

Attachment C – 100/100 Mbps Documentation

Charter (In this response, we generally refer to the corporate family and network as “Charter,” and refer to our internet, voice, and video services as “Spectrum”) currently provides gigabit symmetrical services to residential and business locations in the state of Nebraska where our FTTP EPON Network is available.

Charter’s user-friendly website, www.spectrum.com, includes address specific information for future residential customers, accessible through an embedded location-based search engine. The “Contact Us” link includes a support line for internet, television and home phone and a separate line for mobile support for ease of access.

The screenshot shows the Spectrum website's navigation menu with links for Residential, Business, Packages, Internet, TV, Mobile, Home Phone, and Contact Us. Below the menu is a search bar with the address "7328 Anselm Ln", "Apt/Unit", and "68516". A blue button labeled "CHECK AVAILABILITY" is positioned to the right of the search bar.

An example of our website advertising to current FTTP EPON locations in Nebraska can be found by going to www.spectrum.com/internet and entering in the following address in the “Check Availability” line: 7328 Anselm Ln, Lincoln, NE 68516.

Residents within our FTTP EPON footprint, such as the new home on Anselm Lane in Lincoln, see (screen capture taken on January 5, 2024):

The screenshot displays the Spectrum website's Internet plan selection page. At the top, the Spectrum logo is on the left, and the price "\$0.00/mo" with a dropdown arrow and "\$0.00 initial order total" is on the right. Below the logo is the heading "Internet" and a link "Need help with your order? Call 1-855-839-4246". On the right, there is a location pin icon and the address "7328 Anselm Ln, 68516".

The main content area is titled "Internet Plan" and includes a toggle switch for "Save \$5/mo on select Internet Plans when you enroll in Auto Pay at checkout." Below this are three plan options, each with a toggle switch and a "Details" link:

- INTERNET Up to 300 Mbps**: Our most popular Internet speed for remote workers, online students and live streamers. Price: \$39.99/mo for 24 mos with Auto Pay. Includes a \$100 Visa Rewards Card.
- INTERNET ULTRA Up to 500 Mbps**: Turbocharged Internet that powers households with smart home devices and streaming on multiple screens. Price: \$59.99/mo for 24 mos with Auto Pay. Includes a \$100 Visa Rewards Card.
- INTERNET GIG Up to 1 Gbps**: Our fastest Internet for smart homes, virtual reality explorers and instant downloads. Price: \$39.99/mo for 24 mos with Auto Pay. Includes a \$100 Visa Rewards Card.

At the bottom, a disclaimer states: "Equal upload and download speeds are available for Internet, Internet Ultra and Internet Gig services; symmetrical-speed capable equipment required. Services not available in all areas and may be impacted by customer-owned equipment, facilities or wiring. Actual speeds (including wireless) may vary and are not guaranteed."