

Mt. Vernon Broadband Committee
Discussion Items for May 5, 2021 Meeting with Charter Communications

1) *Bulk Agreement General Terms & Conditions*

- a) Will there be individual negotiations creating differences between towns?
- b) How much more would additional services such as higher speeds and or wi-fi hardware cost?
- c) What equipment would a subscriber need to lease?
- d) Is there any equipment a subscriber would need that it could not purchase if so desired?
- e) Is this program available for a coalition of towns?
- f) Will there be a charge for hooking up the property? Will it vary for unusually long driveways?
- g) How do you see the potential for Mt Vernon to contract with Charter for bulk internet to its current cable TV franchise renewal discussions?
- h) Is it possible for us to receive a copy of the contract form you are using?
- i) Were Mt. Vernon to request a proposal today, but what date should we expect to receive it?

2) *Bulk Agreement Pricing*

- a) Any limits to any price increases at contract renewal?
- b) Would Charter Consider a limit on year-to-year price increases in return for the Town providing capital through grant(s) or otherwise?
- c) Will the \$30 basic service fee be standard for all or will there be opportunity for even lower fees for families that qualify for low-income programs?
- d) We understand the town pays \$30 per month for each potential subscriber that has access to spectrum service whether or not they subscribe – please confirm. If so, the following questions:
 - i) What is the definition of a potential subscriber, e.g., how would each of the following be considered?
 - (1) a lived-in residence and/or an active business,
 - (2) the property owner of currently vacant land,
 - (3) a home that is owned but not currently lived in when they are on a Spectrum road?
- e) Can the town increase the subscription rate on those that take the Subscription as one way of being reimbursed for any shortfall in take rate or is taxpayer subsidy the only solution for less than 100% take rate?
- f) If the payment arrangement assigns 100% of the take-up rate to the Town, would Spectrum consider an arrangement that aligns incentives so that both the Town and Spectrum benefit from hitting subscribership targets?
 - i) For example, would Spectrum agree to share revenue “deficits” if take-up rates fall short of agreed-upon targets and share revenue “overages” if take-up rates exceed projections?
 - ii) Would Spectrum’s answers to this question (f) be different were the Town to secure grant funding to defray part of Spectrum’s capital investment?

3) *Billing*

- a) At what point during the implementation phase does the town obligation to make payments begin?

4) *Renewal*

- a) What happens 5 years after the original contract is signed?
- b) Can either party either renew or decide not to renew?

5) *Impact on Current Cable Subscribers*

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- a) If the town changes to a bulk arrangement with Charter, what happens to existing customer subscriptions for:
 - i) Cable TV only
 - ii) Cable TV plus Internet
 - iii) Cable TV plus internet + voice over internet
 - iv) Internet Only
- b) What kind of “look-back” allowance might Spectrum make, if any, for a subscriber who paid a substantial sum to connect to cable prior to implementation of the bulk program?

6) *Product*

- a) The contract service between the town and Spectrum apparently provides a basic broadband speed – please confirm basic speed(s)
- b) Is the product Fiber to the Home or the traditional Spectrum hybrid coaxial network?
 - i) If not FTTH, will Spectrum commit to a date by which 95% of Town will have FTTH?
- c) Are the upload/download speeds synchronized?
- d) Do you anticipate that this network will be a backbone for more advanced cell phone technology such as 5g?
- e) We were told that Spectrum can deliver 10gbps over 10gbps using cable-fiber hybrid. For how many subscribers is this currently installed? When would this be available in Mt Vernon under a bulk arrangement for the entire town?
- f) Where does Spectrum stand with Docsis 3.1 and 4? Is there a migration schedule for new bulk arrangements?

7) *Financing*

- a) What role, if any, does the town play in providing capital to build out the network?

8) *Operations*

- a) We understand that for an additional amount, Spectrum would handle billing and collections. Is this true?
- b) Will Spectrum agree to Service Level Agreements pertaining to:
 - i) Average time of answer of customer service calls?
 - ii) Average drop rate of customer service calls?
 - iii) Average number of outage hours per subscriber per month?
 - iv) Maximum time to restore service after an outage?
 - v) Quarterly customer satisfaction as measured by an independent entity?

9) *Network Expansion*

- a) Who pays for hooking up a subscriber? If the subscriber, how much? Variation by distance?
- b) How do you determine the sequence for expansion of access, specifically between potential subscribers that currently have access to Spectrum and those who live on uncabled roads?
- c) How handle situations where an individual residence or business is unusually far from the mid mile network compared to the vast majority of the properties in town so that last mile hook up cost would be much higher than average?
- d) What happens when new properties become potential subscribers? For example, if a piece of vacant property currently on a Spectrum road is sold and a buyer begins to add a home or business, at what point would the town be responsible for the \$30 monthly fee?