

**BEFORE THE
VERMONT PUBLIC UTILITY COMMISSION**

In the Matter of Petition of Charter Fiberlink VT-CCO, LLC for Designation as an Eligible Telecommuni- cations Carrier to Receive Rural Digital Opportunity Fund Auction (Auction 904) Support for Voice and Broadband Services	Case No. 21-0041-PET
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**ANNUAL CERTIFICATION
REGARDING OUTREACH EFFORTS**

In compliance with the Vermont Public Utility Commission’s *Order Granting Eligible Telecommunications Carrier Designation*, entered in the above-referenced proceeding on April 21, 2021, Charter Fiberlink VT-CCO, LLC (“Charter Fiberlink”) submits the following report summarizing the marketing and outreach efforts for the universal service offerings in its ETC-designated area in 2023.

The undersigned states that he is Vice President, State Regulatory Affairs at Charter Communications, Inc. (“Charter”), and that he is authorized to make this Certification on behalf of Charter and its subsidiary entity, Charter Fiberlink. The undersigned declares that the information contained in the following report is true and accurate to the best of his knowledge and belief. The undersigned understands that if this statement is false, he may be subject to sanctions by the Commission pursuant to 30 V.S.A. § 30.

Executed this 24th day of June 2024.



Michael Chowaniec
Vice President, State Regulatory Affairs
Charter Communications, Inc.

CHARTER FIBERLINK VT-CCO, LLC

Report of 2023 Outreach Efforts for its ETC-Designated Area

Submitted in Compliance with
Public Utility Commission
Order dated April 21, 2021
Case No. 21-0041-PET

I. General

Charter Fiberlink VT-CCO, LLC (“Charter Fiberlink”) with its affiliates (collectively, “Charter”) began offering the following services in those portions of Charter Fiberlink’s ETC-designated service area where Charter completed build-out of its network: (1) voice telephony; (2) broadband Internet access services; and (3) Lifeline voice and broadband Internet services. The following is a summary of Charter’s marketing and outreach efforts for Charter’s universal service offerings in Charter Fiberlink’s ETC-designated area during 2023.

II. Marketing Efforts

A. *Company Website*

Charter markets services under the name Spectrum. General information about all of Charter’s services can be found on the Spectrum website at www.spectrum.com.

Charter Fiberlink’s Local and Intrastate Interexchange Services Price Guide (“Price Guide”) is available to the public at www.spectrum.com/policies/telephone-tariff under the section header “Vermont.” Information regarding the rates, terms, and conditions for Charter Fiberlink’s Lifeline Telephone Service appears in Section 5.1 of the Price Guide.

Information regarding voice service offered by a Charter Fiberlink affiliate that is available in Charter Fiberlink’s ETC-designated areas is available to the public at: <https://www.spectrum.com/policies/terms-of-service> under the header “Spectrum Voice.”

Information about the rates, terms, and conditions for Spectrum Internet service offered by a Charter Fiberlink affiliate that is available in Charter Fiberlink’s ETC-designated area is available to the public at: <https://www.spectrum.com/internet>.

Information about Charter Fiberlink and its affiliates’ participation in the Rural Digital Opportunity Fund (“RDOF”) and federal Lifeline program is available to the public at:

<https://www.spectrum.com/cp/build> and

[Spectrum.net/support/voice/lifeline-p one-credit-landing](https://www.spectrum.net/support/voice/lifeline-p-one-credit-landing) (“How to Qualify for Lifeline with Spectrum | Spectrum Support”).

Charter maintained this information on its website throughout 2023.

B. Other Marketing Materials

In addition to the website information described above, within Charter Fiberlink's ETC-designated service area Charter advertised its services directly to each RDOF location via U.S. Mail as network was deployed and services became available to those locations. Prospective Charter customers in RDOF areas also received direct mail advertising Lifeline service as part of a separate campaign in September 2023.

In addition, Charter Fiberlink advertised its Lifeline service offerings through interactive voice response (IVR) messaging when consumers called into customer support.

With respect to the frequency of these marketing efforts, the company website and the IVR messaging are intended to be available at all times. The direct mail was sent to locations as service was made available to those locations throughout the year.

As to the language for these materials, Charter's marketing materials are published in English by default. Charter also provides certain information in Spanish. For example, on the Spectrum.com website, many of the pages have a link in the upper right-hand corner that allow a viewer to toggle the page content language between English and Spanish. Direct mailers are also provided in Spanish. Similarly, there is an option to hear Charter's IVR messaging in Spanish.

Given the relatively small size of Charter Fiberlink's ETC-designated area, Charter Fiberlink limits distribution of marketing materials for Charter's Lifeline service offerings to those within the designated area.