

- ▶ **329,000** customers served
- ▶ **607** employees
- ▶ **\$25 million** paid in taxes & fees in 2021*
- ▶ **\$41 million** 2021 capital investment*

SERVING MASSACHUSETTS

Charter's insourced, U.S.-based workforce includes **607 people in Massachusetts**.

Our largest employment centers are housed in **Worcester, Chicopee, and Pittsfield**.

We serve **75 communities** across the state.

Spectrum News 1 Worcester and the Spectrum News App provide 24/7 news, sports, and weather coverage along with In Focus public affairs programming.

EXPANDING BROADBAND ACCESS

In 2021 alone, Charter extended its network to reach more than 1.1 million additional homes and small businesses across the country, about 30% in rural areas.

In 2021, Charter extended its network to reach an additional **6,000 homes and small businesses in Massachusetts**.

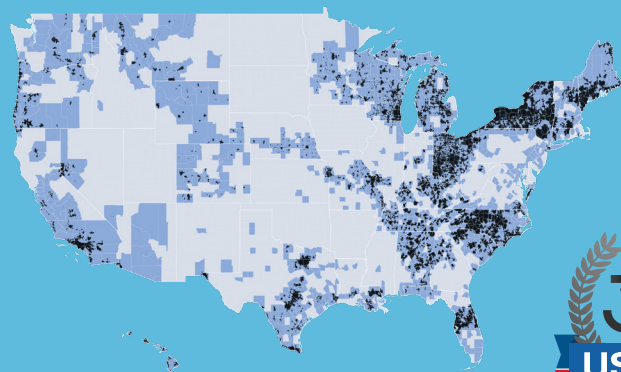
▶ EMPOWERING OPPORTUNITY FROM COAST TO COAST

Charter Communications is a leading broadband connectivity company and cable operator providing superior high-speed internet, voice, video, and mobile services under the brand name Spectrum to more than **32 million customers across 41 states**.

We're driving innovation and growing economies from coast to coast and in communities big and small. From 2017-2021 alone, **Charter invested over \$40 billion in infrastructure and technology** – contributing significantly to the U.S. economy.

Our investments are paying off—Spectrum Internet ranks **#1 in rural internet service** in the U.S. News & World Report 2021-22 "Best Rural Internet Service Providers" rankings.

Every day, we work to deliver on our core business objective: providing superior products with great customer service.



Best Internet Service Provider for Rural Areas
Spectrum Internet

▶ MEETING CUSTOMER NEEDS WITH SUPERIOR PRODUCTS AND SERVICES

Spectrum Internet: Spectrum's hybrid fiber network delivers gigabit speeds across our entire footprint and offers fast, reliable service with no modem fees, no contracts, and no data caps.

Spectrum News Networks: Charter provides 24/7 news, sports, and weather coverage, along with In Focus public affairs programming on over 30 news channels in 12 states and nationally on the Spectrum News App.

Spectrum Mobile: Spectrum Mobile delivers fast, reliable mobile service to our customers from coast to coast. And now, Spectrum Mobile customers with compatible phones can connect seamlessly to nationwide 5G with no extra fees.

Spectrum Voice: Spectrum Voice offers unlimited local and long distance calling to the U.S., Canada, Mexico, Puerto Rico, Guam, U.S. Virgin Islands, Northern Mariana Islands, and American Samoa.

Spectrum TV: Spectrum offers over 200 channels on our all-digital network, including diverse, multicultural programming, such as that featured on Spectrum's *Mi Plan Latino*, and inclusive features like Spectrum Guide Narration for customers with visual disabilities.

▶ INVESTING IN OUR WORKFORCE AND THE COMMUNITIES WE SERVE

Charter's insourced, U.S.-based workforce includes more than **93,000 highly-skilled employees**, nearly half of whom identify as a person of color and nearly **10% have a military affiliation**.

We offer:

- A **\$20 per hour minimum wage** with generous benefits, including medical, life and disability, education and training, and a generous retirement plan.
- A highly-regarded, **Department of Labor-certified Broadband Field Technician Apprenticeship program**.

Through our Spectrum Community Assist program and Spectrum Digital Education grants, Charter will invest more than \$30 million in communities across our 41-state footprint by 2025.

▶ ADVANCING ACCESS

Increasing Access to High-Speed Internet Service in Rural America

In addition to our ongoing network expansion, Charter's multi-year, multi-billion-dollar rural construction initiative will add **over 100,000 miles of fiber-optic network infrastructure** to deliver gigabit-speed internet access to **more than 1 million currently-unserved, mostly rural homes and small businesses across the country**.

▶ IMPROVING ADOPTION

Addressing the Affordability Gap

To make high-speed internet service more accessible for low-income learners and seniors, we offer **Spectrum Internet Assist, a high-speed (30/4 Mbps), low-cost broadband service for qualified customers**. We also actively participate in the FCC's **Affordable Connectivity Program, which offers eligible households savings of \$30/month on internet service**.

Improving Internet Adoption

To increase adoption and access to technology, we offer philanthropic support to community organizations that provide **computers, digital education classes, and technology labs for thousands across the country**.