September 28, 2026

VIA ELECTRONIC FILING

Jeffrey R. Gaudiosi, Esq.
Executive Secretary
Connecticut Public Utilities Regulatory Authority
10 Franklin Square
New Britain, CT 06051

Re: Manchester Cox/Charter Cable Advisory Council Filings

Dear Mr. Gaudiosi:

I am writing on behalf of Charter Communications, Inc. ("Charter") in response to certain letters filed with the Public Utilities Regulatory Authority (the "Authority") by Eric Prause, Chair of the Cox Cable Advisory Council in Manchester (the "Council"), regarding Charter's compliance with the notice requirements of Connecticut law and applicable regulations. As more particularly discussed below, Charter respectfully submits that it has remained in compliance with the statutory requirements related to rate and programming changes. Charter appreciates the Council's engagement on behalf of the subscribers Charter has the opportunity to serve as a result of the Authority's approval of Charter's acquisition of Cox Communications, Inc. ("Cox") (the "Transaction").

On September 16, 2026, Charter sent a letter to the advisory councils, legislative chairs, the Office of Consumer Counsel, and the Authority, notifying them of the availability of Spectrum products and pricing in legacy Cox service areas. The letter explicitly stated: "Legacy Cox customers who choose to keep their existing package may do so," and made clear that "existing customers may continue to manage their current services, including eligible upgrades and downgrades." No legacy Cox subscriber's package was discontinued, nor were their rates, programming, equipment, or charges changed as a result of the availability of these new, optional offerings.[1] Customers' rates and channel assignments both remain the same. The only material difference for any legacy Cox customer is that they now have the *option* to switch to a

[1] Accordingly, there was no rate change or programming change, as defined by Conn. Agencies Regs. § 16-333f-1, or under Conn. Gen. Stat. § 16-331v, which is the governing notice statute, given that CoxCom, LLC ("CoxCom") holds a certificate of cable franchise authority. *See* Application of Charter Commc'ns, Inc. for Approval of a Change of Control, Docket No. 25-08-11, Decision at 13 (Mar. 3, 2026) (the "Decision"); *see also* Conn. Gen. Stat. § 16-331z; Joint Br. of Charter Commc'ns, Inc., Cox Commc'ns, Inc. & Cox Enters., Inc. at 36 n.147, Docket No. 25-08-11 (Dec. 22, 2025). Of note, section 16-331v requires notice to the advisory council chair only "of any planned elimination or reduction in programming or planned rate increases," and the advisory council's authority to hold an advisory public hearing attaches only to those planned changes. Conn. Gen. Stat. § 16-331v. Charter did not eliminate or reduce any existing Cox customer's programming, nor did it increase any rates of legacy Cox services.

Spectrum package; *however,* a legacy Cox customer who takes no action continues to receive the same services, at the same prices, as before September 16.[2]

This extension of new services, and the ability of legacy Cox customers to retain their existing Cox package should they choose, was anticipated and is consistent with the Authority's approval of the Transaction in Docket No. 25-08-11. As Charter has explained, including in response to the Council's own interrogatories, the Transaction would allow "consumers in Cox's footprint to gain access to Charter's innovative and competitive service offerings; however, Cox customers may keep their existing plans if they choose," including their "cable television . . . service offerings."[3] Indeed, the Authority's approval requires that, beginning no later than the one-year anniversary of the Transaction close, "Charter shall make available the same (or substantially similar) Spectrum TV linear cable television services to new customers in the legacy-Cox area . . . ."[4] In the Decision, the Authority also wrote:

> Post-transaction, Charter plans to extend its content provider agreements to the Cox footprint. Interrog. Resp. PURA-1. This will benefit current Cox customers by allowing access to the content provided under these agreements without having to pay for supplemental subscriptions. Id. Existing Cox customers may choose between switching to a Charter plan or retaining their existing Cox plan.[5]

Finally, as to the concerns raised by Mr. Prause following his interaction with a Spectrum customer service agent, I first thank Mr. Prause for sharing the details of his experience. A positive customer experience is a high priority at Charter, and we want to know when we have failed to meet our customers' expectations. To the extent Mr. Prause was told that legacy Cox packages were no longer available, that was incorrect and does not reflect Charter's policies. We regret that Mr. Prause's concerns were not fully addressed during his initial call, and our Customer Service team is reaching out to him so that we can address the options available to him. I will also be reaching out to my existing contacts in the Authority's Consumer Services unit to answer any questions they may have.

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[2] The Council's reference to Cox's February 4, 2022, letter is therefore not applicable. *See* Letter from Eric Prause, Chair, Cox Cable Advisory Council, Manchester Franchise, to Jeffrey R. Gaudiosi, Exec. Sec'y (Sept. 16, 2026). In that letter, Cox described implementation of a change to the rates *existing* subscribers paid, and it temporarily reversed those changes and provided credits to customers whose bills were affected. *See* Letter from Peter J. Talbot, Gov't Aff. Manager, Cox Commc'ns, Inc., to Eric Prause, Chair, Cox Cable Advisory Council, Manchester Franchise, at 1 (Feb. 4, 2022). Here, no existing subscriber's legacy Cox pricing has changed at all; the availability of additional offerings is not an implementation of a change to any existing subscriber's service or rate, as legacy Cox customers are able to retain their existing packages without any changes to the price they paid prior to September 16.

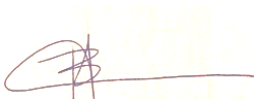
[3] Charter Commc'ns, Inc., Response to Interrogatory CCAC12-5, at 1, Docket No. 25-08-11 (Nov. 10, 2025).

[4] Decision at 20.

[5] Decision at 12 (citing Hr'g Tr. 87:15–88:1 (Nov. 19, 2025)).

Should the Authority have any questions, please do not hesitate to contact me.

Respectfully,



William C. Wesselman
Vice President, Law – Regulatory