

January 4, 2024

Derek Williams, Cox Government Relations

Dear Mr. Williams,

The Cox Cable Advisory Council received the letter notification on December 1st, 2023 regarding the proposed 2024 rate changes for video services effective January 4th 2024. 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 December 20th, 2023.

Thank you for attending the Zoom Public Hearing and your feedback to our comments. Below is a summary of the comments expressed through public testimony and by committee members during the Public Hearing:

- We are concerned about the price increases across all bundled packages. We are especially concerned about the increases on “Basic” and Economy” packages that are targeted at customers on a fixed income that can’t afford such increases.
 - In the previous three years, these lower-level packages increased 3-8% per year. This year, all the lower-level packages under \$60/month had much larger increases:
 - Basic Starter: 9%
 - Economy Pack: 12%
 - TV Economy: 15%
 - Starter TV: 20%
- We appreciate your testimony that Cox has a Customer Retention Department and the Connect Assist program that seeks to help those on fixed incomes. We hope that Cox looks for better ways to advertise the Connect Assist program. We also understand that Cox needs to pass along broadcast increases to customers. But, we feel it would be also be good policy to stop or slow price increases for “Basic” and “Economy” packages and instead pass the cost increases to the upper tier packages, if necessary.
 - There is comparatively less of a percentage increase in the cable packages over \$100/month:
 - Advanced TV: 9%
 - Advanced TV Preferred: 8%
 - Advanced TV Ultimate: 6%
- Finally, we believe that cable television should be considered a public utility in the State of Connecticut as it is regulated by the Public Utility Regulatory Agency and should consider that fact when making a price increase. We understand that Cox considers itself an entertainment provider and not a utility. But, we feel it should remember that cable television remains a source of news, public access, and community connection especially for those on fixed-incomes.

The Advisory Council also received and reviewed several comments from the public through our ccacouncil.org website. These comments are copies at the end of this letter.

In summary, **the Advisory Council remains concerned about these dramatic price increases, especially weighted increases at the lowest tiers for those on a fixed income.** Raising rates for the basic or lower

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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 further response to this year's Public Hearing. We look forward to continuing our discussions in 2024.

A handwritten signature in black ink, appearing to read 'EP' followed by a horizontal line.

Eric Prause
Cox Cable Advisory Council, Manchester Franchise

Attachment: Public Testimony through ccacouncil.org website.

Testimony Received Through Website Feedback Form:

Form Submission	
<u>Field</u>	<u>Value</u>
IP	[REDACTED]
Date Time	2023-12-18 18:11:50
First Name:	Charles
Last Name:	LaRocca
E-mail:	[REDACTED]
Town:	South Windsor
Your Message:	<p>Comment for public hearing.</p> <p>You can't keep raising cable prices to offset your subscriber loses and maintain revenue. This is a losing battle. The writing is on the wall.</p> <p>Give your customers more value and your churn numbers will be reduced. Don't, and you'll be losing me as a customer in 2024.</p>

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Form Submission	
<u>Field</u>	<u>Value</u>
IP	[REDACTED]
Date Time	2023-12-17 09:41:21
First Name:	Paul
Last Name:	Bernstein
E-mail:	[REDACTED]
Town:	SOUTH WINDSOR
Your Message:	As a retired Marketing Executive, I find the strategy of raising consumer costs antithetical to what sound strategy would suggest. Your customers are being poached by Frontier and your strategy is to raise rates. That might help on your next earnings call with the analysts, but it is short sighted and reflects weak and poor management and leadership. I have resisted the near daily calls I get from Frontier, but will likely make that change now. Good luck Cox.

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Form Submission	
<u>Field</u>	<u>Value</u>
IP	[REDACTED]
Date Time	2023-12-17 11:27:50
First Name:	Sharon
Last Name:	Mayock
E-mail:	[REDACTED]
Town:	Bolton
Your Message:	<p>I am a Bolton resident who has only one cable service provider. The prices are already outrageously expensive and other cable service providers have not fully made it into my area. How does Cox cable justify extracting even more money from their customers? When you call them, you wait on hold forever, you can't speak to a human and when you do reach a human, each person you speak to gives you different information. We need more purchasing options, and those of us who depend on Internet for our livelihood to work remotely have no choice but to pay their outrageous rates. How is this practice of price gouging even legal in Connecticut?</p>

Form Submission	
<u>Field</u>	<u>Value</u>
IP	[REDACTED]
Date Time	2023-12-16 09:34:39
First Name:	Vincent
Last Name:	Mellon
E-mail:	[REDACTED]
Town:	Manchester
Your Message:	<p>I no longer have Cox cable but I still rely on Cox for internet. At peak times, especially around 7 pm service slows to snail like speeds. In our neighborhood we frequently loose service often for just a few minutes and occasionally longer periods. They must be pressed to improve their reliability especially if they are granted a rate increase.</p>

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