

## EXHIBIT 11: SERVICE TAXES, FEES, SURCHARGES AND SURCREDITS

### 1. State PUC Fee

Bidders shall identify all service taxes, fees, surcharges and surcredits that they plan to include on their invoices. Bidders shall submit a copy of this form for each service that a tax, fee, surcharge and/or surcredit applies. Attach additional pages as necessary.

Bidder/Contractor name: Charter Communications Operating, LLC

- a) The Contractor's identification number for the service tax, fee, surcharge or surcredit: 04-1
- b) The regulatory or jurisdictional entity that issued the law, resolution or order that authorizes the imposition the service, tax, fee, surcharge or surcredit identified in "a" above (e.g., FCC, CPUC, BOE, IRS, etc.): Public Utilities Commission of the State of California
- c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): CPUC User Fee
- d) The citations in law, regulation or order: Resolution M-4839 ASD/MM1 January 10, 2019 2 Public Utilities Code Section 431 and 432
- e) The URL identifying and providing citations in law or regulation:  
  
<https://www.cpuc.ca.gov/userfees/>
- f) The date the law, resolution or order was released: M-4839 issued January 14, 2019
- g) The date the law, resolution or order becomes effective: M-4839 effective April 1, 2019
- h) Purpose of the service tax, fee, surcharge or surcredit: Fee
- i) Identify the CALNET Category/Subcategory that is affected: Category 22 and 30
- j) Identify the CALNET Service that is affected: Cloud Hosted VOIP Services and Broadband with Internet Service
- k) The amount or percentage of the service tax, fee, surcharge or surcredit: 0.340%
- l) Is the State exempt? (yes/no): No
- m) Additional comments as warranted:

[https://www.cpuc.ca.gov/uploadedFiles/CPUC\\_Public\\_Website/Content/Utilities\\_and Industries/Communications - Telecommunications and Broadband/M-4839%20effective%20April%201%202019%20final.pdf](https://www.cpuc.ca.gov/uploadedFiles/CPUC_Public_Website/Content/Utilities_and_Industries/Communications_-_Telecommunications_and_Broadband/M-4839%20effective%20April%201%202019%20final.pdf)

Name of Bidder/Contractor contact person for follow up: Tina Park

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## 2. Local Business Utility Users Tax

Bidders shall identify all service taxes, fees, surcharges and surcredits that they plan to include on their invoices. Bidders shall submit a copy of this form for each service that a tax, fee, surcharge and/or surcredit applies. Attach additional pages as necessary.

Bidder/Contractor name: Charter Communications Operating, LLC

- a) The Contractor's identification number for the service tax, fee, surcharge or surcredit: 07-3
- b) The regulatory or jurisdictional entity that issued the law, resolution or order that authorizes the imposition the service, tax, fee, surcharge or surcredit identified in "a" above (e.g., FCC, CPUC, BOE, IRS, etc.): Varies by locality
- c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): Varies by locality
- d) The citations in law, regulation or order: Varies by locality
- e) The URL identifying and providing citations in law or regulation: Varies by locality
- f) The date the law, resolution or order was released: Varies by locality
- g) The date the law, resolution or order becomes effective: Varies by locality
- h) Purpose of the service tax, fee, surcharge or surcredit: Varies by locality
- i) Identify the CALNET Category/Subcategory that is affected: Category 22 and 30
- j) Identify the CALNET Service that is affected: Cloud Hosted VOIP Services and Broadband with Internet Service
- k) The amount or percentage of the service tax, fee, surcharge or surcredit: 0% to 10%
- l) Is the State exempt? (yes/no): No
- m) Additional comments as warranted:  
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### 3. Universal Lifeline Tele Service Surcharge

Bidders shall identify all service taxes, fees, surcharges and surcredits that they plan to include on their invoices. Bidders shall submit a copy of this form for each service that a tax, fee, surcharge and/or surcredit applies. Attach additional pages as necessary.

Bidder/Contractor name: Charter Communications Operating, LLC

- a) The Contractor's identification number for the service tax, fee, surcharge or surcredit: 40-1
- b) The regulatory or jurisdictional entity that issued the law, resolution or order that authorizes the imposition the service, tax, fee, surcharge or surcredit identified in "a" above (e.g., FCC, CPUC, BOE, IRS, etc.): California Public Utilities Commission
- c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): Universal Lifeline Telephone Service Surcharge
- d) The citations in law, regulation or order: Decision 1401036,
- e) The URL identifying and providing citations in law or regulation:  
[https://www.cpuc.ca.gov/uploadedFiles/CPUC\\_Public\\_Website/Content/Utilities\\_and\\_Industries/Communications\\_-\\_Telecommunications\\_and\\_Broadband/Consumer\\_Programs/California\\_LifeLine\\_Program/154648\[1\].pdf#153](https://www.cpuc.ca.gov/uploadedFiles/CPUC_Public_Website/Content/Utilities_and_Industries/Communications_-_Telecommunications_and_Broadband/Consumer_Programs/California_LifeLine_Program/154648[1].pdf#153)
- f) The date the law, resolution or order was released: January 27, 2014 (latest revision)
- g) The date the law, resolution or order becomes effective: GO 153 (Effective December 1, 2011 – D. 10-11-033, Resolution T-17321)
- h) Purpose of the service tax, fee, surcharge or surcredit: Surcharge
- i) Identify the CALNET Category/Subcategory that is affected: Category 22 and 30
- j) Identify the CALNET Service that is affected: Cloud Hosted VOIP Services and Broadband with Internet Service
- k) The amount or percentage of the service tax, fee, surcharge or surcredit: 4.75%
- l) Is the State exempt? (yes/no): No
- m) Additional comments as warranted:

[https://www.cpuc.ca.gov/uploadedFiles/CPUC\\_Public\\_Website/Content/Utilities\\_and\\_Industries/Communications\\_-\\_Telecommunications\\_and\\_Broadband/Consumer\\_Programs/California\\_LifeLine\\_Program/154648\[1\].pdf#153](https://www.cpuc.ca.gov/uploadedFiles/CPUC_Public_Website/Content/Utilities_and_Industries/Communications_-_Telecommunications_and_Broadband/Consumer_Programs/California_LifeLine_Program/154648[1].pdf#153)

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#### 4. California Relay Service and Communications Devices Fund

Bidders shall identify all service taxes, fees, surcharges and surcredits that they plan to include on their invoices. Bidders shall submit a copy of this form for each service that a tax, fee, surcharge and/or surcredit applies. Attach additional pages as necessary.

Bidder/Contractor name: Charter Communications Operating, LLC

- a) The Contractor's identification number for the service tax, fee, surcharge or surcredit:41-1
- b) The regulatory or jurisdictional entity that issued the law, resolution or order that authorizes the imposition the service, tax, fee, surcharge or surcredit identified in "a" above (e.g., FCC, CPUC, BOE, IRS, etc.):California Public Utilities Commission
- c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority):California Teleconnect Fund Surcharge
- d) The citations in law, regulation or order: Public Utilities Code sections 280 and 884
- e) The URL identifying and providing citations in law or regulation:  
<https://www.cpuc.ca.gov/ctf/>
- f) The date the law, resolution or order was released: Decision 96-10-066 (11/25/1996)/2008
- g) The date the law, resolution or order becomes effective: Stats 2008 ch 718 4(SB 1437) effective January 1, 2009
- h) Purpose of the service tax, fee, surcharge or surcredit: The CTF program provides a 50% discount on select communications services to schools, libraries, hospitals and other non-profit organizations.
- i) Identify the CALNET Category/Subcategory that is affected: Category 22 and 30
- j) Identify the CALNET Service that is affected: Cloud Hosted VOIP Services and Broadband with Internet Service
- k) The amount or percentage of the service tax, fee, surcharge or surcredit:0.780%
- l) Is the State exempt? (yes/no): no
- m) Additional comments as warranted:

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## 5. California Relay Service and Communications Devices Fund

Bidders shall identify all service taxes, fees, surcharges and surcredits that they plan to include on their invoices. Bidders shall submit a copy of this form for each service that a tax, fee, surcharge and/or surcredit applies. Attach additional pages as necessary.

Bidder/Contractor name: Charter Communications Operating, LLC

- a) The Contractor's identification number for the service tax, fee, surcharge or surcredit: 42-1
- b) The regulatory or jurisdictional entity that issued the law, resolution or order that authorizes the imposition the service, tax, fee, surcharge or surcredit identified in "a" above (e.g., FCC, CPUC, BOE, IRS, etc.): California Public Utilities Commission
- c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): California Relay Service and Communications Devices Fund
- d) The citations in law, regulation or order: Public Utilities Code 2881
- e) The URL identifying and providing citations in law or regulation:  
<https://ddtp.cpuc.ca.gov/aboutus.aspx>
- f) The date the law, resolution or order was released: 1979
- g) The date the law, resolution or order becomes effective: Additions made in 1983, 1985, & 2011
- h) Purpose of the service tax, fee, surcharge or surcredit: The mission of the program is to provide access to basic telephone service for Californians who have difficulty using the telephone.
- i) Identify the CALNET Category/Subcategory that is affected: Category 22 and 30
- j) Identify the CALNET Service that is affected: Cloud Hosted VOIP Services and Broadband with Internet Service
- k) The amount or percentage of the service tax, fee, surcharge or surcredit: 0.500%
- l) Is the State exempt? (yes/no): no
- m) Additional comments as warranted:

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## 6. California High Cost Fund-A Surcharge

Bidders shall identify all service taxes, fees, surcharges and surcredits that they plan to include on their invoices. Bidders shall submit a copy of this form for each service that a tax, fee, surcharge and/or surcredit applies. Attach additional pages as necessary.

Bidder/Contractor name: Charter Communications Operating, LLC

- a) The Contractor's identification number for the service tax, fee, surcharge or surcredit: 50-1
- b) The regulatory or jurisdictional entity that issued the law, resolution or order that authorizes the imposition the service, tax, fee, surcharge or surcredit identified in "a" above (e.g., FCC, CPUC, BOE, IRS, etc.): California Public Utilities Commission
- c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): California High Cost Fund-A Surcharge
- d) The citations in law, regulation or order: Public Utilities Code 275.6
- e) The URL identifying and providing citations in law or regulation:  
<https://www.cpuc.ca.gov/General.aspx?id=991>
- f) The date the law, resolution or order was released: 1991
- g) The date the law, resolution or order becomes effective: Varies By County
- h) Purpose of the service tax, fee, surcharge or surcredit: To provide universal service rate support to small independent telephone corporations in amounts sufficient to meet the revenue requirements established by the commission through rate-of-return regulation in furtherance of the state's universal service commitment to the continued affordability and widespread availability of safe, reliable, high-quality communications services in rural areas of the state
- i) Identify the CALNET Category/Subcategory that is affected: Category 22 and 30
- j) Identify the CALNET Service that is affected: Cloud Hosted VOIP Services and Broadband with Internet Service
- k) The amount or percentage of the service tax, fee, surcharge or surcredit: 0.350%
- l) Is the State exempt? (yes/no): no
- m) Additional comments as warranted:  
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## 7. California Advanced Services Fund Surcharge

Bidders shall identify all service taxes, fees, surcharges and surcredits that they plan to include on their invoices. Bidders shall submit a copy of this form for each service that a tax, fee, surcharge and/or surcredit applies. Attach additional pages as necessary.

Bidder/Contractor name: Charter Communications Operating, LLC

- a) The Contractor's identification number for the service tax, fee, surcharge or surcredit: 51-1
- b) The regulatory or jurisdictional entity that issued the law, resolution or order that authorizes the imposition the service, tax, fee, surcharge or surcredit identified in "a" above (e.g., FCC, CPUC, BOE, IRS, etc.): California Public Utilities Commission
- c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): California Advances Services Fund Surcharge
- d) The citations in law, regulation or order: Cal. Pub. Util. Code §701 , CPUC Decision 07-12-054
- e) The URL identifying and providing citations in law or regulation: \_\_\_\_\_  
<http://www.leginfo.ca.gov/cgi-bin/displaycode?section=puc&group=00001-01000&file=701-716>  
[http://docs.cpuc.ca.gov/PUBLISHED/FINAL\\_DECISION/76947.htm](http://docs.cpuc.ca.gov/PUBLISHED/FINAL_DECISION/76947.htm)
- f) The date the law, resolution or order was released: 2007
- g) The date the law, resolution or order becomes effective: Decision 07-12-054 December 20, 2007
- h) Purpose of the service tax, fee, surcharge or surcredit: Assures widespread availability of high-quality telecommunications services to all Californians.
- i) Identify the CALNET Category/Subcategory that is affected: Category 22 and 30
- j) Identify the CALNET Service that is affected: Cloud Hosted VOIP Services and Broadband with Internet Service
- k) The amount or percentage of the service tax, fee, surcharge or surcredit: 0.560%
- l) Is the State exempt? (yes/no): No
- m) Additional comments as warranted:  
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## 8. Regulatory Cost Fee

Bidders shall identify all service taxes, fees, surcharges and surcredits that they plan to include on their invoices. Bidders shall submit a copy of this form for each service that a tax, fee, surcharge and/or surcredit applies. Attach additional pages as necessary.

Bidder/Contractor name: Charter Communications Operating, LLC

- a) The Contractor's identification number for the service tax, fee, surcharge or surcredit: 30-0
- b) The regulatory or jurisdictional entity that issued the law, resolution or order that authorizes the imposition the service, tax, fee, surcharge or surcredit identified in "a" above (e.g., FCC, CPUC, BOE, IRS, etc.): Federal Communications Commission
- c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): Federal Regulatory Recovery
- d) The citations in law, regulation or order: 47 U.S.C. §159(a); FCC Order Release No. 12-116, 27 FCC Rcd 8390
- e) The URL identifying and providing citations in law or regulation:  
<https://www.fcc.gov/licensing-databases/fees/regulatory-fees>
- f) The date the law, resolution or order was released: 2012
- g) The date the law, resolution or order becomes effective: FCC Order Release No. 12-116, 27 FCC Rcd 8390, July 19, 2012
- h) Purpose of the service tax, fee, surcharge or surcredit: Annual regulatory fees collected by the FCC to recover regulatory costs associated with enforcement, policy and rulemaking, user information, and international activities.
- i) Identify the CALNET Category/Subcategory that is affected: Category 22 and 30
- j) Identify the CALNET Service that is affected: Cloud Hosted VOIP Services and Broadband with Internet Service
- k) The amount or percentage of the service tax, fee, surcharge or surcredit: 3.870%
- l) Is the State exempt? (yes/no): No
- m) Additional comments as warranted:  
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## 9. Federal Universal Service Fund

Bidders shall identify all service taxes, fees, surcharges and surcredits that they plan to include on their invoices. Bidders shall submit a copy of this form for each service that a tax, fee, surcharge and/or surcredit applies. Attach additional pages as necessary.

Bidder/Contractor name: Charter Communications Operating, LLC

- a) The Contractor's identification number for the service tax, fee, surcharge or surcredit: 40-0
- b) The regulatory or jurisdictional entity that issued the law, resolution or order that authorizes the imposition the service, tax, fee, surcharge or surcredit identified in "a" above (e.g., FCC, CPUC, BOE, IRS, etc.): Federal Communications Commission
- c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): Federal Universal Service Fee (USF)
- d) The citations in law, regulation or order: 47 U.S.C. §254; 47 C.F.R. §54.706(a)
- e) The URL identifying and providing citations in law or regulation:  
<http://www.gpo.gov/fdsys/pkg/USCODE-2011-title47/pdf/USCODE-2011-title47-chap5-subchapIpartII-sec254.pdf>
- f) <http://www.gpo.gov/fdsys/pkg/CFR-2012-title47-vol3/pdf/CFR-2012-title47-vol3-sec54-706.pdf>
- g) The date the law, resolution or order was released: 2002
- h) The date the law, resolution or order becomes effective: 67 FR 79532, Dec. 30, 2002
- i) Purpose of the service tax, fee, surcharge or surcredit: Funded by Telecommunications Service Providers to advance universal services for schools, rural health care providers/facilities, and libraries
- j) Identify the CALNET Category/Subcategory that is affected: Category 22 and 30
- k) Identify the CALNET Service that is affected: Cloud Hosted VOIP Services and Broadband with Internet Service
- l) The amount or percentage of the service tax, fee, surcharge or surcredit: 21.200%
- m) Is the State exempt? (yes/no): No

Additional comments as warranted:

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