

June 13, 2016

FILED ELECTRONICALLY

Ms. Marlene H. Dortch  
Secretary  
Federal Communications Commission  
445 12<sup>th</sup> St., S.W.  
Washington, DC 20554

Re: Ensuring Continuity of 911 Communications, PS Dkt. No. 14-174

Dear Ms. Dortch:

On June 9, 2016, Alex Hoehn-Saric of Charter, Maureen O’Connell of O’Connell Strategies, representing Charter Communications (“Charter”), and Jenny Prime of Cox Enterprises (“Cox”), met, at the request of the FCC, in person and via teleconference with Linda Pintro, Jerome Stanshine, Michael Wilhelm, and Emily Talaga of the Public Safety and Homeland Security Bureau. The parties responded to staff’s questions regarding backup power for broadband services in the context of over-the-top (“OTT”) VoIP providers’ access to 911 services during a commercial power outage.

Charter and Cox explained that they both offer a battery backup solution for their voice customers consistent with the Commission’s rules. The number of consumers who elect a battery backup for voice, however, is extremely low. NCTA in its Comments in this docket, filed February 5, 2015, stated that, “Based on information gathered from some of NCTA’s larger members, the percentage of new voice customers electing to purchase a backup battery is **not more than three percent**, and for some companies it is **less than one percent.**” (Emphasis added.)

During a commercial power outage, typically Charter and Cox modems go into a power saving mode that maximizes the length of time a consumer can use voice services for emergency calls. If the modems were required to power broadband as well as voice services, the battery backup power would be depleted much faster.

With respect to their broadband services, neither company can determine whether their broadband customers use an OTT VoIP provider in order to access 911 services. Moreover, the companies noted that a number of devices not under the control of the ISP are likely necessary for the successful connection of an OTT VoIP telephone call such as a router, a wireless handset and/or a computer. For an OTT VoIP emergency phone call to be successfully completed during a power outage, the consumer would have to ensure that all the devices in the chain have

backup power. The companies also noted the vast majority of consumers use cell phones, which would not be directly impacted by a loss of commercial power to a household.

Finally, neither company provides backup power for residential broadband services and there is no expectation for such a service by consumers. Providing battery backup for broadband would add significant additional expense for consumers, including consumers who do not use OTT VoIP service and not guaranty that an OTT VoIP service could complete a call in a commercial power outage for reasons beyond the ISP's control.

If you have any questions about the above, please don't hesitate to call.

Sincerely

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