

Charter

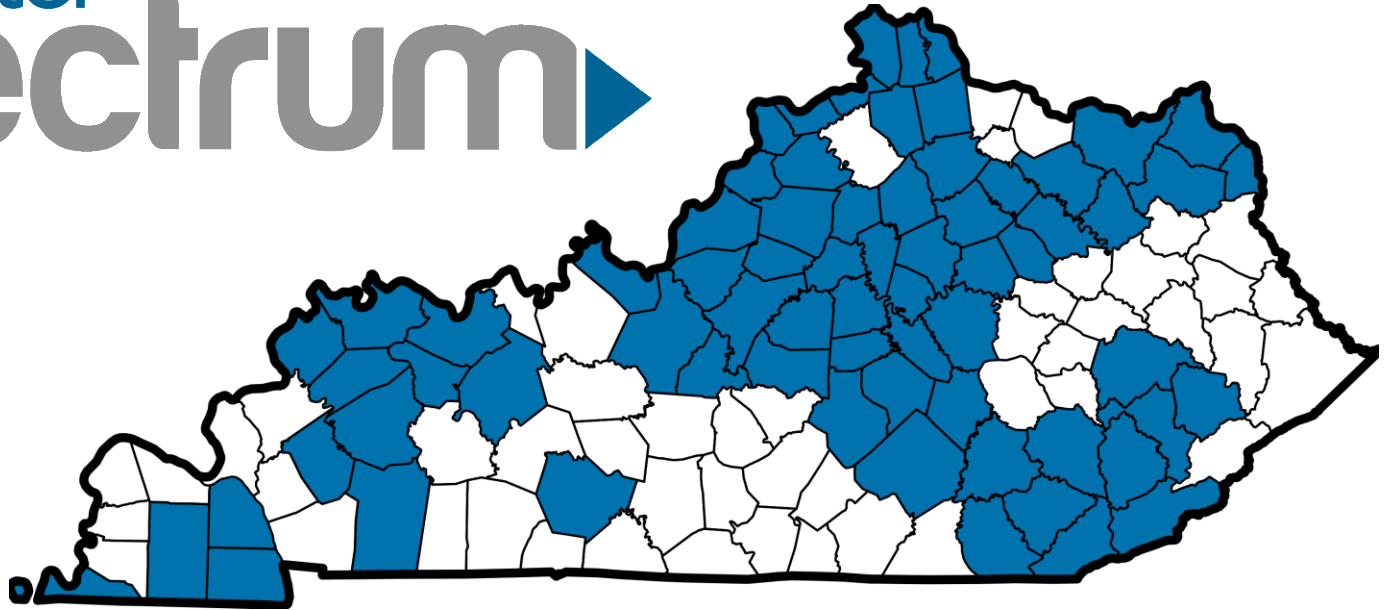
COMMUNICATIONS

Louisville

Metro Council
August 2, 2017

Time Warner Cable is now

Charter
Spectrum▶



80%+

Homes have access to
Spectrum TV & Broadband

10,000+

Fiber-optic
Plant Miles

\$3.995 Billion

Annual economic impact
on Kentucky

Louisville Matters to Charter

Strengthening Our Investment in Louisville-Based Jobs



Charter more than 2,600 Louisville-based employees are critical to the success of our company.

- National Operations Center located in Louisville
- National Call Center servicing business customers
- Regional Call Center servicing residential customers throughout a multi-state area

Providing Gigabit Broadband Speeds to Power Louisville Businesses



Multi-Gigabit Fiber Broadband speeds are provided to businesses throughout Louisville, including:

- Local Universities
- Major hospitals



Up to 1 Gig service available to small and medium-sized businesses

Investing in High-Tech Broadband Infrastructure



Gigabit broadband project for residential customers to launch later this year.

- Gigabit speeds will be available at the Louisville Broadway Apartments on East Broadway
- Mixed-use complex will include affordable housing units

Investing in High-Tech Broadband Infrastructure Across Louisville (continued)



Super-Fast 300 Mbps is currently available now to all residential customers in Louisville



Charter has installed 1,600 WiFi Access points in Louisville

Ensuring Access to Technology Across Louisville



Launch of Spectrum Internet Assist

Charter's new high-speed internet service for low-income families recently launched in partnership with Louisville-based New Legacy. This program provides families with children on the National School Lunch Program and seniors on SSI with access to a \$14.99/mo, 30Mbps internet service.

Ensuring Access to Technology Across Louisville (continued)



Charter is providing two years of free internet and WiFi service to 5 community centers:

- California
- Southwick
- Baxter
- Parkhill
- Shawnee Arts

What other Enhancements have occurred in Louisville since Charter Communications took over the Cable System?

Enhancements in Louisville



Introduction of “Spectrum”

The new Spectrum packages offer base internet speeds of 60Mbps service, which is 4 times faster than TWC’s base internet service.

Enhancements in Louisville

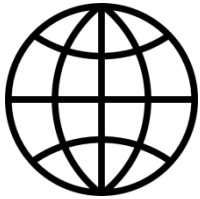


Upgrading the cn|2 news channel (now “Spectrum News”)

Charter is introducing new programming on Spectrum News, including the new “In Focus” Sunday morning public affairs show that will start later this year.

Transitioning to a Fully Digitized Network

Transitioning Louisville to a fully digitized network



Upgrading Our Network Through Encryption

- Better picture and sound quality, including full two-way video delivery to TV sets
- Enhanced automation reduces the need for customers to schedule in-home appointments
- A more secure network with increased network integrity
- Encryption allows us to ensure alignment of content to match our service agreements with customers

Transitioning Louisville to a fully digitized network



Upgrading Our Network Through Encryption

- Customers with an existing set-top box, DTA or retail device with a CableCard on each TV they are watching are NOT affected by this change
- This change also does NOT impact customers using the Spectrum TV App (or SpectrumTV.com), Roku or any IP-delivered video service to view programming such as Xbox One, Kindle Fire, Apple devices and Samsung Smart TV's

Transitioning Louisville to a fully digitized network



Sample of offers for existing customers:

- **Customers with no box in their home**
 - Up to 2 FREE boxes for 24 months. After, monthly rate for promo boxes is \$4.99/box.
- **Customers with at least 1 box in their home**
 - 1 FREE box for 12 months. After, monthly rate for promo box is \$4.99/box.
- **Customers that utilize Medicaid and take the Limited Basic Package**
 - Up to 2 FREE box for 5 years. After, monthly rate for promo boxes is \$4.99/box.

Transitioning Louisville to a fully digitized network



For customers who have not yet acted...

1-844-830-4787

[Spectrum.com/digitalnow](https://spectrum.com/digitalnow)

Transition of Public, Education and Government Channels



Charter has also moved the PEG channels to the public affairs “neighborhood”, synchronizing this programming with other Charter markets.

- Ch. 25 – Metro TV is moving to Ch. 184
- Ch. 98 – Public Access is moving to Ch. 200

A technology company focused on Louisville's future



Moving Louisville Forward

Charter is your technology partner. We're working every day to drive innovation in Louisville by facilitating the emergence of new technologies.

We are also your economic development partner, working to grow jobs and investment here in Louisville.