

## Attachment E – Technical Capabilities Statement

### Experience Providing Broadband

Charter, through our Spectrum brand of companies, is a leading broadband connectivity company and cable operator serving more than 32 million customers in 41 states, including approximately 178,000 customers in 90 Nebraska communities. Charter and our predecessor companies have been providing broadband internet service in Nebraska for decades. Over an advanced communications network, we offer a full range of state-of-the-art residential and business services including TV, Mobile, Voice, and Spectrum Internet®, with broad availability of Spectrum Internet Gig (up to 1000/1000 megabits per second (“Mbps”) in fiber-to-the-premises (“FTTP”) areas).

Together with our 100,000+ 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. We will be able to draw upon the experience and capabilities of our national, regional, and local personnel serving these customers and communities to successfully complete Charter Communications – Lancaster County (the “Project”) in Western Lancaster County, Nebraska (the “Project Area”).<sup>1</sup>

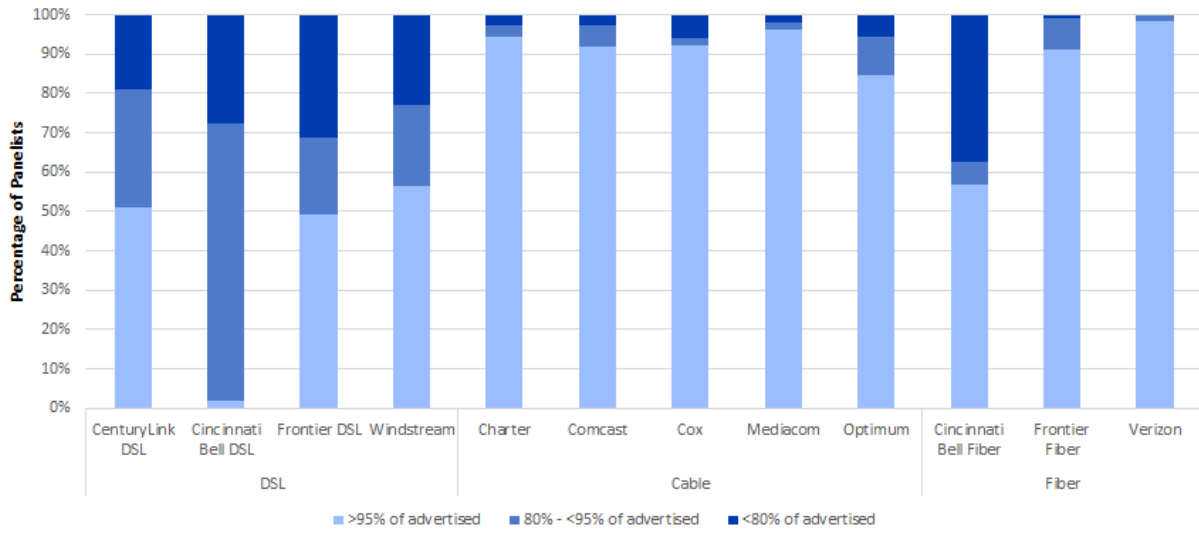
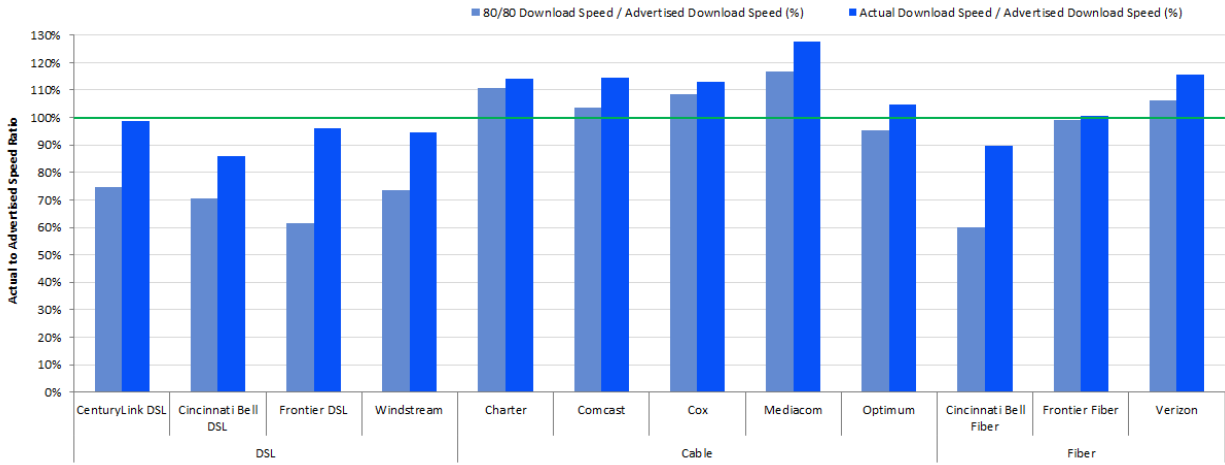
Charter is currently the second largest wireline broadband provider in the United States. U.S. News and World Report named Spectrum Internet as the “Best Internet Service Provider for Rural Areas” for 2021 (<https://www.usnews.com/360-reviews/internet-providers/best-rural>). Charter’s commitment to service quality has resulted in Multichannel News naming our 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 and the scalability and resiliency of our networks were especially evident in response to the pandemic. Charter’s network continued to perform well despite elevated levels of peak bandwidth usage. And Charter accomplished all this while making adjustments to how and where we worked in response to COVID protocols.

We are proud of the speeds we can deliver over our network. In fact, the most recent Federal Communications Commission<sup>2</sup> broadband report highlighted how Charter’s Spectrum services exceeded 100% of advertised speeds during peak times on all speeds measured.

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<sup>1</sup> This proposal alone shall not be considered an offer by Charter and/or otherwise create a binding contract between the Grantor and Charter. Charter remains open to negotiating the agreement for these services, and upon execution of the contract by both parties, the contract it will supersede and replace any terms and conditions of the RFP Response.

<sup>2</sup> Federal Communications Commission. “Twelfth Measuring Broadband America Fixed Broadband Report,” January 6, 2023. <https://www.fcc.gov/reports-research/reports/measuring-broadband-america/measuring-fixed-broadband-twelfth-report>.



Charter has invested more than \$40 billion in infrastructure and technology over the last five years as part of our long-term commitment to expanding broadband access across urban, suburban, and rural areas to connect more Americans. From 2018-2021, Charter extended our network to reach an additional 3.6 million new homes and businesses, about a third in rural areas. Charter is also engaged in a \$5 billion dollar investment, offset by approximately \$1 billion awarded to Charter in the Federal Communication Commission’s (FCC’s) Rural Digital Opportunity Fund (RDOF) program. That will 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 in both the downstream and upstream directions. Part of that effort includes adding significant resources to our construction department focused on adding approximately 115,000 miles of new infrastructure to our network.

Charter will use the same network deployment and operational procedures in the Project Area that we successfully employ 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-branded 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 a significant portion of our technical workforce, prioritizing superior craftsmanship with every customer interaction. Charter is dedicated to bringing our clients innovative, reliable services, and responsible care.

If awarded grant funding, Charter will build fiber-to-the-premises ("FTTP") via Ethernet passive optical network ("FTTP EPON" or "EPON") technology to offer broadband internet to households and businesses in the Project Area, and commit to maintaining minimum speed capability of 100Mbps/100Mbps in all identified locations for which the company receives support. Current speed tiers and pricing for all our service areas – including what would be available in the Project Area – are discussed in Attachment F.

### **Network Architecture**

The Project will be located in Western Lancaster County, Nebraska, surrounding the Village of Malcom – North of Pawnee Lake State Recreation Area, South of Branched Oak Lake, and West of Hwy 79, after connecting to our existing network infrastructure in the City of Lincoln. The Project will connect approximately 4 unserved and 408 underserved homes and businesses to compliment the [BEGIN CONFIDENTIAL INFORMATION] XXX [END CONFIDENTIAL INFORMATION] customer relationships and [BEGIN CONFIDENTIAL INFORMATION] XXX [END CONFIDENTIAL INFORMATION] homes already passed by Charter in unincorporated Lancaster County.

A polygon shapefile (Attachment A) and point shapefile (Attachment B) have been included with this application.

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Charter's processes for monitoring and scaling up capacity are proven and effective. Charter's network design and capacity management processes will support ongoing growth and surges in demand, both inside and outside of the Project Area.

### **Useful Life of Facilities**

With respect to the useful life of Charter's network components, depreciation is recorded using the straight-line composite method over management's estimate of the useful lives of the related

assets as follows (see Charter's Annual SEC Filing at <https://ir.charter.com/static-files/63606f63-1b11-4d60-91a0-5395f1552592>):

- Cable distribution systems: 6-22 years
- Customer premise equipment and installations: 3-8 years
- Vehicles and equipment: 6-21 years
- Buildings and improvements: 8-40 years
- Furniture, fixtures and equipment: 2-10 years

### **Technical Ability of Staff**

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. With 257 employees in Nebraska, we will have ample technicians available for upkeep of our network in the Project Area around the clock. We also have regional and national network operation centers that monitor our network and coordinate necessary maintenance and repairs. Skilled staff persons are supported by a structured maintenance manual, routine service checks, and regularly upgrades to cutting edge technology so that Charter's customers continue to receive high-speed and reliable service.