

- ▶ **325,000**  
customers served
- ▶ **652**  
employees
- ▶ **\$19 million**  
total tax contribution\*
- ▶ **\$40 million**  
capital investment\*

## SERVING MASSACHUSETTS

Charter's insourced, U.S.-based workforce includes **652 people in Massachusetts**.

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

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

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

## EXPANDING BROADBAND ACCESS

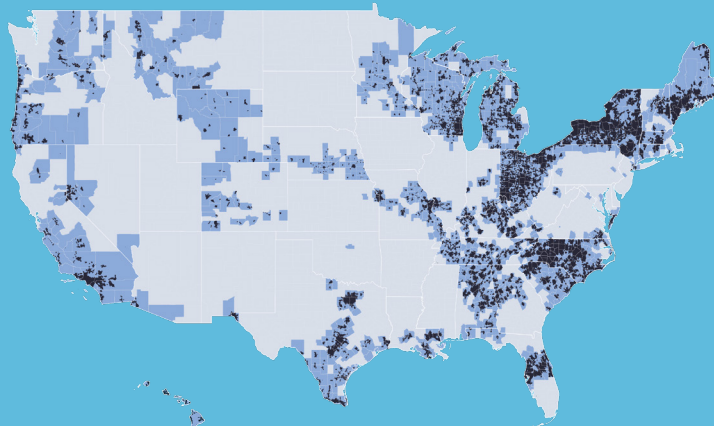
From 2018-2020, Charter extended its network to reach an additional 2.5 million homes and small businesses, about a third in rural areas.\*\*

In 2020 alone, 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 connectivity company and cable operator providing superior broadband, voice, video, and mobile services under the brand name Spectrum to more than **31 million customers across 41 states**.

We're driving innovation and growing economies from coast to coast and in communities big and small. From 2016-2020 alone, **Charter invested nearly \$40 billion in infrastructure and technology – contributing significantly to the US economy**.



## ▶ MEETING CUSTOMER NEEDS WITH SUPERIOR PRODUCTS AND SERVICES

**Spectrum Internet:** Spectrum delivers minimum speeds of at least 200 Mbps in nearly 75% of our footprint and 100 Mbps across the remainder and offers speeds as high as 1 gigabit across virtually our entire national footprint. Spectrum Internet 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:** 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 Voice:** One of the largest voice providers in the nation, offering unlimited local and long-distance calling. 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 Video:** Spectrum offers free HD, with over 200 channels available, on our all digital network – including Spectrum Guide Narration for customers with visual disabilities and diverse, multicultural programming, such as that featured on Spectrum’s Mi Plan Latino.

## ▶ INVESTING IN OUR WORKFORCE

Charter’s insourced, U.S.-based workforce includes more than 96,000 highly-skilled employees, nearly half of whom identify as a person of color and approximately 10% as veterans or military reservists. We offer:

- An **\$18 per hour minimum wage** as of March 15, 2021, with a commitment to raising it to **\$20 per hour in 2022**.
- **Comprehensive company-paid 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**.

## ▶ ADVANCING ACCESS AND IMPROVING ADOPTION

Charter is committed to being part of the comprehensive solution needed to address broadband service, affordability, and adoption gaps:

### Increasing Access to Broadband Service

Over the past three years, we’ve extended our network to reach an **additional 2.5 million homes and small businesses, about a third in rural areas.**\*\*

We recently announced a **\$5 billion dollar investment that will provide reliable, high-speed broadband access to an additional 1 million+ currently-unserved, mostly rural homes and small businesses** at speeds of up to a gigabit per second.

### Addressing the Affordability Gap

To make broadband **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.

### Improving Broadband 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.**