

INDIANA UTILITY REGULATORY COMMISSION

Rulemaking amending Title 170 of the Indiana Administrative Code	RM # 26-05
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COMMENTS ON STRAWMAN DRAFT PROPOSED RULE

Time Warner Cable Information Services (Indiana), LLC and Bright House Networks Information Services (Indiana), LLC (collectively, “Charter”) hereby submit these informal comments on the proposed rule changes to Title 170 of the Indiana Administrative Code that were released by the Indiana Utility Regulatory Commission (“Commission”) on March 16, 2026.

Charter respectfully requests two clarifications to the proposed rules:

1. The proposed revisions that would apply the general customer complaint procedures in 10 IAC 16-1 to communications service providers (“CSPs”) should be clarified to confirm that they do not expand the Commission’s jurisdiction or regulatory authority over otherwise minimally-regulated or de-regulated CSPs.
2. The customer notice requirements currently set forth in 170 IAC 7-6-5 should be retained, or incorporated into the revised rules, to protect wholesale carrier customers and their end user customers.

1. Clarify that defining CSPs as “utilities” for purposes of the revised 170 IAC 7-1.3-9 applies only for customer complaints procedures.

The proposed rule changes would streamline complaint handling by applying the general procedures in 170 IAC 16-1 to CSPs. To accomplish that change, proposed revisions would delete 170 IAC 7-1.3-2 and treat CSPs as “utilities” for purposes of the general customer complaint procedures in 170 IAC 16-1.

Absent clarification, however, treating CSPs as “utilities” could be misconstrued to expand their regulatory obligations beyond the complaint handling procedures addressed by the proposed revisions. Charter therefore proposes that 170 IAC 7-1.3-9(a) be revised as follows:

A customer of a CSP qualifies as a customer for purposes of 170 IAC 16-1, and a CSP qualifies as a utility for purposes of 170 IAC 16-1 *solely for purposes of applying the procedures set forth in 170 IAC 16-1, and not for any other purpose under Title 170 or other Indiana law.*

This clarification would ensure that the rule amendment is limited to its intended purpose and would avoid any implication that the Commission's jurisdiction or CSPs' regulatory obligations are expanded beyond customer complaint procedures.

2. Retain the customer notice requirements of 170 IAC 7-6-5.

The proposed rule change would also delete 170 IAC 7-6-5, which governs required notices when a local exchange carrier ("LEC") ceases service in all or part of its operating area. The proposal indicates that the rule is no longer needed. Charter respectfully disagrees, and requests that the Commission retain 170 IAC 7-6-5 or incorporate its requirements into the revised rules.

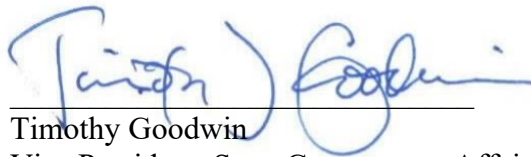
Eliminating 170 IAC 7-6-5 would remove the requirement that a LEC notify other providers, including wholesale carrier customers, when the LEC voluntarily relinquishes service or ceases operations. Without such a notice requirement, wholesale carrier customers may face disruption or uncertainty regarding the continued availability of LEC services, and the timing or scope discontinuance. Those disruptions could in turn leave the wholesale carrier's end user customers without service.

The notice required by the current rule gives wholesale carrier customers time to adjust operations, seek alternative providers, and notify their own customers. To protect both wholesale carriers and the retail customers they serve, Charter urges the Commission to retain 170 IAC 7-6-5 or incorporate its notice requirements into the revised rules elsewhere.

For these reasons, Charter respectfully requests that the Commission adopt the clarification proposed above regarding 170 IAC 7.1.3-9(a) and retain, or incorporate into the revised rules, the notice protections currently set forth in 170 IAC 7-6-5.

Dated: April 3, 2026

Respectfully submitted,

A handwritten signature in blue ink, appearing to read "Timothy Goodwin", is written over a horizontal line.

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