

STEVENS & LEE
LAWYERS & CONSULTANTS

17 North Second Street
16th Floor
Harrisburg, PA 17101
(717) 234-1090 Fax (717) 234-1099
www.stevenslee.com

Direct Dial: (717) 255-7365
Email: mag@stevenslee.com
Direct Fax: (610) 988-0852

April 22, 2021

VIA ELECTRONIC FILING

Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street, 2nd Floor
Harrisburg, PA 17120

**RE: Petition of Time Warner Cable Information Services (Pennsylvania), LLC For
Designation as an Eligible Telecommunications Carrier**
Docket No. P-2021-3023594

Dear Secretary Chiavetta:

Enclosed please find the supplemental verified responses of Time Warner Cable Information Services (Pennsylvania), LLC ("TWCIS") to the Bureau of Consumer Services Data Requests issued in the above-captioned matter.

Should you have any questions or concerns, please do not hesitate to contact me.

Best Regards,

STEVENS & LEE



Michael A. Gruin

Enclosures

cc: Christian McDewell (via email)
Theresa Mingarelli (BCS) (via email)

SUPPLEMENTAL RESPONSE OF TIME WARNER CABLE INFORMATION SERVICES (PENNSYLVANIA), LLC¹

As stated herein, “TWCIS” or the “Company” refers to the applicant in this docket, and “Charter” refers to TWCIS, similarly situated affiliates, and other subsidiaries wholly controlled by Charter Communications, Inc. “Application” refers to TWCIS’s Petition for Designation as an Eligible Telecommunications Carrier to Receive Rural Digital Opportunity Fund (Auction 904) Support for Voice and Broadband Services and Request for Action on or before April 15, 2021. “RDOF” refers to the Federal Communications Commission’s (“FCC”) Rural Digital Opportunity Fund Auction (Auction 904), and “RDOF Census Blocks” refers to the census blocks where TWCIS will receive RDOF support.²

¹ Certain of the subjects and benefits discussed in this Response pertain to non-jurisdictional products and services. While those items are voluntarily included herein in order to provide a comprehensive view of the public interest benefits of designating TWCIS as an eligible telecommunications carrier (“ETC”), TWCIS respectfully reserves all rights relating to the inclusion of or reference to such information, including without limitation TWCIS’s legal and equitable rights relating to jurisdiction, filing, disclosure, relevancy, due process, review, and appeal.

² TWCIS seeks ETC designation in full census blocks where the full census block is eligible for RDOF support; in cases where a census block is only partially eligible for RDOF support, TWCIS seeks ETC designation only as to the supported portion. The vast majority, but not all, census blocks included in the RDOF auction were included in full. See *Wireline Competition Bureau and Office of Economics and Analytics Release Updated List and Map of Eligible Areas for the Rural Digital Opportunity Fund Phase I Auction*, Public Notice, DA 20-665 (June 25, 2020), at p. 6 (stating “As the Commission made clear in the *Rural Digital Opportunity Fund Order*, eligible areas would include census blocks served by both price cap carriers and rate-of-return carriers *to the extent that the census block is in the price cap carrier’s territory. That is, only the price cap portion of the census block is eligible.*”) (emphasis added). Throughout this Response, Charter’s use of the phrase “RDOF Census Blocks” should be understood to refer to full census blocks or *portions* of census blocks, where applicable.

Additionally, Exhibit A to TWCIS’s Application provides a list of the RDOF Census Blocks assigned by the FCC to CCO Holdings, LLC in Pennsylvania. To the extent there is any inconsistency between the list of RDOF Census Blocks on that Exhibit and the list at the FCC’s RDOF Dashboard (<https://auctiondata.fcc.gov/public/projects/auction904>), the list at the FCC’s RDOF Dashboard shall control with respect to where TWCIS is seeking ETC designation and accordingly will have ETC obligations. In addition, in the event the FCC were to modify the census block award in the future, such as in response to a waiver petition or otherwise, any such modified census blocks shall constitute the RDOF Census Blocks for purposes of the ETC designation.

2. **Will Lifeline subscribers choose from services generally available to the public? Or will TWCIS have specific offerings for Lifeline subscribers? Does TWCIS agree to provide Lifeline service that complies with FCC minimum service standards for Lifeline service published annually? Provide a description of the different service options available to Lifeline subscribers that satisfy minimum service standards. 47 CFR §§ 54.101(d), 54.401, 54.403(b), 54.408.**

Link to DA 20-820 - [Lifeline Minimum Service Standards Effective 12/01/2020](#)

Response: TWCIS will implement Lifeline in the RDOF Census Blocks based on the rules, regulations and Orders issued by the FCC and administered by the Universal Service Administrative Company (“USAC”).

Upon commencing the provision of Lifeline service in the RDOF Census Blocks, which will occur after the construction and/or availability of the underlying network facilities, but not later than as required under the FCC’s service milestones, eligible customers residing in the RDOF Census Blocks will have the ability to select a residential Lifeline broadband service or Lifeline voice service depending on whether and how voice services remain supported by the federal Lifeline program.³ Lifeline service will be offered by TWCIS or an affiliate of TWCIS. The Lifeline product offerings in the RDOF Census Blocks will have the following capabilities which comply with the FCC’s minimum standards for Lifeline service:⁴

- Voice service will include unlimited local and long distance calling in the United States, Canada, Puerto Rico, the US Virgin Islands, and Guam. Calling features will include voicemail, call waiting, caller ID, call forwarding, and other features, at no additional charge. The E911 feature will automatically provide the emergency service operator with

³ See *Lifeline and Link Up Reform and Modernization*, Public Notice, WC Docket No. 11-42 (F.C.C. March 19, 2021)(seeking comment on the state of the Lifeline marketplace pursuant to the *2016 Lifeline Order*); see also *Lifeline and Link Up Reform and Modernization et al.*, Third Report and Order, Further Report and Order, and Order on Reconsideration, 31 FCC Rcd 3962 (2016)(*2016 Lifeline Order*)(directing Wireline Competition Bureau to review Lifeline marketplace and make recommendation to Commission regarding whether Lifeline program’s transition from primarily supporting voice services to chiefly supporting broadband services should be completed).

⁴ The rates, terms and conditions of Charter’s services are subject to change in accordance with applicable law.

a caller's phone number and location, wherever available from local government or public safety organizations. Toll limitation services will also be offered as provided in the FCC's rules.

- Broadband Internet access service will provide the capability to transmit data to, and receive data from, all or substantially all Internet endpoints, including any capabilities that are incidental to and enable the operation of the communications service. The service will also meet the FCC's minimum requirements for qualifying fixed broadband Internet access service for Lifeline which are currently a minimum speed of 25 Mbps download and 3 Mbps upload and a minimum usage allowance of 1024 GB.

All Lifeline product offerings will be provided in the RDOF Census Blocks subject to the RDOF program rules and other applicable laws, as well as Charter's own service terms and policies. Additionally, upon commencing the provision of Lifeline service in the RDOF Census Blocks, (i) Lifeline voice service offered in the RDOF Census Blocks will be priced at its equivalent non-Lifeline voice service rate less the federal Lifeline voice discount which is currently \$5.25, and (ii) Lifeline broadband service offered in the RDOF Census Blocks will be priced at its equivalent non-Lifeline broadband Internet service rate less the federal Lifeline broadband discount which is currently \$9.25. These discount amounts are subject to change based on the terms of, and/or modifications to, the FCC's universal service program.⁵

⁵ Only one discount is allowed under federal law for each eligible household. *See* 47 C.F.R. § 54.409(c)

3. Describe how TWCIS will satisfy [66 Pa.C.S. § 3019\(f\) Lifeline service](#). Provide a mockup of a conspicuous biannual bill insert or message that includes eligibility, benefits, and contact information for customers who wish to learn about Lifeline service.* 66 Pa.C.S. § 3019(f)(4).

Response: As described in the Application, TWCIS will satisfy the Lifeline standards and requirements set forth in 66 Pa.C.S. § 3019(f).⁶ Additionally, TWCIS will include a conspicuous bill message twice per year on the invoices sent to customers residing in the RDOF Census Blocks informing them of the availability of Lifeline service. A draft bill message is as follows (Note: “Spectrum” is the brand name for Charter’s services):

In Pennsylvania, in selected areas served by Time Warner Cable Information Services (Pennsylvania), LLC, Spectrum participates in the Federal Lifeline Program, which provides a monthly discount on home phone or Internet service to eligible low-income consumers. A customer may use the National Verifier application portal available at <https://nationalverifier.servicenowservices.com/lifeline> to determine eligibility and to submit a Lifeline service application. The Lifeline program is a government assistance program and the discounts under the program are not transferable. Only eligible consumers may enroll in the program, and only one discount is permitted per household. Additional information, regarding the Lifeline Program, can be found at www.usac.org or at [link to Charter Lifeline webpage still to be developed].

⁶ See Application at pp. 16-18.

- 13. What equipment, if any, does a subscriber need to obtain and maintain voice and/or broadband service? If company-owned or leased equipment is required, please provide warranty information. Indicate related charges, if any.**

Response: An embedded multi-media terminal adapter (“eMTA”) is required to maintain TWCIS’s voice and broadband services. TWCIS provides the necessary eMTA to subscribers as part of their service for no extra fee.

Warranty terms for the eMTAs are included in TWCIS’s standard terms and conditions. TWCIS currently plans to treat RDOF areas the same as non-RDOF areas with respect to the provision of this equipment and the terms and conditions of the same.

- 14. Provide a list of charges for services and equipment necessary to establish and maintain Lifeline voice and/or broadband service. Identify the vertical services included at no additional charge, e.g. voicemail, caller I.D., and the charges for optional vertical services. 47 CFR §§ 54.201(d)(2), 54.401(b).**

Response: TWCIS charges an installation fee of \$9.99 for subscribers who choose to do self-installation. Currently, TWCIS waives this charge for Spectrum Internet Assist subscribers. TWCIS charges a standard installation fee of \$49.99 for subscribers who have the option of performing a self-installation but choose to have a service technician perform the installation for them.

TWCIS charges a fee of \$5.00/month for WiFi service. A TWCIS subscriber can avoid this monthly fee by buying a wireless router from a third party.

TWCIS will offer its Spectrum Voice service to Lifeline subscribers. Spectrum Voice allows unlimited local calling and unlimited long-distance calling minutes to intrastate, interstate, and certain international locations. Included in Spectrum Voice are the following calling features: Call Forwarding, Anonymous Call Reject, Block Caller ID, Inbound/Outbound Restriction Options, Caller ID, Call Trace, Call Waiting, Call Waiting with Caller ID, Speed Dial and 3-Way Calling. Also included is Directory Assistance, Private Number Service (Listing), and Voicemail.⁷

⁷ The rates, terms, and conditions of Charter's voice and broadband service offerings are subject to change in accordance with applicable law.

15. Which charges/fees will the company waive for Lifeline subscribers, if any, e.g. porting, toll-blocking, installation, battery backup, etc.? See also 47 CFR § 54.401.

Response: TWCIS will offer its Spectrum Voice product to Lifeline subscribers, which includes unlimited local and long-distance calling. TWCIS will waive any charges/fees for Lifeline subscribers that it is required to waive by law. TWCIS has not yet decided what other charges/fees it will waive for Lifeline subscribers, if any.⁸

⁸ The rates, terms, and conditions of Charter's voice and broadband service offerings are subject to change in accordance with applicable law.

22. Will TWCIS elect to participate in the Emergency Broadband Benefit Program in Pennsylvania? If yes, will the company elect to participate as an ETC? If so, does the TWCIS's service area identified in its petition include Lifeline-only support for service areas in addition to the RDOF-awarded high-cost service areas?


Response: Yes. Charter announced on April 1, 2021 that it will participate in the \$3.2 billion federal Emergency Broadband Benefit Program (“EBB Program”) to help connect eligible households with high-speed internet during the ongoing COVID-19 pandemic. Charter currently intends to participate in the EBB program throughout its nationwide footprint (to the extent that program funding is available upon completion of Charter’s build-out of the designated RDOF-awarded areas). More information concerning Charter’s announcement may be found at: <https://policy.charter.com/Charter-Announces-Participation-Emergency-Broadband-Benefit-Program>.

Charter has long been committed to helping to close the digital divide by addressing broadband access, adoption, and affordability, including through Charter’s Spectrum Internet Assist offer for low-income consumers, its Stay Connected offer for K-12 schools, and the extension of Charter’s broadband network into rural areas. The EBB Program offers a tremendous opportunity for Charter to help low-income families stay connected during the COVID-19 pandemic.

With respect to the third question posed, TWCIS understands BCS to be asking whether TWCIS seeks ETC status in any areas other than the RDOF Census Blocks, for purposes of offering Lifeline service. In response, TWCIS states that it is seeking ETC status only for the RDOF Census Blocks.

VERIFICATION

I, Michael A. Chowaniec, holding the position of Vice President of State Government Affairs with Time Warner Cable Information Systems (Pennsylvania), LLC verify that the information provided in the foregoing responses to data requests is true and correct to the best of my knowledge, information, and belief and that I expect to be able to prove the same at a hearing held in this matter. I understand that false statements herein are made subject to the penalties of 18 Pa. C.S.A. § 4904, relating to unsworn falsifications to authorities.



Name: Michael A. Chowaniec

Title: Vice President- State Government Affairs

Date: April 19, 2021