

REDACTED – FOR PUBLIC INSPECTION

February 23, 2016

John L. Flynn
Tel +1 202 639 6007
Fax +1 202 661 4967
jflynn@jenner.com

VIA HAND DELIVERY

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

Re: 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

Dear Ms. Dortch:

As requested by Commission staff, this letter provides further explanation regarding revised disconnect-related data Charter submitted on January 21, 2016.¹

Data Explanation. Commission staff asked questions regarding differences in data presentation among the attachments. The reasons for those differences are as follows. First, collecting data responsive to Attachment C.9 required a “look back” to prior months. Thus, customers who disconnected and then reconnected were not counted in Attachment C.9 but were counted in Attachments C.1, C.2, and C.4. Second, some consumers changed from bulk status to residential or vice versa, and this change affected different tabulations in different ways. In particular, Attachment C.9 looks at the prior month bulk status in identifying relevant subscribers, whereas Attachment C.4 looks at the current month bulk status, meaning that subscribers whose status has changed may not appear in otherwise analogous fields in both Attachments. Finally, for a small number of consumers, the ZIP code changed over time, affecting assignment of that consumer to a ZIP code according to whether data for the prior or current month is relevant for the Attachment.

¹ Attachment B to Information and Data Request 108(a) and Attachments C.2, C.7, C.8, and C.9 to Request 108(c).

REDACTED – FOR PUBLIC INSPECTION

Definitional Changes. The revised submission included a number of definitional changes discussed with Commission staff. These included implementation of the “prior tenant basic flag” to assign subscribers into the residential or bulk categories in cases where the Attachment made reference to the prior month. This change affected Attachments B and C.9. Moreover, some data for downgrades incorrectly included disconnects in the counts. This change affected Attachment B. Also, some tabulations reported bulk subscribers in the residential category, affecting the data for Attachment C.2.

Data Modifications: The revised data also modified certain entries, including the removal of data for divested cable systems, which had been included in Attachment C.9 but not in other attachments. Data for former Bresnan cable systems for the first several months in which those systems were reported within Charter’s Enterprise Data Warehouse (“EDW”) database were also corrected. This change affected Attachment C.9.

Changed Category Assignments. The revised submission also reflected a change in how Charter assigned disconnection data captured by the Company’s call center representatives and entered into EDW, which affected parts of Attachments B, C.2, C.7, C.8, and C.9. As Charter explained in its October 23, 2015 response to Request 108(d), reasons for disconnection are captured by Charter’s call center representatives and entered into EDW according to the following categories of reasons: **[BEGIN HIGHLY CONFIDENTIAL INFORMATION]**
[END HIGHLY CONFIDENTIAL INFORMATION].² In addition, due to data entry errors, occasionally the value **[BEGIN HIGHLY CONFIDENTIAL INFORMATION]** **[END HIGHLY CONFIDENTIAL INFORMATION]** appears.

Although Charter’s disconnection categories do not correspond precisely to the Commission’s disconnection categories of “mover,” “non-pay,” “voluntary,” and “allother,” in earlier submissions, Charter assigned its disconnect categories to the Commission’s categories as follows:

- **[BEGIN HIGHLY CONFIDENTIAL INFORMATION]** **[END HIGHLY CONFIDENTIAL INFORMATION]**: always in “mover”

² Supplemental Response of Charter Communications, Inc. to Information and Data Requests Dated September 21, 2015, at 28, MB Docket No. 15-149 (Oct. 23, 2015) (“First Supplemental RFI Response”).

REDACTED – FOR PUBLIC INSPECTION

- **[BEGIN HIGHLY CONFIDENTIAL INFORMATION] [END HIGHLY CONFIDENTIAL INFORMATION]:** always in “nonpay”
- **[BEGIN HIGHLY CONFIDENTIAL INFORMATION] [END HIGHLY CONFIDENTIAL INFORMATION]:** always in “voluntary”
- **[BEGIN HIGHLY CONFIDENTIAL INFORMATION] [END HIGHLY CONFIDENTIAL INFORMATION]:** in “allother” for responses to Attachments B, C.2, C.7, and C.8; in “voluntary” for Attachment C.9.
- **[BEGIN HIGHLY CONFIDENTIAL INFORMATION] [END HIGHLY CONFIDENTIAL INFORMATION]:** always in “allother”
- **[BEGIN HIGHLY CONFIDENTIAL INFORMATION] [END HIGHLY CONFIDENTIAL INFORMATION]:** in “allother” for responses to Attachments B, C.2, C.7, and C.8; in “voluntary” for Attachment C.9.
- **[BEGIN HIGHLY CONFIDENTIAL INFORMATION] [END HIGHLY CONFIDENTIAL INFORMATION]:** in “allother” for responses to Attachments B, C.2, C.7, and C.8; in “voluntary” for Attachment C.9.

Based on discussions with Commission staff, Charter assigned the categories as follows in the revised submissions:

- **[BEGIN HIGHLY CONFIDENTIAL INFORMATION] [END HIGHLY CONFIDENTIAL INFORMATION]:** always in “mover”
- **[BEGIN HIGHLY CONFIDENTIAL INFORMATION] [END HIGHLY CONFIDENTIAL INFORMATION]:** always in “nonpay”
- **[BEGIN HIGHLY CONFIDENTIAL INFORMATION] [END HIGHLY CONFIDENTIAL INFORMATION]:** always in “voluntary”
- **[BEGIN HIGHLY CONFIDENTIAL INFORMATION] [END HIGHLY CONFIDENTIAL INFORMATION]:** always in “voluntary”
- **[BEGIN HIGHLY CONFIDENTIAL INFORMATION] [END HIGHLY CONFIDENTIAL INFORMATION]:** always in “allother”

REDACTED – FOR PUBLIC INSPECTION

- **[BEGIN HIGHLY CONFIDENTIAL INFORMATION] [END HIGHLY CONFIDENTIAL INFORMATION]**: always in “allother”
- **[BEGIN HIGHLY CONFIDENTIAL INFORMATION] [END HIGHLY CONFIDENTIAL INFORMATION]**: always in “allother”

All Attachments now include **[BEGIN HIGHLY CONFIDENTIAL INFORMATION] [END HIGHLY CONFIDENTIAL INFORMATION]** along with **[BEGIN HIGHLY CONFIDENTIAL INFORMATION] [END HIGHLY CONFIDENTIAL INFORMATION]** in the Commission’s “voluntary” category in order to more accurately capture customers’ reasons for disconnection. Charter’s previous inclusion of **[BEGIN HIGHLY CONFIDENTIAL INFORMATION] [END HIGHLY CONFIDENTIAL INFORMATION]** disconnects in the Commission’s “allother” category in Attachments B, C.2, C.7, and C.8 **[BEGIN HIGHLY CONFIDENTIAL INFORMATION] [END HIGHLY CONFIDENTIAL INFORMATION]**

[END HIGHLY CONFIDENTIAL INFORMATION]⁴—**[BEGIN HIGHLY CONFIDENTIAL INFORMATION] [END HIGHLY CONFIDENTIAL INFORMATION]**⁵

³ In its previous submissions, Charter incorrectly assigned data for **[BEGIN HIGHLY CONFIDENTIAL INFORMATION] [END HIGHLY CONFIDENTIAL INFORMATION]** and **[BEGIN HIGHLY CONFIDENTIAL INFORMATION] [END HIGHLY CONFIDENTIAL INFORMATION]** to the Commission’s “voluntary” category for Attachment C.9. As described above, Charter has now assigned **[BEGIN HIGHLY CONFIDENTIAL INFORMATION] [END HIGHLY CONFIDENTIAL INFORMATION]** and **[BEGIN HIGHLY CONFIDENTIAL INFORMATION] [END HIGHLY CONFIDENTIAL INFORMATION]** to “allother” for all Attachments.

⁴ See, e.g., **[BEGIN HIGHLY CONFIDENTIAL INFORMATION]**

[END HIGHLY CONFIDENTIAL INFORMATION].

⁵ **[BEGIN HIGHLY CONFIDENTIAL INFORMATION]**

REDACTED – FOR PUBLIC INSPECTION

Including **[BEGIN HIGHLY CONFIDENTIAL INFORMATION]**
[END HIGHLY CONFIDENTIAL INFORMATION] as a “voluntary” reason for
disconnection—as Charter initially did only for Attachment C.9—is also consistent **[BEGIN**
HIGHLY CONFIDENTIAL INFORMATION]

[END HIGHLY CONFIDENTIAL INFORMATION]⁶
Because **[BEGIN HIGHLY CONFIDENTIAL INFORMATION]** **[END**
HIGHLY CONFIDENTIAL INFORMATION] disconnects are initiated at the request of the
customer, they are, by definition, voluntary. Moreover, because Charter’s call center
representatives use specific disconnection categories in EDW for **[BEGIN HIGHLY**
CONFIDENTIAL INFORMATION] **[END HIGHLY**
CONFIDENTIAL INFORMATION], which track the Commission’s “mover,” “non-pay,” and
“allother” categories, **[BEGIN HIGHLY CONFIDENTIAL INFORMATION]**
[END HIGHLY CONFIDENTIAL INFORMATION] disconnects by
elimination can be nothing but disconnects that the Commission would consider voluntary churn
(*i.e.*, not involuntarily terminated or moving).

In any event, Charter believes that measuring **[BEGIN HIGHLY CONFIDENTIAL**
INFORMATION]

[END HIGHLY CONFIDENTIAL
INFORMATION]

[END HIGHLY CONFIDENTIAL INFORMATION]

⁶ First Supplemental RFI Response at 28.

REDACTED – FOR PUBLIC INSPECTION

Thus, while including [BEGIN HIGHLY CONFIDENTIAL INFORMATION]
[END HIGHLY CONFIDENTIAL INFORMATION] along with [BEGIN
HIGHLY CONFIDENTIAL INFORMATION] [END HIGHLY CONFIDENTIAL
INFORMATION] approximates competitive churn much more closely than [BEGIN HIGHLY
CONFIDENTIAL INFORMATION] [END HIGHLY CONFIDENTIAL
INFORMATION] alone, doing so may still understate competition-related disconnection.
[BEGIN HIGHLY CONFIDENTIAL INFORMATION]

[END HIGHLY

CONFIDENTIAL INFORMATION]⁷

Please contact me if you have any questions regarding these matters.

Sincerely,

/s/ John L. Flynn

John L. Flynn
Counsel for Charter Communications, Inc.

cc: Vanessa Lemmé

⁷ See, e.g., [BEGIN HIGHLY CONFIDENTIAL INFORMATION]

[END HIGHLY CONFIDENTIAL INFORMATION]