

January 4, 2023

Peter Talbot, Cox Government Relations

Dear Mr. Talbot,

The Cox Cable Advisory Council received the letter notification on December 5<sup>th</sup>, 2022 regarding the proposed 2023 rate changes for video services effective January 5<sup>th</sup> 2023. Pursuant to Section 16-331v of the Connecticut General Statutes, the Cox Cable Advisory Council representing the Manchester Franchise area held a statutory public hearing on January 4<sup>th</sup>, 2023.

We were disappointed that Cox did not attend this year's Zoom Public Hearing. Below is a summary of the comments expressed during the Public Hearing:

- We appreciate that inflation is taking place in the economy, but the percentage of price increase seems to be outpacing inflation, especially since the last rate increase took place 10 months ago.
- There continues to be a pattern of higher price percentage increases for economy packages compared to premium packages.
  - Lower cost "Starter", "Preferred" and Economy" packages under \$100 a month increased between 3% and 8% depending on the package.
  - The "Contour TV" and "Advanced TV" packages that are currently over \$100 a month only increased between 2% and 4%.
  - The Cable Advisory Council continues to be concerned that subscribers that are more likely to be on a fixed income are facing a higher percentage of a price increase.
- We are concerned that the Lifestyle Pack, Broadcast Service Charges, and Sports & News Pack saw dramatic increases of 20%, 16% and 20% since March 2022.

The Advisory Council also received and reviewed several comments from the public through our [ccacouncil.org](http://ccacouncil.org) website. These comments are copies at the end of this letter.

In summary, **the Advisory Council remains concerned about the dramatic price increases, especially increases at the lowest tiers for those on a fixed income.** Raising rates for the basic or lower tiers packages are more likely to impact the elderly and those on a fixed income and should be raised only when necessary.

Please let me know if you have any response to this year's Public Hearing.



Eric Prause  
Cox Cable Advisory Council, Manchester Franchise

Attachment: Public Testimony through [ccacouncil.org](http://ccacouncil.org) website.

Cc: Manchester Franchise Mayors, Enfield and Cheshire Franchise Advisory Councils, Mr. Gaudiosi PURA

Testimony Received Through Website Feedback Form:

Form Submission	
<u>Field</u>	<u>Value</u>
IP	68.9.86.109
Date Time	2022-12-29 21:00:14
First Name:	Perry
Last Name:	Parizo
E-mail:	[REDACTED]
Town:	South Windsor
Your Message:	If my rates go any higher I will be unplugging your equipment and cancelling my service. Just an FYI. Thank you

Form Submission	
<u>Field</u>	<u>Value</u>
IP	174.242.135.174
Date Time	2022-12-29 22:56:19
First Name:	Susan
Last Name:	Manser
E-mail:	[REDACTED]
Town:	Manchester
Your Message:	Please stop all the rate hikes.

Form Submission	
<u>Field</u>	<u>Value</u>
IP	70.188.171.196
Date Time	2022-12-29 23:18:56
First Name:	Patricia
Last Name:	LaPointe
E-mail:	[REDACTED]
Town:	Manchester
Your Message:	You presently have one of the highest rates around and offer no loyalty program for customers who have been with you for over 25 years. I find it very upsetting that you offer lower rates to new customers and nothing to those of us whom have been with you for a long time.

Form Submission	
<u>Field</u>	<u>Value</u>
IP	24.250.11.47
Date Time	2022-12-30 07:06:01
First Name:	Earle
Last Name:	Ecabert
E-mail:	[REDACTED]
Town:	Manchester
Your Message:	In the fininal climat today. I feel the rate increases could be cut in half.

Form Submission	
<u>Field</u>	<u>Value</u>
IP	174.242.142.94
Date Time	2022-12-30 20:55:18
First Name:	Jason
Last Name:	MOSS
E-mail:	[REDACTED]
Town:	Granby
Your Message:	No more price hikes ... ridiculous

Form Submission	
<u>Field</u>	<u>Value</u>
IP	98.179.164.217
Date Time	2022-12-31 08:35:50
First Name:	Charlie
Last Name:	Baywood
E-mail:	[REDACTED]
Town:	South Windsor CT
Your Message:	Cox is a rip off. I can't wait for real competition to come to SW. You should treat loyal customers the same as new ones