

## TECHNICAL CAPABILITY – ATTACHMENT E

Charter is a leading connectivity company and cable operator providing superior broadband, including broad availability of Internet Gig service (up to 1000/500 Mbps in fiber-to-the premise (FTTP) areas), voice, video, and mobile services under the brand name Spectrum to more than 32 million customers across 41 states. Together with its 93,000+ employees nationwide, and over 250 employees in Nebraska, Charter is driving innovation and growing economies from coast to coast and in communities big and small. Charter also boasts a minimum starting wage of \$20 an hour for all employees.

Charter (and its predecessor companies) have been providing broadband internet service in Nebraska for decades. Charter provides Spectrum-branded service to approximately 178,000 customers in 90 communities across Nebraska, and will be able to draw upon the experience and capabilities of its national, regional, and local personnel serving these customers and communities to successfully complete the Project.

Charter is currently the second largest broadband provider in the United States. U.S. News and World Report named Spectrum Internet as the “Best Internet Service Provider for Rural Areas” for 2021 (<https://www.usnews.com/360-reviews/internet-providers/best-rural>). Charter’s commitment to service quality has resulted in Multichannel News naming its Spectrum brand as Operator of the Year for 2020 (<https://www.nexttv.com/features/cover-story-charters-giffen-good>), CableFax naming us “2021 MSO of the Year” (<https://www.cablefax.com/event/2021-cablefax-top-ops>), and CNET naming Spectrum the “Best Cable Internet Provider” for 2022 (<https://www.cnet.com/home/internet/best-cable-internet/>). Charter’s unparalleled commitment to service quality was especially evident in response to the pandemic. Charter’s network continued to perform well despite higher levels of peak bandwidth usage. And Charter accomplished all this while making adjustments to how and where we worked in response to COVID protocols.

Charter is proud of the speeds it delivers over its network, and in the latest FCC “Measuring Broadband America” report, Charter’s Spectrum service was shown to consistently offer as good as or better than advertised download and upload speeds, both during peak times and as an overall average (<https://www.fcc.gov/reports-research/reports/measuring-broadband-america/measuring-fixed-broadband-eleventh-report>). Spectrum exceeded 100% of our advertised upload and download speeds during peak times on all speeds measured as indicated in the chart below.



Charter has invested nearly \$40 billion in infrastructure and technology over the last five years as part of its long-term commitment to expanding broadband access across urban, suburban and rural areas to connect more Americans. From 2018-2020, Charter extended its network to reach an additional 2.5 million new homes and businesses, about a third in rural areas. Then, in 2021 alone, Charter expanded to 1.1 million more homes and businesses, 30% of which are in rural areas. Charter also announced a \$5 billion dollar investment to connect more than a million currently-unserved, mostly rural families and small businesses to reliable broadband service with speeds of up to 1 Gigabit per second, including adding significant resources to its construction department focused solely on adding approximately 115,000 miles of new network infrastructure to its more than 750,000 existing miles. This investment will be offset by approximately \$1 billion awarded to Charter in the Federal Communication Commission's (FCC's) Rural Digital Opportunity Fund (RDOF) program.

Charter will use the same network deployment and operational procedures in the project areas that are currently successfully employed across the country. These practices include documented and thoroughly tested methods of managing network performance, managing service issues at a network or customer level, and coordinating change management with minimal or no disruption to customers. All Spectrum services are delivered over Charter's state-of-the-art network and Charter backs them up with professional customer service and support from local technicians. This is the result of returning the work

of thousands of customer service jobs from overseas to U.S. call centers and insourcing our technical workforce, prioritizing superior craftsmanship with every customer interaction. Charter is dedicated to bringing its clients innovative, reliable services, and responsible care.

As noted in Attachment F, Charter currently offers a variety of speed packages, including broad availability of Internet Gig service (up to 1000/500 Mbps in FTTP areas). With Spectrum Internet, customers can simultaneously stream videos, download music and more without sacrificing performance. Spectrum provides free modems and the fastest, most powerful in-home Wi-Fi to do more on more devices.

Charter's network is maintained by a highly-dedicated, well-trained and experienced workforce. We offer a Department of Labor-certified Broadband Field Technician Apprenticeship program for our technicians and ensure that all Charter technicians are up-to-date on the latest technologies. In the project area, we will have ample technicians available for upkeep of our network around the clock.

Moreover, our network is not only supported by our skilled staff, but a structured maintenance manual, routine service checks, and is regularly upgraded to cutting edge technology so that Charter's customers continue to receive high-speed and reliable service.