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United States Senate

COMMITTEE ON COMMERCE, SCIENCE,
AND TRANSPORTATION

WASHINGTON, DC 20510-6125

WEBSITE: <http://commerce.senate.gov>

May 17, 2016

Tom Rutledge
Chairman and CEO
Charter Communications
400 Atlantic St.
Stamford, CT 06901

Steve Miron
CEO
Bright House Networks
5000 Campuswood Drive
East Syracuse, NY 13057

Dear Mr. Rutledge and Mr. Miron:

I understand that the merger between your two companies has now received final regulatory approval. Now that Charter, Bright House, and Time Warner Cable are in the final stages of completing this transaction, I write today on behalf of Florida's over 1.8 million Bright House subscribers regarding the upcoming transition of their service from Bright House to Charter. With this many Floridians depending on your companies for a smooth service transition, I seek your assurance that you will do everything possible to avoid disruptions to subscribers' cable, Internet, and telephone services during the transition process.

Communications service outages, particularly ones that last for a significant period of time, can be very frustrating for Floridians. We all depend upon reliable access to telephone, video, and broadband services in our daily lives – both at home and at work. And throughout the years, I have pressed communications companies to quickly respond and restore access when service is interrupted, particularly in the event of hurricanes and other major emergency situations.

As you may know, another recent communications merger has resulted in service disruptions for Floridians. When seeking regulatory approval for its acquisition of Verizon's wireline operations in Florida, Frontier assured the Federal Communications Commission (FCC) that former Verizon customers could expect a smooth transition. Yet even with that commitment, Florida customers have faced outages since that transition began several weeks ago.

Your companies have made similar promises to regulators regarding your preparedness for the transition of Bright House subscribers to Charter's system. I expect that your companies will live up to those promises, and I seek your personal commitment that you will do so. Specifically, please assure me that—

- (1) The two of you will be personally involved in overseeing the planning and execution of the transition;
- (2) Your companies will devote the time, attention, and resources necessary to make sure that you are fully prepared for the transition of Florida's Bright House subscribers to Charter's services; and

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(3) To the extent that disruptions occur, your companies will have adequate resources available to respond quickly and effectively to those outages so that they can be resolved as soon as possible.

I look forward to your response to this letter.

Sincerely,



Senator Bill Nelson
Ranking Member

cc: The Honorable John Thune, Chairman
The Honorable Tom Wheeler, Chairman, Federal Communications Commission