

Attachment J – Digital Inclusion Plan

In developing the proposed Project, Charter’s primary objective is to bring significantly faster, more reliable, and more affordable broadband service to the residents of unincorporated Cass County. Charter’s proposed FTTP EPON network would connect an estimated 248 homes and businesses to significantly faster wireline broadband service than they can access today. Currently, according to FCC data, the residents of the project area are served by AMG Technology Investment Group LLC with maximum speeds of 100/10 Mbps.

The Project will contribute to the economic and community development in the proposed service area by providing the residents of unincorporated Cass County with the same high-speed, low latency broadband as their neighbors living in the City of Plattsburgh already enjoy, allowing them to engage in virtual learning, remote work, telemedicine and other similar applications. In addition, because Charter offers a low-income broadband program and participates in the Affordable Connectivity Program through the federal government, low-income residents will not be left behind.

Future customers in the proposed service area will receive the most robust and innovative products and services offered by the company. The FTTP EPON network Charter is proposing to build in the proposed service area will initially offer broadband speeds of up to 1000/1000 Mbps to all newly served locations, with starting speeds of up to 300/10 Mbps, and extremely low latency. In addition, the network will have the ability to scale to higher performance specifications as future customer needs evolve.

Charter has also engaged in several initiatives and established numerous business practices that benefit consumers in need and demonstrate our commitment to the community. As described below, Charter has established several programs to provide low-cost internet service particularly for students and remote learning, has assisted customers struggling to pay their bills for service.

- **Spectrum Internet Assist:** Charter offers a low-cost broadband service to low-income students and seniors through our Spectrum Internet Assist (SIA) program. SIA currently provides high-speed broadband (30Mbps/4Mbps) at a rate of \$19.99 per month (plus \$5 per month for Wi-Fi service) to qualifying households. SIA is available to qualifying households of which at least one member is a recipient of (1) the National School Lunch Program (NSLP), (2) the Community Eligibility Provision (CEP) of the NSLP, or (3) Supplemental Security Income (for applicants age 65+ only). Students or seniors in need of discounted service can apply online at <https://www.spectrum.com/internet/spectrum-internet-assist> or contact us for assistance.
- **Affordable Connectivity Program:** To further assist in closing the Digital Divide, Charter is participating in the \$14.2 billion federal Affordable Connectivity Program (“ACP”) to help connect eligible households with high-speed internet. Broadband internet access is more important than ever and the ACP offers a tremendous opportunity to help low-income families stay connected, providing eligible households a discount of up to \$30 per month and up to \$75 per month for households on Tribal lands. The ACP credit is currently available to offset the cost of any of our broadband products for

qualifying customers. Charter also offers Spectrum Internet 100, a high-speed, low-cost broadband service with 100 Mbps download speeds available to households qualifying for ACP. Eligible new households can get Spectrum Internet 100 for just \$29.99 per month, which includes a modem, in-home WiFi and self-installation at no additional charge. Because ACP provides qualifying households up to a \$30 monthly credit (\$75 on qualifying Tribal lands) toward broadband service, eligible customers can receive Spectrum Internet 100 at no monthly cost. ACP offer details and additional information can be found at: <https://www.spectrum.com/cp/broadband-get-qualified>

Additionally, Charter will continue to apply our customer-friendly policies in the proposed Project Area for our wireline broadband services, which currently do not include data caps, modem fees or annual contracts.

Moreover, customers served by the proposed Project will also benefit from Charter's national pricing and packaging, meaning in addition to broadband, customers will also have the ability to subscribe to Spectrum Mobile, Spectrum TV and Voice offerings, at the same prices as the company offers in competitive markets across the country. These additional services help bridge the digital divide and foster competition and digital inclusion in ways internet-only providers cannot match.

- **Spectrum Mobile:** All of our Spectrum Internet customers will have access to Spectrum Mobile, the nation's fastest growing mobile service. Offering the fastest overall speeds, Spectrum Mobile delivers reliable mobile service and with 5G, Spectrum Mobile offers the next generation of wireless technology for an even better mobile experience for today and tomorrow. Our customers can stream 4K movies, quickly download large files, play multi-player video games on the go and video chat with friends and family in HD, all with savings of up to 40% compared to other single line unlimited plans. See <https://www.spectrum.com/mobile> for more details.
- **Spectrum TV:** Charter provides an all-digital network that offers hundreds of high-definition channels and thousands of video on-demand titles, as well as an impressive lineup of culturally diverse programming that reflects the needs and interests of our customers. Spectrum TV continues to keep families entertained, and with the Spectrum TV App all of this incredible entertainment can be enjoyed when and how our customers want. Our website has more information: <https://www.spectrum.com/cable-tv>.
- **Spectrum Voice:** Spectrum Voice is the second largest landline provider in the United States. We provide wireline voice communications services using voice over internet protocol (VoIP) technology to transmit digital voice signals over our network. Our voice services include unlimited local and long distance calling to the United States, Canada, Mexico, and Puerto Rico, voicemail, call waiting, caller ID, call forwarding and other features and offer international calling either by minute, or through packages of minutes per month. In early 2021, we launched Call Guard, a new advanced caller ID and robocall blocking solution, for our residential and small business voice customers. Call Guard reduces customer frustration and improves security by blocking malicious calls

while ensuring our customers continue to receive the legitimate automated calls they need from schools and health care providers. More information on our voice offerings may be found at <https://www.spectrum.com/home-phone>.

Beyond successfully building, operating, and maintaining industry-leading networks, Charter invests in local communities where our customers and employees live and work, rendering these communities stronger, safer, and better prepared for the future. We are committed to impacting lives based on community improvement goals that are realized through programs focused on strategic philanthropic investments, in-kind support, and employee engagement including Spectrum Community Investment Loan Fund, Spectrum Community Assist, Spectrum Digital Education, Spectrum Employee Community Grants and Spectrum Scholars.

- **Spectrum Community Investment Loan Fund (Loan Fund):** Represents \$18 million of Charter's over \$22 million commitment to supporting small and minority-owned enterprises in economically underserved communities. By offering loans directly to local businesses or through Community Development Financial Institution (CDFIs), the Loan Fund provides growth capital, creating new jobs and strengthening the economic infrastructure in both rural and urban areas. Through partnerships with the National Urban League, National Action Network and National Asian American Coalition, the Loan Fund directly invests in the communities where Charter's employees and customers live and work, and issues grants to provide technical assistance and small business education to local business owners.
- **Spectrum Community Assist:** A strategic philanthropic program that aims to improve the physical condition of community centers in communities throughout Charter's 41-state footprint, as well as to create or enhance job skills programs offered in these locations.
- **Spectrum Digital Education:** Supports digital literacy in communities across our 41-state footprint. Recipients use the funds for broadband technology programs and training, particularly in financially underserved rural and urban communities within Charter's service area.
- **Spectrum Employee Community Grants:** Allows Charter employees to nominate nonprofit organizations where they have volunteered at least one year. Because we live and work in these local communities, we are committed to making them stronger.
- **Spectrum Scholars:** An educational program for eligible rising college juniors with financial need who identify as Asian/Pacific Islander, Black/African American, Hispanic/Latino or Native American. The annual program awards 20 college students \$20,000 each, half during their junior year and half during their senior year.