



Edward M. Augustus, Jr.
City Manager

CITY OF WORCESTER

RE: MB Docket No. 15-149

March 7, 2016

Tom Wheeler
Chairman
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Dear Chairman Wheeler:

As City Manager for the City of Worcester, Massachusetts, I am writing in support of Charter Communications and the company's charge to provide exceptional service to our community. My city is a vital business hub in central Massachusetts and serves as the New England regional headquarters for Charter Communications.

About a year ago, Charter consolidated a number of regional offices, bringing additional jobs to Worcester. In doing so, they made an important investment and commitment in our city by opening up a new headquarters and renovating a long-empty facility that had been one of our targets for economic development. They also maintain a call-center in our city and just recently opened a new Charter Spectrum customer service office here in Worcester.

In addition to being a large employer in Worcester, Charter has made more than \$153 million in capital investments in Massachusetts over the past three years to upgrade its network. Last year customers with Charter's broadband service experienced an increase in the standard speed to 60 Mbps. Charter also offers enterprise businesses up to 10 Gbps at a competitive rate. This is important for the many colleges in Worcester and our business community as the broadband speeds offered by Charter provides the flexibility to work from home and access the Internet on multiple devices.

Charter is viewed as a good corporate citizen and economic development partner and we look forward to continuing to advance a strong working relationship.

Sincerely,



Edward Augustus
City Manager



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