

CHARTER TO OFFER FREE ACCESS TO SPECTRUM BROADBAND & WI-FI FOR 60-DAYS FOR NEW K-12 AND COLLEGE STUDENT HOUSEHOLDS AND MORE

Stamford, CT. – March 13, 2020 – In the coming weeks, many Americans will be affected either directly or indirectly by COVID-19 and Charter is focused on serving and supporting our 29 million customers. Americans rely on high speed broadband in nearly every aspect of their lives and Charter is committed to ensuring our customers maintain reliable access to the online resources and information they want and need. To ease the strain in this challenging time, beginning Monday, March 16, Charter commits to the following for 60 days:

- Charter will offer free Spectrum broadband and Wi-Fi access for 60 days to households with K-12 and/or college students who do not already have a Spectrum broadband subscription at any service level up to 100 Mbps. To enroll call 1-844-488-8395. Installation fees will be waived for new student households.
- Charter will partner with school districts to ensure local communities are aware of these tools to help students learn remotely.
- For eligible low-income households without school-aged children, Charter continues to offer Spectrum Internet Assist, a low-cost broadband program delivering speeds of 30 Mbps
- Charter will open its Wi-Fi hotspots across our footprint for public use
- Spectrum does not have data caps or hidden fees.

As the country works collaboratively to contain this pandemic, broadband internet access will be increasingly essential to ensuring that people across the country are able to learn and work remotely, that businesses can continue to serve customers, and that Americans stay connected and engaged with family and friends.

Charter's advanced communications network will ensure our more than 29 million customers – including government offices, first responders, health care facilities, and businesses – across 41 states maintain the connectivity they rely on. The network is built to sustain maximum capacity during peak usage which is typically in the evenings, so a surge during the day would be well within the network's capabilities to manage. Charter will continue to closely monitor this dynamic situation, and is well-prepared to continue delivering reliable connectivity. Charter has extensive business and workforce continuity plans in place that will be adjusted as needed to best serve all our customers and employees.

Charter Communications, Inc. (NASDAQ:CHTR) is a leading broadband connectivity company and cable operator serving more than 29 million customers in 41 states through its Spectrum brand. Over an advanced communications network, the company offers a full range of state-of-the-art residential and business services including Spectrum Internet, TV, Mobile and Voice.

For small and medium-sized companies, Spectrum Business delivers the same suite of broadband products and services coupled with special features and applications to enhance productivity, while for larger businesses and government entities, Spectrum Enterprise provides highly customized, fiber-based solutions. Spectrum Reach delivers tailored advertising and production for the modern media landscape. The company also distributes award-winning news coverage, sports and high-quality original programming to its customers through Spectrum Networks and Spectrum Originals. More information about Charter can be found at corporate.charter.com.

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For Immediate Release

**CHAIRMAN PAI LAUNCHES THE
KEEP AMERICANS CONNECTED PLEDGE**

*Pai Calls on Broadband and Telephone Service Providers to Promote Connectivity for
Americans Impacted by the Disruptions Caused by the Coronavirus Pandemic*

WASHINGTON, March 13, 2020—Yesterday, in multiple phone calls with broadband and telephone service providers and trade associations, Federal Communications Commission Chairman Ajit Pai emphasized the importance of keeping Americans connected as the country experiences serious disruptions caused by the coronavirus outbreak. And in order to ensure that Americans do not lose their broadband or telephone connectivity as a result of these exceptional circumstances, he specifically asked them to take the Keep Americans Connected Pledge.

The Keep Americans Connected Pledge reads as follows:

Given the coronavirus pandemic and its impact on American society, [[Company Name]] pledges for the next 60 days to:

- (1) not terminate service to any residential or small business customers because of their inability to pay their bills due to the disruptions caused by the coronavirus pandemic;
- (2) waive any late fees that any residential or small business customers incur because of their economic circumstances related to the coronavirus pandemic; and
- (3) open its Wi-Fi hotspots to any American who needs them.

Less than 24 hours after the Chairman's calls, the following companies have already told Chairman Pai that they are taking the Keep Americans Connected Pledge and will implement it as soon as possible: ACIRA – Powered by Farmers Mutual Telephone Company & Federated Telephone, Allstream Business US, AlticeUSA, Antietam Broadband, Atlantic Broadband, AT&T, BBT, BOYCOM Vision, Burlington Telecom, Cable One, Central Arkansas Telephone Cooperative, CenturyLink, Charter, Cincinnati Bell, Citizens Connected, Comcast, Consolidated Communications, Cox Communications, Digital West, East Ascension Telephone Company, Education Networks of America, Emery Telecom, Farmers Telecommunications Cooperative, FirstLight, Frontier, Google Fiber, Grande Communications, Granite Telecommunications, Great Plains Communications, GWI, Hiawatha Broadband, Hill Country, IdeaTek Telcom, Inteliquent, Lafourche Telephone Company, Lakeland Communications, Long Lines Broadband, Mammoth Networks/Visionary Broadband, Mediacom, MetTel, Nex-Tech, Ninestar Connect, Northwest Fiber, Orbitel Communications, Pioneer Communications, Premier Communications, Range Telephone

Cooperative, RCN, Reserve Telephone Company, Sacred Wind Communications, Shawnee Communications, Socket Telecom, Sonic, Sprint, Starry, TDS Telecom, TelNet Worldwide, T-Mobile, TracFone Wireless, Uniti Fiber, US Cellular, Vast Broadband, Verizon, Vyve Broadband Investments, Waitsfield and Champlain Valley Telecom, Wave Broadband, West Telecom Services, Windstream, and ZenFi Networks. And the trade associations ACA Connects, Competitive Carriers of America, CTIA, INCOMPAS, NCTA—The Internet and Television Association, NTCA—The Rural Broadband Association, USTelecom, and WISPA have all endorsed the pledge.

“As the coronavirus outbreak spreads and causes a series of disruptions to the economic, educational, medical, and civic life of our country, it is imperative that Americans stay connected. Broadband will enable them to communicate with their loved ones and doctors, telework, ensure their children can engage in remote learning, and—importantly—take part in the ‘social distancing’ that will be so critical to limiting the spread of this novel coronavirus,” said Chairman Pai. “That’s why I’m asking all broadband and telephone service providers to take the Keep Americans Connected Pledge. I don’t want any American consumers experiencing hardships because of the pandemic to lose connectivity.

“I applaud those companies that have already taken the Keep Americans Connected Pledge. They are stepping up to the plate and taking critical steps that will make it easier for Americans to stay connected during this pandemic and maintain much-needed social distancing. I urge other companies to join them. This may be a difficult time for our nation, but if we all work together, I am confident that we can rise to the challenge.”

In addition to the Keep Americans Connected Pledge, Chairman Pai commended companies that have already taken additional steps to ensure that Americans, especially low-income American families and veterans, remain connected. He exhorted those companies with low-income broadband programs like the Connect2Compete program to expand and improve them (for example, by increasing speeds to 25/3 Mbps and expanding eligibility) and those without to adopt such programs. He also called on broadband providers to relax their data cap policies in appropriate circumstances, on telephone carriers to waive long-distance and overage fees in appropriate circumstances, on those that serve schools and libraries to work with them on remote learning opportunities, and on all network operators to prioritize the connectivity needs of hospitals and healthcare providers.

Chairman Pai also continued the Commission’s ongoing discussions with service providers regarding their efforts to ensure that changes in usage patterns occurring during the pandemic do not impair network performance, as well as their plans to ensure network resiliency.

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