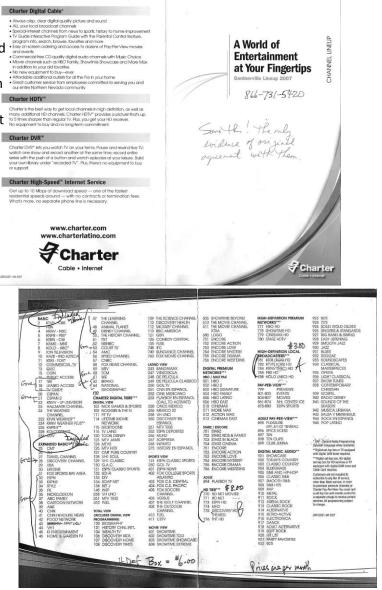
## Charter Does Not Honor Its Contracts

Here is my personal story about Charter. Decide for yourself if you think this is a company you want to deal with.

In 2007 I contracted to receive Cable service from them. When the tech came, he handed me a list of the "Channel Lineup". I asked the tech to indicate on this paper what I was paying for. I had contracted for Basic, which he indicated included Expanded Basic. You can see that he circled them and also put a line to show which channels were included. Fine. it included maybe 5 channels that I watch with any frequency. I don't care for the evening "entertainment" shows or for sports. I like informative material.

Then they started removing channels. They evidently had decided they weren't making enough profit, and started to charge extra for "expanded basic". So instead of honoring their contract with me, they simply started removing channels. But they didn't remove only channels in the "Expanded" category on this list, but also channels in the "Basic" category. In July 2013 I took stock of what was left. You can see in the lighter pencil where I wrote "gone" indicating what had been removed. (I might add that the channels in the hundreds were never receivable on my TV.)

Amazingly enough, I still wasn't too unhappy because the two channels I mainly watch were still included. But now, in October 2013, with their "going digital" move, they have redefined yet again what channels I am allowed to watch PAYING THE SAME AMOUNT WE ORIGINALLY CONTRACTED FOR. So now there remains only one of the two channels I watch that I am "authorized" to view.



Not only that, but they have sneakily essentially raised the fee yet again with these set top boxes, which after a while they are going to start charging rent for. So now I have to pay full-time for "receiving their service" in a room that is only occupied by the occasional guest - perhaps 20 days a year. It's "only" around \$7 a month, practically nothing - forever, because unlike the modem they used to charge me rent for, I can't buy that.

What other company is allowed to reduce their service but still charge you the same amount? It surely can't be legal to do what they do. If anyone wants to initiate a class action suit against Channel, I would certainly gladly join it.

Whether or not they have applied lawyerly tricks to make it "legal" to change the terms of a contract without my signature, Channel is clearly lacking in integrity.

If you are thinking about whether to get service from them, just be aware that no matter what you think you are going to be paying for, Charter will feel free to change what they feel obligated to deliver, and so far they seem to be getting away with it.

It's no wonder so many people have cut out cable TV. I may be one of them in the near future. There is certainly plenty of information out there about how to get started with alternatives to cable TV. It may be time tackle that stack of books I have been wanting to read instead of sitting in front of the TV.

Charter is advertising and sending notices about its new fast digital internet service. Guess what? I didn't ask for faster digital. If they start raising the price of their internet service, I will jump out of the boat



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completely. Fortunately there are alternatives for internet. Competition clearly does benefit the consumer, and we need more of it in the cable arena.

Those of you around my age may remember back in the day of free over the air TV (where you "paid" by watching a few ads), the newly emerging cable companies promised us that their service would enable us, by paying a monthly fee, to watch TV free of advertisements. Guess what? Now we pay high prices to watch TV, they determine what channels we can watch (and they obviously monitor it too), and in addition the TV is packed with ads. Hmmmmm. Something is wrong with this picture.

Surely the companies that produce all the material for TV viewing must realize that they could greatly expand their viewing audience if they escaped the clutches of the companies that distribute it, bundled with an array of stuff they don't want.