



National Cable & Telecommunications Association
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September 15, 2011

EX PARTE

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

**Re: Connect America Fund, WC Docket No. 10-90
A National Broadband Plan for Our Future, GN Docket No. 09-51
Establishing Just and Reasonable Rates for Local Exchange Carriers,
WC Docket No. 07-135
High-Cost Universal Service Support, WC Docket No. 05-337
Developing a Unified Intercarrier Compensation Regime,
CC Docket No. 01-92
Federal-State Joint Board on Universal Service, CC Docket No. 96-45**

Dear Ms. Dortch:

On September 13, 2011, Robert Gessner, President, Massillon Cable; Jerry Kent, Chairman & CEO, Suddenlink Communications; Tom Larsen, Group Vice President, Public Policy, Mediacom Communications; Pat McAdaragh, President & CEO, Midcontinent Communications; Gary Shorman, President/CEO, Eagle Communications; Tom Simmons, Senior Vice President, Public Policy, Midcontinent Communications; Dave Rozzelle, Executive Vice President, Suddenlink Communications; Dick Sjoberg, President & CEO, Sjoberg's Inc.; Amy Tykeson, Chairman, President & CEO, BendBroadband; and Lisa Schoenthaler of the National Cable & Telecommunications Association (NCTA) had separate meetings with the following:

- Commissioner McDowell, his Policy Director and Wireline Counsel Christine Kurth, and interns Emily Bronner, David Baker, and Kathleen Slattery;
- Commissioner Copps's Wireline Policy Advisor Margaret McCarthy;
- Commissioner Clyburn and her Wireline Legal Advisor Angela Kronenberg;
- Wireline Competition Bureau Chief Sharon Gillett and Bureau staff members Rebekah Goodheart, Al Lewis, Jenny Prime, Doug Slotten, and Patrick Halley (Jennifer McKee of NCTA also attended this meeting);

- Chairman Genachowski, his Chief of Staff Eddie Lazarus, Chief Counsel and Senior Legal Advisor Zac Katz, Senior Counsel & Legal Advisor for Media, Consumer and Enforcement Issues Sherrese Smith, and Media Bureau Chief Bill Lake.

The cable representatives explained that they operate relatively small to mid-sized cable companies serving primarily non-urban areas, and discussed the innovative broadband services they provide to both residential and business consumers in those areas, and their role as technology leaders with respect to broadband service. The cable representatives recognize that the Commission has a difficult mission in overseeing the fields in which they operate – video, voice and data – and they appreciate the need to balance the interests of various parties coming before the Commission. In striking that balance, the operators urged the Commission to consider not only the costs and burdens of imposing regulation on small and mid-sized cable companies, but also the competitive environment in which those companies are operating. While the operators are happy to go toe-to-toe with their competitors, including both price cap and rate-of-return regulated incumbent phone companies, that competition is tilted when the phone companies receive government subsidies in communities where cable operators are investing private risk capital.

The operators urged the Commission to adopt broadband policies, and, in particular, reforms to the Universal Service Fund high-cost program, that direct federal dollars to the areas where they are needed most, are competitively and technologically neutral, and provide much needed regulatory certainty and fiscal control over the size of the Universal Service Fund. The cable operators expressed their interest in participating in a high-cost program that would target support to unserved areas where it is currently uneconomic for the operators to deploy broadband without a subsidy. To encourage more broadband providers to participate in a reformed funding program, they asked the Commission to reject incumbent phone company requests for a right of first refusal for funding, and to reexamine Eligible Telecommunications Carrier requirements. The operators also stated that, to the extent states impose Carrier of Last Resort obligations, those state obligations are for the provision of voice services and are not related to federal funding for broadband service. Finally, with respect to intercarrier compensation, they emphasized that reform should result in a regime that ensures that interconnection and transport policies are preserved, that VoIP providers are treated similarly to traditional “circuit switched” providers, and that VoIP providers will pay, and be paid, under the same rules that apply to providers who use circuit-switched technology.

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The companies provided the Commission with the attached information.

Respectfully submitted,

/s/ Rick Chessen

Rick Chessen

Attachments

cc: R. McDowell
C. Kurth
E. Bronner
D. Baker
K. Slattery
M. McCarthy
M. Clyburn
A. Kronenberg
S. Gillett
R. Goodheart
A. Lewis
J. Prime
D. Slotten
P. Halley
J. Genachowski
E. Lazarus
Z. Katz
S. Smith
B. Lake



bendbroadband™

BendBroadband is family-owned and operated by third generation Oregonians. The company serves the high desert Central Oregon communities of Bend, Redmond, Sisters, Prineville, La Pine, Sunriver and Madras offering an extensive range of broadband, Metropolitan Optical Ethernet and fiber transport, cable television and telephone products and services for commercial and residential customers. The Central Oregon operations include 1,500 miles of fiber and coax infrastructure (750-860 MHz, DOCSIS 3.0, all digital), wireless broadband, colocation facilities and television stations.



The company operates a wireless broadband network over AWS spectrum and is upgrading to LTE technology over 700 MHz licensed spectrum. The wireless network serves rural and low density areas that have few, if any, broadband options. The company operates a Tier III colocation, carbon neutral data center called the BendBroadband Vault which is unique in the United States. The Vault provides data storage for the medical, financial and telecommunication sectors for primary site and business continuity needs. BendBroadband is one of three ARRA/NTIA grant recipients for middle mile broadband infrastructure in Oregon.



BendBroadband is highly regarded in the communities it serves due to customer service, high quality technology and charitable giving. The company is the 19th largest employer in the tri-county area, operating from three locations in Bend, Oregon with 250 local employees.

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- | | |
|-----------------------|--|
| Employees: | 250 |
| Plant miles: | 1,500 plus wireless |
| Residential Services: | Broadband, digital cable, HDTV, VOD, TVE, MOCA, DVR, Wi-Fi, wireless broadband/phone, VOIP, local programming |
| Commercial Services: | MOE, hosted PBX, full service telephone systems, colocation facilities, managed services, fiber transport, broadband, microwave, back-haul, tower facilities, digital cable, VOIP, GePON |



A Story of Connection.

Eagle Communications' beginning was simple in 1948, based on connecting people with people through a local radio station in Hays, Kansas. In an effort to expand the commitment, local television and cable connections were added a few years later. It was a foundation built on hard work, trust, and a commitment to serve our local community.

Today, that local commitment remains strong. Eagle's home base remains in Hays, Kansas with local connections in communities across Kansas, Nebraska, Missouri and Colorado. With 25 radio stations, 34 cable systems offering Internet, television and phone along with wireless broadband serving more than 100 communities, Eagle is able to connect with listeners and customers throughout the heart of our country. And we do it all with private capital, not government loans and grants.

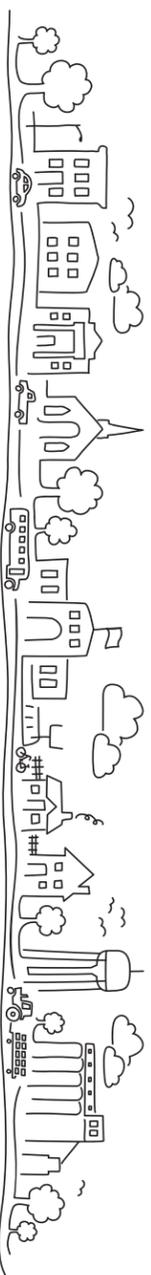
The spirit of ownership and entrepreneurship shines at Eagle. In 1998, Eagle owner Bob Schmidt transferred ownership of the company to the employees who are now the engine of growth and ideas. We find that this ownership motivates our 250 employee-owners to do and be their best. And we believe that our customers deserve nothing less:

The world of technology is full of vague promises and grandiose ideas that never see the light of day. That kind of thing won't cut it at Eagle. As employee-owners, we do what we say we are going to do. Period. We are straightforward, honest and upfront. Like you'd expect a neighbor to be.

Eagle's goal is simple: We want to connect people. We live and raise our families in the communities we serve which gives true meaning to "our community...connected". By providing efficient and high-quality communication services, advanced technology, and the very best customer service, we can improve the lives of each our customers.

We invite you to find out more about our employee-owned company. You can find us online at www.eaglecom.net or stop by any of the Eagle communities. We would love to show you around, in fact we'd love to be your neighbor!

Doing the right thing today.

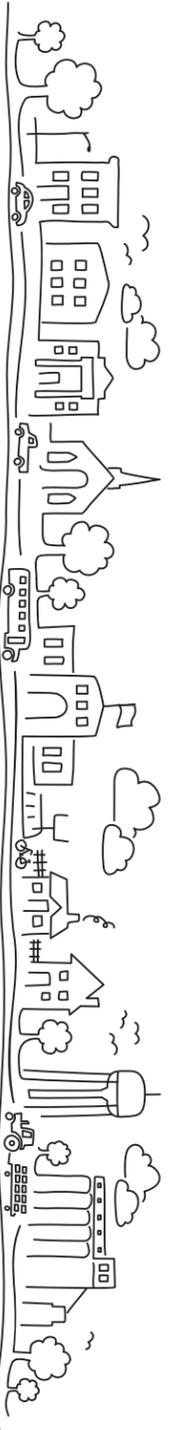


So we can face you in the supermarket tomorrow.

The world of technology is full of vague promises and grandiose ideas that never see the light of day. That kind of thing won't cut it around here. At Eagle Communications, we're employee-owned and we do what we say we're going to do. Period. So when we say we deliver the best value in Internet, TV and phone service, you can know we're not just blowing smoke. We're being straightforward, honest and upfront. Like you'd expect a neighbor to be.

Internet. TV. Phone. Radio.

Our Community... Connected.
785.625.4000 | www.eaglecom.net

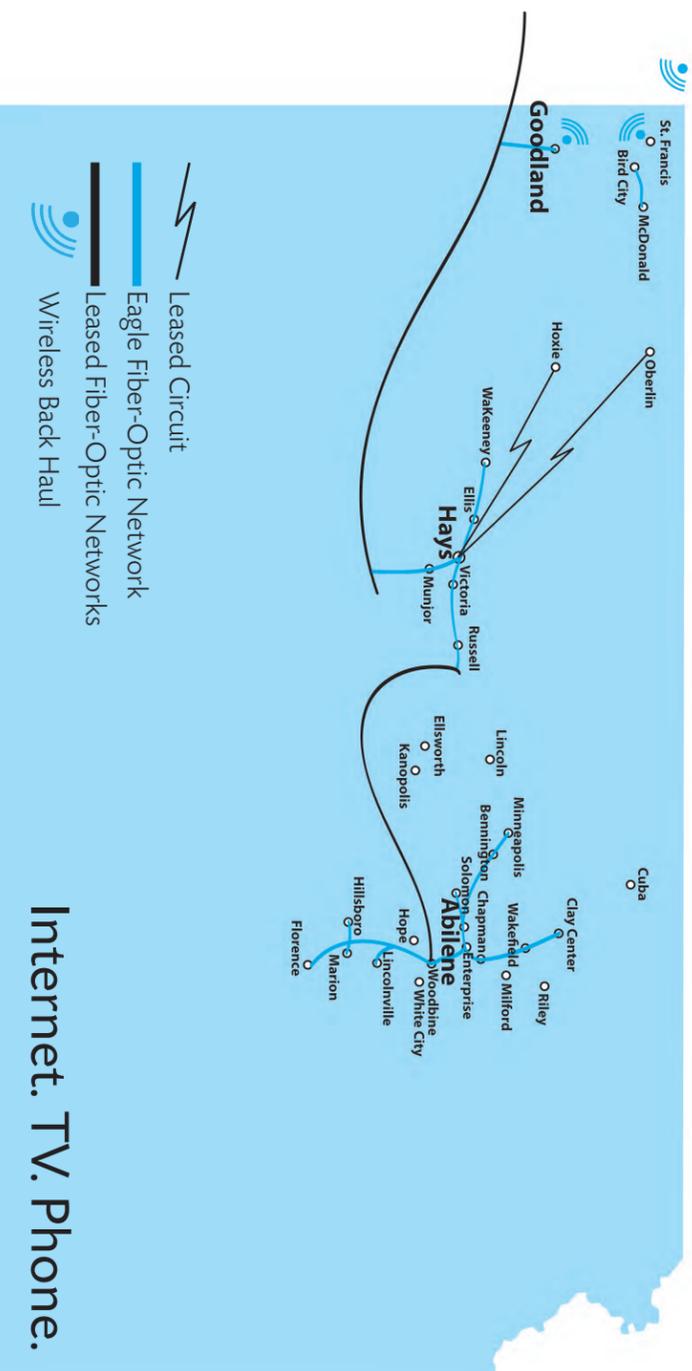


Internet. TV. Phone. Radio.

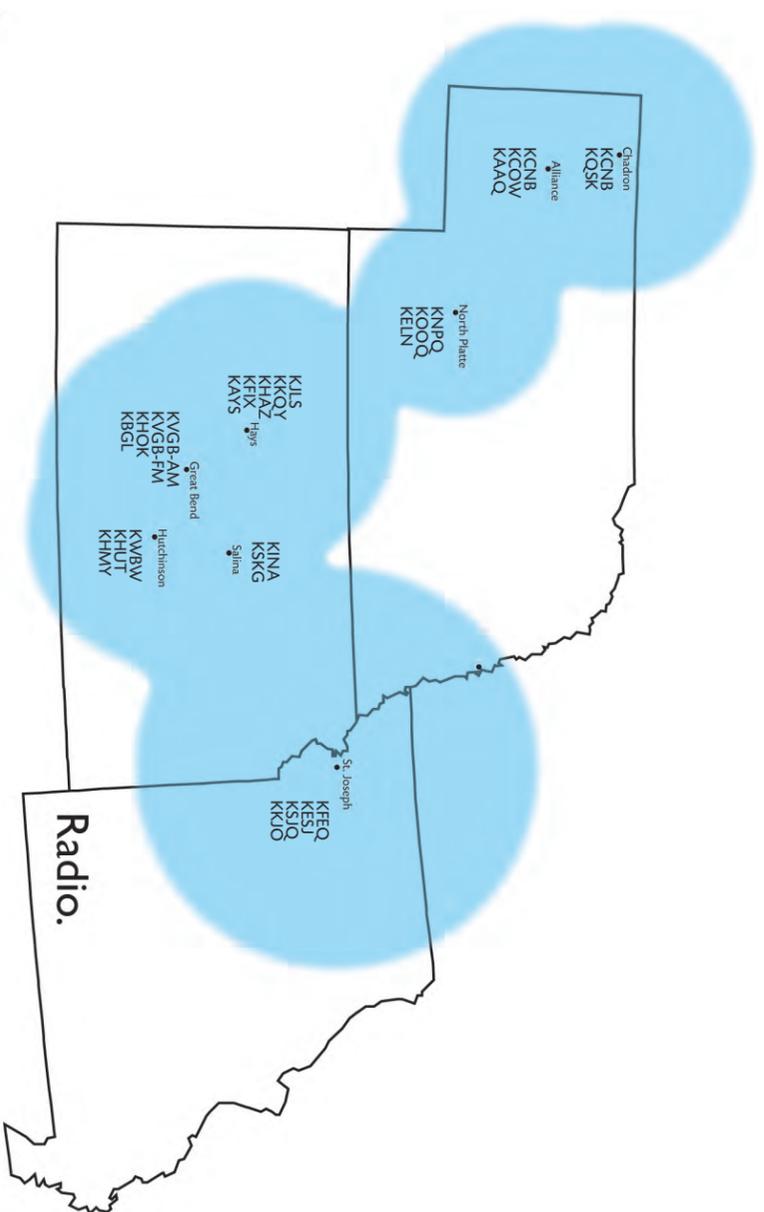
Our Community... Connected.

Broadband Service Area

Wray, Colorado



Radio Coverage Area



Eagle Statistics

Broadband Operating Summary

Residential Customers	Basic Video
15,000	3,250
Digital Video	10,000
High-Speed Internet	2,750
Phone	1,300
Wireless Internet	18,000+
Residential & Commercial Customer Relationships	

Broadband Operating Platform

Homes Passed	35,000
Coaxial Route Plant (in miles)	530
Fiber-Optic Plant (in miles)	300
Headends	17
Largest System - Hays, Kansas	5,600
Smallest System - Hope, Kansas	12

Employee Owners

250

Community Economic Impact

Donated more than \$275,000 in cash and in-kind contributions to local non-profit organizations in 2010.

Paid more than \$250,000 in 2010 property taxes in the communities we serve.

Paid more than \$345,000 in franchise fees in 2010.

Leadership

Gary Shorman

Chief Executive Officer
gary.shorman@eaglecom.net

Kurt David

Chief Operating Officer
kdavid@eaglecom.net

No Government Loans or Grants

Invested more than \$20 million of private capital for broadband infrastructure since 2006.

Eagle Internet

High-speed Internet with speeds from 1 Mbps to 100 Mbps delivered via coaxial cable and fiber-optic cable. High-speed Internet is available in 99% of homes passed.

Eagle Television

Including basic, expanded basic and digital video, more than 50+ HD channels, pay-per-view and digital video recorders.

Eagle Telephone

Delivering high-quality telephone service with a wide variety of popular standard features for both residential and business customers including enhanced 911 technologies.

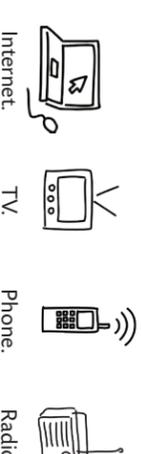
Eagle Community Television

Award-winning local programming including Street Beat news. The Eagle Community Forum with local interviews, ECTV Game of the Week local sports, You and Your Young Child parenting tips and other local programs.

Eagle Community Websites

www.hayspost.com - local news and information website powered by Eagle's journalists expanding news, sports and weather coverage from radio and tv to the web including live streaming event coverage.

www.myeaglecom.net - local website customized for each region of Eagle's service area used as a portal for user-generated content along with local & national news, weather, free classified postings and TV listings for our communities.



Eagle Communications, Inc. | 2703 Hall Street | Hays, Kansas 67601
785.625.4000 | www.eaglecom.net



Massillon Cable TV, Inc.



Company History

- Founded in 1965 by Richard & Susan Gessner.
- Currently managed by Robert Gessner.
- Continues family operation of local businesses since 1840s.



Massillon Cable TV is clearly the leading broadband service provider in the areas it serves, delivering video, data, voice and other services to more than 68% of the homes and businesses passed by our system. All homes and businesses passed by the system have access to:

VIDEO - More than 350 program network options, including 100 HD networks. Full complement of program networks, service tiers, VOD, PPV available to all homes passed.

HIGH-SPEED DATA – Wide range of service tiers including DOCSIS 3.0 High-Speed Data available to all homes and businesses.

VOIP – Full range of residential and commercial telephone service available to all homes and businesses. **First wireline competitor to AT&T, CenturyLink and Frontier. Growing market share (24%) despite decline in overall landline service.**

ELECTRONIC SECURITY – Full range of traditional and advanced broadband security systems, Personal Emergency Response Systems, installation, consultation and monitoring available to all residential and commercial locations. **New product for 2011.**

LOCAL ADVERTISING - local advertising insertion to local and regional customers and non-profit organizations. Typically the only TV outlet affordable to local merchants.

OTHER – A suite of additional services including dedicated fiber optic interconnections, web-hosting and data protection products to residential and commercial users.

RECENT HIGHLIGHTS

- First US company to become all-digital/no-analog using low-cost digital-to-analog (DTA) STBs (2008 FCC waiver), bringing wider selection of equipment choices to consumers and offering first competition to traditional US equipment manufacturers.
- First US company to implement Clear QAM Basic Cable, enabling consumers to fully use their HDTV sets without a set-top box, offering more options to consumers, including no-cost options for HD.
- Widest variety of video equipment options including no equipment (QAM tuners), free DTAs, low-cost two-way and full-function two-way HD/DVR.

(Details on reverse)

Massillon Cable TV, Inc.

Customer Profile

- NE Ohio (Stark & Wayne Counties)
- ALL SERVICES AVAILABLE TO ALL CUSTOMERS AT THE SAME PRICE AND TERMS
- Homes Passed (HP) - 67,725
- Homes Served - 46,050 (68% of homes/ businesses passed have some level of service)
- Video - 42,725 (63% of HP)
 - Competitors include AT&T, DirecTV, DISH, Netflix, Hulu, “over-the-top” video services
 - 100% Digital households
 - 23,350 2-way households
 - The wide variety of equipment options allows cost-conscious consumers to forgo two-way video services (VOD, PPV).
 - 18,500 High Definition households
 - An unknown number of households also use HDTV sets without additional equipment.
- High-Speed Data - 34,450 (51% of HP)
 - Multiple HSD options for residential and commercial customers.
 - Competitors include AT&T, CenturyLink, Frontier, multiple wireless providers, private fiber/HSD providers and federally-funded organizations like One Community.
- Phone - 16,000 (24% of HP)
 - Local and long-distance packages for residential and commercial customers.
 - Competitors include AT&T, CenturyLink, Frontier, Skype, Magic Jack, other Internet-based services and multiple wireless providers.

Broadband Infrastructure

- Mixture of 750MHz and 1GHz bandwidth
 - 1GHz upgrade underway
- 1,250 miles of streets served
 - 100% of homes passed have access to all services.
 - 30,000 miles of optical fiber strands
- Schools & Colleges
 - 82 fiber connections
 - 100% of all public schools & colleges connected to MCTV fiber network
 - 73 free video service drops
 - 100% of public schools & colleges receive free video service - \$49,000 annual value
- Municipal & anchor institutions
 - 20 fiber connections (available to all upon request)
 - 112 free video service drops (\$73,000 annual value)
 - 44 free High-Speed Data service drops (\$12,000 annual value)

Community Economic Impact

- Employment
 - 139 local employees
 - \$6,267,000 - 2010 Wages
- Taxes & Fees
 - \$493,000 - 2010 Franchise Fees Paid
 - \$59,000 – 2010 Property and Other Taxes
 - \$31,000 – 2010 State Sales Tax
- Infrastructure Investment
 - \$61,000,000 - 10 year embedded infrastructure investment
- Charitable
 - \$259,000 – annual cash and in-kind contributions to community organizations (including schools, colleges, municipal and anchor institution free service)

Taking Iowa High Tech

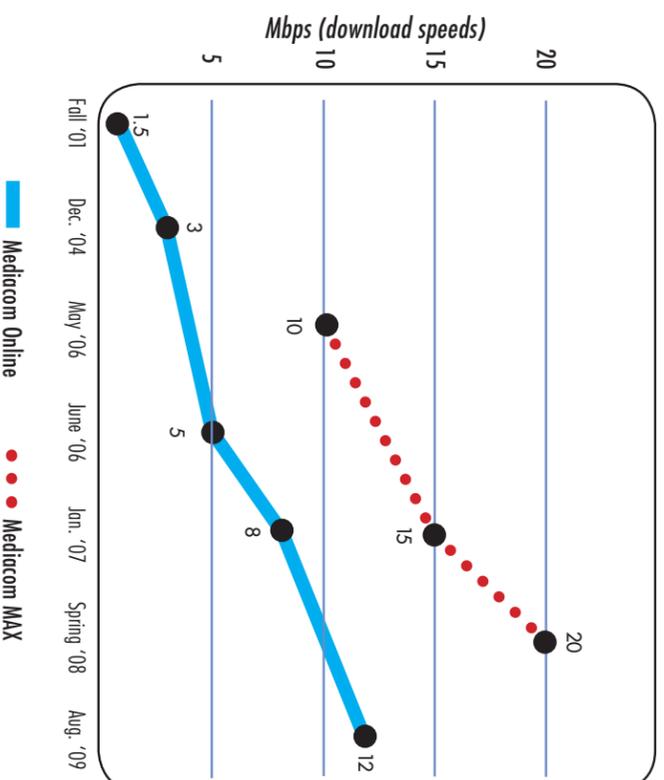
Broadband Innovation and Advanced Services

Mediacom's robust fiber network delivers the fastest broadband and advanced digital services to every community on the network; residents in cities as large as 200,000 and as small as 200 benefit from uniform delivery of high-speed, cable-modem broadband.

- In January 2010, Mediacom launched the newest broadband technology which put Waterloo, Iowa at the top of the chart with the fastest broadband speeds in the country. The Ultra 105 broadband service delivers download speeds of 105 Mbps and upload speeds of 10 Mbps.
- Ultra 105 and Ultra 50 use the technology known as DOCSIS. Mediacom's investment in this innovative, cable-created technology ensures that homes and businesses have access to the nation's fastest Internet speeds. Ultra 105 and Ultra 50 are available in nearly 200 Iowa communities that reach 80% of Mediacom's Iowa customers.
- Iowa businesses and industries use Mediacom's Enterprise service to gain scalable bandwidths at any speed needed to transfer digital data seamlessly over a secure, point-to-point fiber optic network. It is the preferred choice among hospital consortiums, financial institutions and others.
- Mediacom's company-wide Network Operations Center (NOC) and IP Operations Group are located in Des Moines.
- Due to the company's explosive growth in high-speed data needs and VoIP build-out, the NOC has expanded from 12 employees in 2005 to today's team of 65 highly-trained network professionals. They monitor and maintain the company's entire IP and Optical backbone throughout the U.S.
- Advanced video products include Mediacom's Whole House DVR, On Demand Service with more than 5,000 titles, and continued expansion of high-definition channel lineups.



- Mediacom's standard Online service of 12 Mbps is 8 times faster than the standard DSL speed, and three times faster than the national broadband goal of 4 Mbps.
- The Connect Iowa study of the state's broadband market (May 2010) found that fixed broadband was available to 95.4% of all Iowa households. Mediacom is a major contributor to the high rate of broadband adoption.



Welcome to Mediacom



We're not your father's cable company

As recently as two decades ago, cable provided just a single service: clear television reception with a few additional channels. Today, however, as a result of constant innovation and billions of dollars in private capital, the cable industry utilizes the great capacity of fiber-optic networks designed and built to deliver not just television, but interactive digital video, telephone and high-speed data services.

Mediacom Communications is the leader in delivering these new technologies to Iowans. Using the superior technology of our fiber optic network and coaxial cable, we offer more services across more platforms, delivering them all with the convenience of just one connection to each customer's home or business. Our network delivers more capabilities than ever before. The ability to merge all services into one connection allows us to provide a highly-valued bundle of services at great savings, giving Iowa consumers better value and more options in entertainment, high-speed Internet and telephone services.

We're strong believers in delivering the same advanced telecommunication services to people in small communities that residents of large cities enjoy. In a world of constantly changing technology, our commitment to service and innovation continues, and Mediacom's broadband network has the ability to adapt and grow with the needs of Iowa's residents and businesses.

Rocco B. Comisso

Rocco B. Comisso

Founder, Chairman and CEO

Mediacom Communications Corporation

Ed Paradini

Ed Paradini

Senior Vice President

Mediacom, North Central Division



Contributing to Local Communities

Mediacom created a local video channel, MC22, that delivers local and regional sports and community programming.

Mediacom Newsleaders is a locally-produced informational series televised regularly during programming breaks on CNN's HLN network; the features provide a forum for public officials and community leaders to discuss topics of local interest.

Pictured: Gov. Terry Brandstad (right) with Bill Peard and Elizabeth Klinge



Iowa's Premier Telecommunications Provider

In 2001, Mediacom purchased Iowa cable systems from AT&T Broadband and is now the state's leading provider of advanced digital video products and broadband services.

Immediately following its purchase of under-served and neglected cable systems, Mediacom invested in an ambitious capital improvement plan to upgrade and interconnect the Iowa systems within 18 months. As a result, dramatically expanded network capabilities ensured that new and advanced technologies could be delivered to all Iowa service areas.

- Mediacom's capital investment in Iowa has surpassed \$2 billion for acquisition, fiber optic network expansion, advanced technology and ongoing system upgrades.
- All investments have been made through private risk capital.
- With a presence in 87 of Iowa's 99 counties, Mediacom systems pass one million homes (82% of IA households) in more than 300 communities.
- One-third of Mediacom's 1.3 million customers reside in Iowa.

Impact to Iowa's Economy

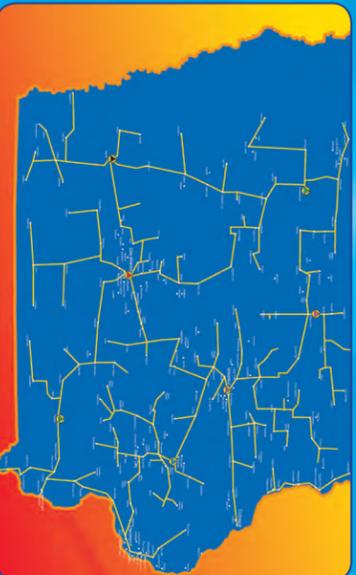
- 1,543 Iowans are Mediacom employees. The Iowa workforce has doubled since 2001 and represents one-third of all company employees.
- Annual salaries and benefits paid to the Iowa workforce exceed \$67 million.
- Each year Mediacom pays Iowa communities more than \$13 million in franchise fees.
- In 2010, \$29.2 million was paid to local governments and the State of Iowa for property taxes plus sales and use taxes.

Competition and Savings for Iowa Consumers

Using the advanced capabilities of its fiber optic network, Mediacom launched digital phone service in 2005 and became the first major communications company to bring widespread, landline telephone competition to Iowa.

Due to consumer demand for a value-priced phone choice, Mediacom quickly became Iowa's 3rd largest phone provider (among more than 100 Iowa telephone companies).

Iowans using Mediacom's digital phone service collectively save an estimated \$10 million annually, thanks to the unlimited local and long-distance calling of Mediacom Phone.



Mediacom

Fiber Optic Network

More than 4,800 miles of fiber optic cable and 11,000 miles of coaxial cable are deployed in Iowa to deliver Mediacom's advanced digital services. (Map depicts Mediacom's major fiber interconnect network)

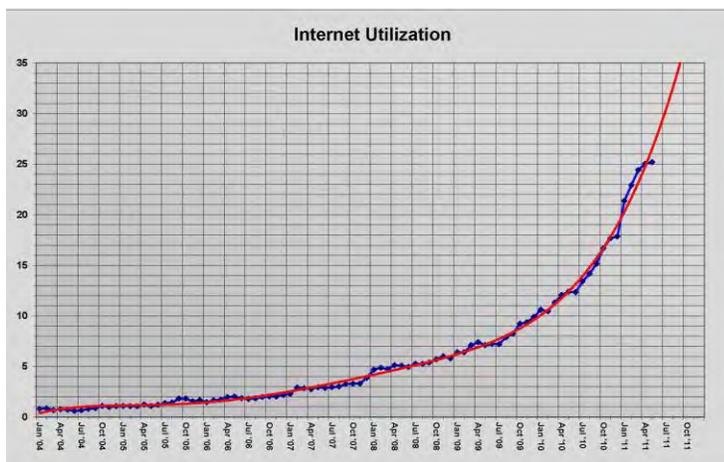


Fact Sheet

MidcoNet Xstream® Wideband:

Former MidcoNet Service Level	Former MidcoNet Speeds (up to Mbps download x Mbps upload)	MidcoNet Xstream® Wideband Service Level	MidcoNet Xstream® Wideband Speeds (up to Mbps download x Mbps upload)
MidcoNet Ultimate® Broadband	50 x 5	MidcoNet Xstream® Wideband 3.0	100 x 15
MidcoNet Max® Broadband	30 x 3	MidcoNet Xstream® Wideband 2.0	50 x 10
MidcoNet Preferred® Broadband	20 x 2	MidcoNet Xstream® Wideband 1.0	30 x 5

Regional Bandwidth Consumption:



MidcoNet Xstream® Wideband service is supported by multiple Tier 1 Internet providers, ensuring reliability and redundancy. Midcontinent’s Northern Plains Network, a 100 GB, 5,000 mile fiber network, brings Internet service to customers in the Dakotas and Minnesota.

Faster upload speeds will enhance activities like stock trading, data uploading and video conferencing which rely heavily on rapid data transfer.

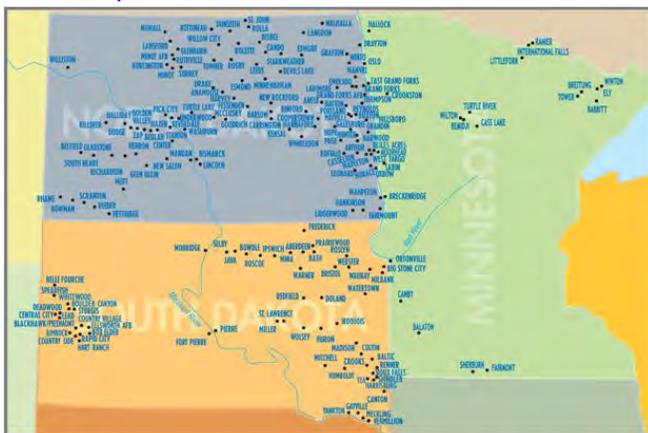
Expanded network capacity allows multiple devices such as, tablets, laptops, TVs and gaming consoles to surf the Internet simultaneously.

MidcoNet Xstream® Wideband offers the fastest Internet speeds in the communities they serve, with service on par with urban markets.

Midcontinent Communications:

Serves 250,000 customers in 240 communities across North and South Dakota and Minnesota.

[View map.](#)



Employs 1,341 people in a three-state region:

- 1,069 employees in South Dakota
- 203 employees in North Dakota
- 52 employees in Minnesota

Is a privately held, locally-owned company. The owners of the company include:

- [Pat McAdaragh](#), President and Chief Executive Officer
- [Dick Busch](#), Chief Operating Officer
- [Steve Grosser](#), Chief Financial Officer

Was founded in 1931, as a small movie theater company. Midcontinent has diversified to offer cable TV, broadband Internet, telephone services and cable advertising.

The Midcontinent Media Foundation. The foundation has granted over \$2.7 million in private grants to 501(c)(3) organizations in Midcontinent Communications' communities.

Access the full press kit at <http://www.midcocomm.com/pressroom/>.

Sjoberg's Inc

The Sjoberg family entered the cable television business in 1962. In those early days of the industry, the main goal was to bring broadcast signals to communities that could not receive them over-the-air – especially in rural areas. The company built its own facilities, beginning with a cable system in Thief River Falls, Minnesota – a small town of 8,410 which was approximately 92 miles from the nearest broadcast station at the time the system was built. Some of the systems today are as many as 133 to 200 miles away from the nearest broadcast stations they carry. Today, the company serves approximately 8,400 customers in 33 small rural towns and townships, with densities ranging from 12 to 22 homes per mile of cable plant. Since 1993, Sjoberg's has installed fiber to connect each of these towns. In 1998, the company began offering its customers digital cable service, recognizing that it needed to provide more channels to compete with DBS. At present, Sjoberg's offers its customers a total of 236 channels of cable and broadcast programming. They also provide their customers with HD programming as well as Digital Video Recorder (DVR) service.

Beginning in 1999, Sjoberg's brought High-Speed Broadband to Northwestern Minnesota. As a company, Sjoberg's has been committed to delivering new broadband services not only to residential and business customers, but also to the schools in the rural communities. For example, as part of the company's commitment to the cable industry's *High Speed Education Initiative* and *Cable in the Classroom*, it has wired all 18 schools in its service area with cable TV and is currently providing a free cable modem and high-speed Internet access to five schools. By the end of the year, 15 of 18 schools will have free, high speed access to the Internet. Sjoberg's has also interconnected all of the schools in one of the districts with fiber optic cable. In December, Sjoberg's turned on a Gigabit network to link two college campuses.

Sjoberg's has worked with the medical community to ensure that they have enough bandwidth to provide remarkable services in a rural environment. These links range from 10 megabits per second to 10 Gigabits per second.

Furthermore, 90% of the residential customers currently have access to high-speed cable modems including DOCSIS 3.0 services. Sjoberg's has invested over \$9 million dollars of private risk capital to bring these services to its customers.

The company is the only service provider to make this kind of investment in these rural Minnesota communities. Sjoberg's goal as a local business is to ensure that their customers have access to the same services as their counterparts in more populated areas.

This cable company and others continue to deploy digital video and broadband services in rural America, even though the required upgrades are very expensive and capital intensive. Sjoberg's is willing to undertake the risk of deploying advanced networks in low-density, high-cost areas because of the stable regulatory environment provided by the Telecommunications Act of 1996 and because it strongly believes that these services appeal to the rural communities that it serves.

Summary/Sjoberg's Inc:

8400 basic subscribers

4500 High-speed Cable Modem Internet customers

2000 digital cable customers

1100 DVR customers

Over 1000 residential and business telephone lines

10,500 homes passed, all in Minnesota

Sjoberg's has invested more than \$5 million in upgrades.

Sjoberg's has paid more than \$1,000,000 in franchise fees to municipal governments.



Corporate Fact Sheet

Established: February 2003 ¹

Products/Services: Digital TV; high-definition or HD TV; digital video recorders, including TiVo® Premiere; video on demand or VOD; TV Caller ID; phone; high-speed Internet; home security; wireless home network (WiFi@Home); online video (Suddenlink2GO); and commercial TV, Internet, and phone services

Major Areas of Operation: Texas, West Virginia, Louisiana, Arkansas, North Carolina, Oklahoma, Arizona

Corporate Headquarters: St. Louis, MO

Regional Headquarters: Greenville, NC; Charleston, WV; Tyler, TX; Lubbock, TX

Customer Call Centers: Greenville, NC; Parkersburg, WV; St. Joseph, MO; Tyler, TX; Lubbock, TX; Lake Havasu City, AZ

Top Executives

- Jerry Kent, CEO
- Tom McMillin, COO
- Mary Meduski, CFO

Employees: 5,750

Annual Revenue: \$1.69 billion ²

Revenue Generating Units: 3.33 million ³

Customer Relationships: 1.37 million ³

Recent Operating Highlights

Launched “Project Imagine” in late 2009, calling for approximately \$350 million of incremental investments over three years, above and beyond traditional capital spending levels. Achievements through June 2011 included ...

- More HD channels; average now at 66, with several lineups featuring 90 or more
- Video-on-demand (VOD) service now available to more than 78% of customers
- Industry-leading DOCSIS 3.0 technology ⁴ now available to 77% of customers
- Expanded availability of 50 and 107 Mbps Internet services

Awards, Honors, Recognitions

- Most improved company where measured since 2007, per J.D. Power customer-satisfaction survey results
- Past two years, named one of industry’s top five companies for women by Women in Cable Telecommunications
- For three consecutive years, Suddenlink community service programs have won top honors from *CableFax*, including (in 2009, 2010) a cooperative program with the Food Bank of Central Louisiana and (in 2011) an electronic waste recycling program in Arkansas
- High Speed Internet MAX 107.0 named “Best New Service or Application (Cable),” *Light Reading*, Leading Light 2010 award
- Top Internet provider, various local surveys
- Ad campaigns have won multiple Telly and CTAM Mark Awards, plus St. Louis AMA Marketing Excellence Award

For additional information, please visit suddenlink.com.

¹ Started operating under Suddenlink name in May 2006

² As of Dec. 31, 2010

³ As of June 30, 2011

⁴ DOCSIS 3.0 enables Internet download speeds of 20, 50, and more than 100 megabits per second (Mbps).