed to MVPD service and (2) – upgraded to bundled Internet access and MVPD service in the current month, for the given month and ZIP code.

REDACTED — FOR PUBLIC INSPECTION

The field “recent_downgrades_internet_phone_switch_internet_video” shows the total number of subscribers to bundled Internet access and telephone service at the end of the previous month that (1) – at some point during the previous twelve months subscribed to and subsequently downgraded MVPD service and (2) – switched to bundled Internet access and MVPD service in the current month, for the given month and ZIP code.

The field “always_internet_phone_switch_internet_video” shows the total number of subscribers to bundled Internet access and telephone service at the end of the previous month that (1) – at no point during the previous twelve months subscribed to MVPD service and (2) – switched to bundled Internet access and MVPD service in the current month, for the given month and ZIP code.

The field “recent_downgrades_standalone_internet_upgrade_internet_phone” shows the total number of subscribers to standalone Internet access service at the end of the previous month that (1) – at some point during the previous twelve months subscribed to and subsequently downgraded MVPD service and (2) – upgraded to bundled Internet access and telephone service in the current month, for the given month and ZIP code.

The field “always_standalone_internet_upgrade_internet_phone” shows the total number of subscribers to standalone Internet access service at the end of the previous month that (1) – at no point during the previous twelve months subscribed to MVPD service and (2) – upgraded to bundled Internet access and telephone service in the current month, for the given month and ZIP code.

The field “recent_downgrades_internet_phone_continue” shows the total number of subscribers to bundled Internet access and telephone service at the end of the previous month

REDACTED — FOR PUBLIC INSPECTION

that (1) – at some point during the previous twelve months subscribed to and subsequently downgraded MVPD service and (2) – continued to subscribe to bundled Internet access and telephone service through the end of the current month, for the given month and ZIP code.

The field “always_internet_phone_continue” shows the total number of subscribers to bundled Internet access and telephone service at the end of the previous month that (1) – at no point during the previous twelve months subscribed to MVPD service and (2) – continued to subscribe to bundled Internet access and telephone service through the end of the current month, for the given month and ZIP code.

The field “recent_downgrades_standalone_internet_switch_video_phone” shows the total number of subscribers to standalone Internet access service at the end of the previous month that (1) – at some point during the previous twelve months subscribed to and subsequently downgraded MVPD service and (2) – switched to bundled MVPD and telephone service in the current month, for the given month and ZIP code.

The field “always_standalone_internet_switch_video_phone” shows the total number of subscribers to standalone Internet access service at the end of the previous month that (1) – at no point during the previous twelve months subscribed to MVPD service and (2) – switched to bundled MVPD and telephone service in the current month, for the given month and ZIP code.

The field “recent_downgrades_bundled_internet_phone_switch_video_phone” shows the total number of subscribers to bundled Internet access and telephone service at the end of the previous month that (1) – at some point during the previous twelve months subscribed to and subsequently downgraded MVPD service and (2) – switched to bundled MVPD and telephone service in the current month, for the given month and ZIP code.

REDACTED — FOR PUBLIC INSPECTION

The field “always_bundled_internet_phone_switch_video_phone” shows the total number of subscribers to bundled Internet access and telephone service at the end of the previous month that (1) – at no point during the previous twelve months subscribed to MVPD service and (2) – switched to bundled MVPD and telephone service in the current month, for the given month and ZIP code.

The field “recent_downgrades_standalone_internet_upgrade_triple_play” shows the total number of subscribers to standalone Internet access service at the end of the previous month that (1) – at some point during the previous twelve months subscribed to and subsequently downgraded MVPD service and (2) – upgraded to bundled Internet access, MVPD, and telephone services in the current month, for the given month and ZIP code.

The field “always_standalone_internet_upgrade_triple_play” shows the total number of subscribers to standalone Internet access service at the end of the previous month that (1) – at no point during the previous twelve months subscribed to MVPD service and (2) – upgraded to bundled Internet access, MVPD, and telephone services in the current month, for the given month and ZIP code.

The field “recent_downgrades_internet_phone_upgrade_triple_play” shows the total number of subscribers to bundled Internet access and telephone service at the end of the previous month that (1) – at some point during the previous twelve months subscribed to and subsequently downgraded MVPD service and (2) – upgraded to bundled Internet access, MVPD and telephone service in the current month, for the given month and ZIP code.

The field “always_internet_phone_upgrade_triple_play” shows the total number of subscribers to bundled Internet access and telephone service at the end of the previous month

REDACTED — FOR PUBLIC INSPECTION

that (1) – at no point during the previous twelve months subscribed to MVPD service and (2) – upgraded to bundled Internet access, MVPD, and telephone services in the current month, for the given month and ZIP code.