STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL
THE CAPITOL
ALBANY, NY 12224

LETITIA JAMES
ATTORNEY GENERAL

(518) 776-2000

April 28, 2020

Dexter Goei
Chief Executive Officer
Altice USA
1111 Stewart Avenue
Bethpage, NY 11714

Dear Mr. Goei:

The Covid-19 pandemic has plunged our state and our country into an unprecedented public health and economic crisis. New Yorkers, along with others around the country, are struggling. Huge numbers of people have lost their jobs and face an uncertain economic future. In these dire circumstances, it is essential that all of us strive to minimize the financial burdens on our citizens.

As you are well aware, consumers have been willing to pay extra for cable plans because they expect to see live sports as a significant part of their programming. Live sports are also central to the marketing of many cable plans, and it is a key reason many consumers choose cable.

Unfortunately, as you also know, all live sports events have been cancelled for the foreseeable future, eliminating a key programming category that many cable viewers have dearly paid for, whether separately or as part of a bundled package. Cable providers nevertheless continue to charge and collect the same high fees, acting as if nothing has changed.

I hereby request that you promptly and voluntarily provide relief to affected New York consumers from continued high cable television charges. It is simply inappropriate for New Yorkers to be burdened by high costs for services that the cable providers are not able to deliver, and programming that is a mere vestige of what has been expected. Reducing those burdens is not only legally and practically appropriate, it is clearly the right thing to do.

Consumers rightly do not understand why they should have to continue to pay the higher fees that are attributable to live sports. Sports channels showing solely reruns and sports video game simulations, as is now the practice, is not what customers bargained for. It is unfair and inappropriate to require consumers to continue paying the same amount for the ghost of a service that they contracted for. In addition, it would be unfair and inappropriate to charge customers termination fees if they wish to cancel service because of economic hardship or because essential programming has been cancelled.

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(518) 776-2000

April 28, 2020

Randall Stephenson
Chief Executive Officer
AT&T
208 S. Akard St.
Dallas, TX 75202

Dear Mr. Stephenson:

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(518) 776-2000

April 28, 2020

Thomas M. Rutledge
Chairman and CEO
Charter Communications
300 Atlantic Street
10th Floor
Stanford, CT 06901

Dear Mr. Rutledge:

The Covid-19 pandemic has plunged our state and our country into an unprecedented public health and economic crisis. New Yorkers, along with others around the country, are struggling. Huge numbers of people have lost their jobs and face an uncertain economic future. In these dire circumstances, it is essential that all of us strive to minimize the financial burdens on our citizens.

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[1] Indeed, the availability of live sports programming has not only been key part of marketing, but appears to remain so, even at a time when no live sports are being played. See for example, https://official.spectrum100/livesports (currently advertising LIVE SPORTS . . . DON'T MISS OUT ON LIVE SPORTS COVERAGE).

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ATTORNEY GENERAL

(518) 776-2000

April 28, 2020

David N. Watson
President & CEO
Comcast Cable
1701 JFK Blvd.
Philadelphia, PA 19103

Dear Mr. Watson:

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ATTORNEY GENERAL

(518) 776-2000

April 28, 2020

W. Erik Carlson
President and CEO
Dish Network
9601 South Meridian Blvd
Englewood, CO 80112

Dear Mr. Carlson:

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(518) 776-2000

April 28, 2020

James Holanda
Chief Executive Officer
RCN Corporation
650 College Road East
Suite 3100
Princeton, NJ 08540

Dear Mr. Holanda:

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(518) 776-2000

April 28, 2020

Hans Vestberg
Chairman and Chief Executive Officer
Verizon Fios
One Verizon Way
Basking Ridge, NJ 07920

Dear Mr. Vestberg:

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