

## **Ann Montgomery Biography**

Ann Montgomery has held a variety of ascending and responsible positions in the cable television and telecommunications industry for over 20 years. She is a valued contributor to multiple industry associations contributing field operations and customer service expertise for the industry and telecommunications providers. She has been responsible for leading organizations with 3+ billion dollars in revenue per year and has overseen organizations with more than 22,000 employees and managers.

Most recently, Ms. Montgomery served as the Area Vice President for Charter Communications, overseeing Field Operations for Central Texas. In this role, she led the organic growth of new construction homes significantly over budget, oversaw the Charter pilot site for multiple new technologies, implemented RDOF builds, and had multiple installations of Remote MacPhy signal distribution architectures.

From 2015 to 2019, Ms. Montgomery led a Pan-European Customer Care Partnership Integration and Transformation project for Liberty Global, based in Amsterdam, Netherlands. She also served as the Principal, Program Manager for Liberty Global in Amsterdam, leading the new technology products, content, and advanced advertising services into the Liberty Global footprint.

Ms. Montgomery served as Regional Senior Vice President of Comcast Cable Communications, Inc., the nation's largest cable broadband and telecommunications provider, serving over 22 million customers. In this role, she was responsible for the Southwest Region, leading the company's cable operations for Texas, New Mexico, Arizona, and Southern California, representing over 1.4 million cable customers. Her 2-year contributions included improving cash flow margins from 19% to 34%, gaining over 16,000 cable television customers in the first year, launching High definition, Video-on-Demand, and several other new technologies, and contributing the most rebuilt plant miles into fully upgraded fiber optics.

Prior to joining Comcast in 2002, Ms. Montgomery worked for Adelphia Communications Corporation, where she served for two years as Senior Vice President of Operations.

Before Adelphia, Ms. Montgomery was Executive Vice President of Fulfillment Services and Operations for AT&T Broadband and its predecessor company, Tele-Communications, Inc. (TCI), where she oversaw all customer care, field operations, and information systems and billing. She was promoted to EVP after serving as Senior Vice President of Customer Operations and Vice President of Customer Billing Systems with TCI.

Originally from Louisville, Kentucky, she began her cable career as a conversion consultant for American Express Cable Service Group, then expanded her cable knowledge within the industry working in ad sales traffic and billing with Compulink.

Joining TCI as Office Manager for TCI in Boulder, Colorado, she developed experience in customer service and care, leading to a leadership position in customer service, training and call center management for the company's Denver region.

Ms. Montgomery holds a Bachelor of Science degree in business administration from Regis University in Denver, Colorado. She graduated from The Tuck School of Business in Dartmouth in 2021 with a certificate in Executive Leadership. Additionally, Ms. Montgomery is graduating in December 2023 with her Master of Science degree at the University of Denver in Information, Communication, and Technology, specializing in telecommunications and broadband engineering.

She has been involved in several industry organizations. She served on the Board of Trustees (for six years) as the Chairwoman for the Women in Cable and Telecommunications (WICT) Foundation after serving as Secretary and Vice Chair positions. She has served on the WICT Chapters in Greater Texas and was the Chapter Organizer for the WICT Europe Chapter.

Ms. Montgomery served on The Cable Center C5 Committee, where she collaborated with the industry's top Customer Experience Executives around the globe. Ann has served on the executive committee for the Board of Directors for the Texas Cable and Telecommunications Association. She has participated in the National Cable Television Association (NCTA) committees for customer care and community service.

She is a recipient of several industry awards and honors, including her selection to WICT's Betsy Magness Leadership Institute program in 1994 and her recognition as the organization's 1999 Accolade, "Woman to Watch" award. Ms. Montgomery also received the 2001 Cablevision Magazine/WICT "Wonder Woman" honor for her achievements in the industry.

Most notably, she was the Single Recipient of the industry *Vanguard Award* for Cable Operations Management – chosen by the National Cable and Telecommunications Association (NCTA) in Washington, DC. 2004.

Ms. Montgomery will reside in Overland Park, Kansas, with her two children and two Berniedoodle dogs. She is the single parent of two adopted children, Jordan Montgomery, who was adopted from China in 2005, and Brian Montgomery, who was adopted from Viet Nam in 2008. Jordan will attend Indiana University in Fall 2023, and Brian will attend Shawnee Mission East High School in Prairie Village, Kansas.