

- ▶ **314,000**
customers served
- ▶ **644**
employees
- ▶ **\$17 million**
total tax contribution*
- ▶ **\$43 million**
capital investment*

▶ **SERVING MASSACHUSETTS**

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

▶ **EXPANDING BROADBAND ACCESS**

Extended our network over two years to provide broadband to more than **1.5 million additional homes and businesses** across our footprint,** including **30%** in rural areas.+

- This increase includes **6,000 additional homes and businesses** across Massachusetts.*

▶ **STRENGTHENING COMMUNITIES WE SERVE**

Spectrum Housing Assist

Charter improved **336 homes** across Massachusetts in 2019.

Spectrum Digital Education Grants

Charter awarded **\$10,000** in 2019 to local nonprofit organizations dedicated to closing the digital literacy gap across Massachusetts.

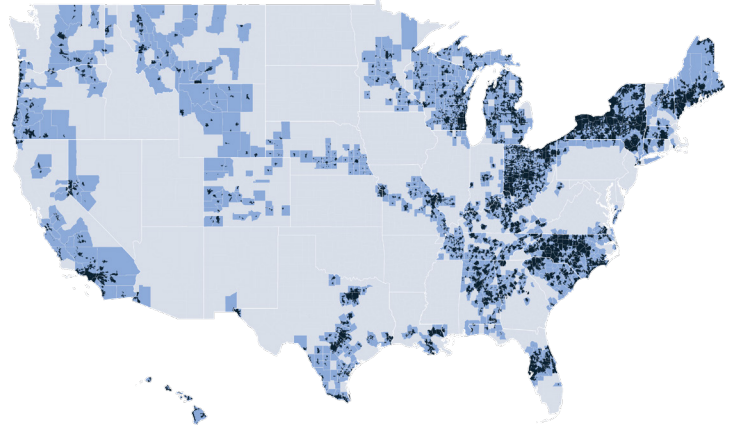
Spectrum Employee Community Grants

Charter donated **\$500,000 to employee-supported** organizations across the country in 2019.

► OUR NATIONAL IMPACT

Charter Communications is a leading connectivity company providing broadband, voice, and mobile services, in addition to being the second largest cable operator in the United States.

Charter provides superior products and great customer service under the brand name Spectrum to our more than **29 million customers across 41 states**.



► INVESTING IN OUR WORKFORCE

Charter's workforce of more than **95,000 highly-skilled employees** is comprised of **47% people of color** and **10% military veterans**.

We offer:

- A **\$15 per hour minimum wage**, with a commitment to raise it to **\$20 per hour in 2022**.
- **Generous benefits**, including medical, education and training, relocation, and retirement.
- A highly-regarded, Department of Labor-certified **Broadband Field Technician Apprenticeship program**.

► MEETING CUSTOMER NEEDS WITH SUPERIOR PRODUCTS AND SERVICES

High Speed Broadband: Spectrum delivers gig-speed broadband connections to customer homes and businesses across virtually our entire national footprint (940 Mbps maximum download). For eligible seniors and low-income families, Spectrum Internet Assist offers industry-leading, low-cost, high speed broadband (30/4).

Spectrum Voice: One of the largest voice providers in the nation, offering unlimited local and long-distance calling.

Spectrum Mobile: Delivering fast, reliable mobile service to our customers from coast to coast. And now with 5G, Spectrum Mobile offers the next generation of wireless technology for an even better mobile experience for today and tomorrow.

Spectrum Video: Spectrum offers free HD, with over 200 channels, on our all digital network – including Spectrum Guide Narration for customers with visual disabilities and diverse, multicultural programming like the Spectrum Mi Latino Plan.