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## LATHAM & WATKINS LLP

February 12, 2016

### VIA ELECTRONIC FILING

Marlene H. Dortch  
Secretary  
Federal Communications Commission  
445 Twelfth Street, SW  
Washington, DC 20554

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**Re: *Applications of Charter Communications, Inc., Time Warner Cable Inc., and Advance/Newhouse Partnership for Consent to the Transfer of Control of Licenses and Authorizations, MB Docket No. 15-149***

**REDACTED – FOR PUBLIC INSPECTION**

Dear Ms. Dortch:

Pursuant to the Protective Order in the above-captioned proceeding,<sup>1</sup> Time Warner Cable Inc. (“TWC”) submits the Public version of the attached letter via electronic delivery. TWC will separately submit a Highly Confidential version of this filing via hand delivery. The {{ }} symbols denote Highly Confidential Information.

Please contact the undersigned should you have any questions regarding this matter.

Respectfully submitted,

*/s/ Matthew A. Brill*

Matthew A. Brill  
of LATHAM & WATKINS LLP

Attachment

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<sup>1</sup> *Applications of Charter Communications, Inc., Time Warner Cable Inc., and Advance/Newhouse Partnership For Consent To Assign or Transfer Control of Licenses and Authorizations*, Protective Order, MB Docket No. 15-149, FCC 15-100 (rel. Sept. 11, 2015).

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**Re: *Applications of Charter Communications, Inc., Time Warner Cable Inc., and Advance/Newhouse Partnership for Consent to the Transfer of Control of Licenses and Authorizations, MB Docket No. 15-149***

### **REDACTED – FOR PUBLIC INSPECTION**

Dear Ms. Dortch:

Time Warner Cable Inc. (“TWC”) submits this letter to provide additional information regarding the voluntary disconnect data submitted in Attachment C.9 in response to Specification 81 of the Commission’s Information and Data Request (dated September 21, 2015). The data included in Attachment C.9 provides the most reliable information {{

}}

In each TWC billing platform, CSRs are required to enter a work order “reason code” (a “sub-code”) each time a customer disconnects service. TWC, like many multi-system operators (“MSOs”) {{

}} The top-level categories provide information on trends over time that is used by TWC's own analysts.

{{

}}

*First,* {{

}}

*Second,* {{

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<sup>1</sup>

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**LATHAM & WATKINS** LLP

Please contact the undersigned should you have any questions regarding this matter.

Respectfully submitted,

*/s/ Matthew A. Brill*

Matthew A. Brill  
of LATHAM & WATKINS LLP  
*Counsel for Time Warner Cable Inc.*

cc: Owen Kendler  
Elizabeth McIntyre  
Katherine LoPiccalo  
Omar Nayeem

# Exhibit 1

**REDACTED**

# Exhibit 2

**REDACTED**