

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.

Charter Digital Cable*

- Always gets clear digital quality picture and sound
- All your local broadcast channels
- Special interest channels from news to sports, history to home improvement
- TV Guide Interactive Program Guide with the Parents' Control features, program info, search, browses, favorites and more
- Easy on-screen ordering and access to dozens of Pay-Per-View movies and events
- Commercial-free CD-quality digital audio channels with Music Choice
- Movie channels such as HBO Family, Showtime Showcase and More Max in addition to your old favorites
- No new equipment to buy—ever
- Attractive additional outlets for all the TVs in your home
- Great customer service from employees committed to serving you and our entire Northern Nevada community

Charter HDIV**

Charter is the best way to get local channels in high definition, as well as many additional HD channels. Charter HDIV** provides a picture that's up to 5 times sharper than regular TV. Plus, you get your HD receiver. No equipment to buy and no long-term commitment.

Charter DVR**

Charter DVR** lets you watch TV on your terms. Pause and record live TV; watch one show and record another at the same time; record entire series with the push of a button and watch episodes at your leisure. Build your own library under "recorded TV". Plus, there's no equipment to buy or support.

Charter High-Speed Internet Service**

Get up to 10 Mbps of download speed — one of the fastest residential speeds around — with no contracts or termination fees. What's more, no separate phone line is necessary.

www.charter.com
www.charterlatino.com

Charter
Cable • Internet

20070210-04-307

Channel Lineup

BASIC

1	KSNV	47	THE LEARNING CHANNEL
2	KSNV-ABC	48	ANIMAL PLANET
3	KSNV-2	49	DISNEY CHANNEL
4	KSNV-3	50	THE HISTORY CHANNEL
5	KSNV-4	51	TNT
6	KSNV-5	52	MTN
7	KSNV-6	53	COURT TV
8	KSNV-7	54	AMC
9	KSNV-8	55	SPIN CHANNEL
10	KSNV-9	56	FOX NEWS CHANNEL
11	KSNV-10	57	CNBC
12	KSNV-11	58	ION TV
13	KSNV-12	59	MTV
14	KSNV-13	60	ION
15	KSNV-14	61	WE
16	KSNV-15	62	BRavo
17	KSNV-16	63	NATIONAL GEOGRAPHIC
18	KSNV-17	64	ION
19	KSNV-18	65	ION
20	KSNV-19	66	ION
21	KSNV-20	67	ION
22	KSNV-21	68	ION
23	KSNV-22	69	ION
24	KSNV-23	70	ION
25	KSNV-24	71	ION
26	KSNV-25	72	ION
27	KSNV-26	73	ION
28	KSNV-27	74	ION
29	KSNV-28	75	ION
30	KSNV-29	76	ION
31	KSNV-30	77	ION
32	KSNV-31	78	ION
33	KSNV-32	79	ION
34	KSNV-33	80	ION
35	KSNV-34	81	ION
36	KSNV-35	82	ION
37	KSNV-36	83	ION
38	KSNV-37	84	ION
39	KSNV-38	85	ION
40	KSNV-39	86	ION
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42	KSNV-41	88	ION
43	KSNV-42	89	ION
44	KSNV-43	90	ION
45	KSNV-44	91	ION
46	KSNV-45	92	ION

Expanded Basic

101	THE SCIENCE CHANNEL
102	DISCOVERY REALITY
103	MILITARY CHANNEL
104	TRU TV
105	DISCOVERY
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Charter Digital Tiers**

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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 Charter, 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, Charter 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 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. Hmhmhmhm. 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.

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Charter

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Account # 11111111111111111111

BASIC SERVICE		410 Fuel TV		610 TMC	
1 ATN - CBS	59 MTV	412 GAC	611 TMC 24x7	612 Today's Country	820 Today's Country
2 HSN	60 TCM	413 Logo	612 Fla	812 True Country	812 True Country
3 RSN - NBC	70 Travel Channel	414 FC	715 Encore	813 Classic Country	813 Classic Country
4 RSN - NBC	124 MTV2	743 Sundance Channel	752 Encore Action	814 Contemporary Christian	814 Contemporary Christian
5 RSN - PBS	128 Comedy Central	750 FOX Movie Channel	753 Encore Live	815 South of the Seasons	815 South of the Seasons
6 RSN - CW	632 Fox	771 RSN	754 Encore Mystery	816 Soundstage	816 Soundstage
7 RSN - IM Network TV	789 CNN Bay Area HD		755 Encore Drama	817 Smooth Jazz	817 Smooth Jazz
8 KOLO - ABC	789 TLC HD		756 Encore Westerns	818 Jazz	818 Jazz
9 GAC	772 ESPN HD		778 Showtime HD	819 Blues	819 Blues
10 RSN - Univision	773 ESPN2 HD		791 TMC HD	840 Sinatra & Swing	840 Sinatra & Swing
11 RSN - FOX	774 ESPN3 HD			841 Easy Listening	841 Easy Listening
12 RSN - NBC	775 ESPN4 HD			842 Classic Masterpieces	842 Classic Masterpieces
13 RSN - NBC	776 ESPN5 HD			843 Light Classical	843 Light Classical
14 RSN - NBC	777 HD Ultra View			844 Malesa Libera	844 Malesa Libera
15 Charter Local Area TV	778 HD Ultra View			845 Pop Latino	845 Pop Latino
16 TBS	779 HD Ultra View			846 Tropicals	846 Tropicals
17 TBS	779 HD Ultra View			847 Broadway	847 Broadway
18 TBS	779 HD Ultra View			848 Bonanzas	848 Bonanzas
19 CBS	779 HD Ultra View			849 The Bill Engvall Show	849 The Bill Engvall Show
20 CBS	779 HD Ultra View			850 The Bill Engvall Show	850 The Bill Engvall Show
21 HSN - CBS	779 HD Ultra View			851 The Bill Engvall Show	851 The Bill Engvall Show
22 RSN - NBC	779 HD Ultra View			852 The Bill Engvall Show	852 The Bill Engvall Show
23 RSN - NBC	779 HD Ultra View			853 The Bill Engvall Show	853 The Bill Engvall Show
24 The Weather Channel	779 HD Ultra View			854 The Bill Engvall Show	854 The Bill Engvall Show
25 RSN - NBC	779 HD Ultra View			855 The Bill Engvall Show	855 The Bill Engvall Show
26 RSN - NBC	779 HD Ultra View			856 The Bill Engvall Show	856 The Bill Engvall Show
27 RSN - NBC	779 HD Ultra View			857 The Bill Engvall Show	857 The Bill Engvall Show
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32 RSN - NBC	779 HD Ultra View			862 The Bill Engvall Show	862 The Bill Engvall Show
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37 RSN - NBC	779 HD Ultra View			867 The Bill Engvall Show	867 The Bill Engvall Show
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91 RSN - NBC	779 HD Ultra View			921 The Bill Engvall Show	921 The Bill Engvall Show
92 RSN - NBC	779 HD Ultra View			922 The Bill Engvall Show	922 The Bill Engvall Show
93 RSN - NBC	779 HD Ultra View			923 The Bill Engvall Show	923 The Bill Engvall Show
94 RSN - NBC	779 HD Ultra View			924 The Bill Engvall Show	924 The Bill Engvall Show
95 RSN - NBC	779 HD Ultra View			925 The Bill Engvall Show	925 The Bill Engvall Show
96 RSN - NBC	779 HD Ultra View			926 The Bill Engvall Show	926 The Bill Engvall Show
97 RSN - NBC	779 HD Ultra View			927 The Bill Engvall Show	927 The Bill Engvall Show
98 RSN - NBC	779 HD Ultra View			928 The Bill Engvall Show	928 The Bill Engvall Show
99 RSN - NBC	779 HD Ultra View			929 The Bill Engvall Show	929 The Bill Engvall Show
100 RSN - NBC	779 HD Ultra View			930 The Bill Engvall Show	930 The Bill Engvall Show
101 RSN - NBC	779 HD Ultra View			931 The Bill Engvall Show	931 The Bill Engvall Show
102 RSN - NBC	779 HD Ultra View			932 The Bill Engvall Show	932 The Bill Engvall Show
103 RSN - NBC	779 HD Ultra View			933 The Bill Engvall Show	933 The Bill Engvall Show
104 RSN - NBC	779 HD Ultra View			934 The Bill Engvall Show	934 The Bill Engvall Show
105 RSN - NBC	779 HD Ultra View			935 The Bill Engvall Show	935 The Bill Engvall Show
106 RSN - NBC	779 HD Ultra View			936 The Bill Engvall Show	936 The Bill Engvall Show
107 RSN - NBC	779 HD Ultra View			937 The Bill Engvall Show	937 The Bill Engvall Show
108 RSN - NBC	779 HD Ultra View			938 The Bill Engvall Show	938 The Bill Engvall Show
109 RSN - NBC	779 HD Ultra View			939 The Bill Engvall Show	939 The Bill Engvall Show
110 RSN - NBC	779 HD Ultra View			940 The Bill Engvall Show	940 The Bill Engvall Show
111 RSN - NBC	779 HD Ultra View			941 The Bill Engvall Show	941 The Bill Engvall Show
112 RSN - NBC	779 HD Ultra View			942 The Bill Engvall Show	942 The Bill Engvall Show
113 RSN - NBC	779 HD Ultra View			943 The Bill Engvall Show	943 The Bill Engvall Show
114 RSN - NBC	779 HD Ultra View			944 The Bill Engvall Show	944 The Bill Engvall Show
115 RSN - NBC	779 HD Ultra View			945 The Bill Engvall Show	945 The Bill Engvall Show
116 RSN - NBC	779 HD Ultra View			946 The Bill Engvall Show	946 The Bill Engvall Show
117 RSN - NBC	779 HD Ultra View			947 The Bill Engvall Show	947 The Bill Engvall Show
118 RSN - NBC	779 HD Ultra View			948 The Bill Engvall Show	948 The Bill Engvall Show
119 RSN - NBC	779 HD Ultra View			949 The Bill Engvall Show	949 The Bill Engvall Show
120 RSN - NBC	779 HD Ultra View			950 The Bill Engvall Show	950 The Bill Engvall Show
121 RSN - NBC	779 HD Ultra View			951 The Bill Engvall Show	951 The Bill Engvall Show
122 RSN - NBC	779 HD Ultra View			952 The Bill Engvall Show	952 The Bill Engvall Show
123 RSN - NBC	779 HD Ultra View			953 The Bill Engvall Show	953 The Bill Engvall Show
124 RSN - NBC	779 HD Ultra View			954 The Bill Engvall Show	954 The Bill Engvall Show
125 RSN - NBC	779 HD Ultra View			955 The Bill Engvall Show	955 The Bill Engvall Show
126 RSN - NBC	779 HD Ultra View			956 The Bill Engvall Show	956 The Bill Engvall Show
127 RSN - NBC	779 HD Ultra View			957 The Bill Engvall Show	957 The Bill Engvall Show
128 RSN - NBC	779 HD Ultra View			958 The Bill Engvall Show	958 The Bill Engvall Show
129 RSN - NBC	779 HD Ultra View			959 The Bill Engvall Show	959 The Bill Engvall Show
130 RSN - NBC	779 HD Ultra View			960 The Bill Engvall Show	960 The Bill Engvall Show
131 RSN - NBC	779 HD Ultra View			961 The Bill Engvall Show	961 The Bill Engvall Show
132 RSN - NBC	779 HD Ultra View			962 The Bill Engvall Show	962 The Bill Engvall Show
133 RSN - NBC	779 HD Ultra View			963 The Bill Engvall Show	963 The Bill Engvall Show
134 RSN - NBC	779 HD Ultra View			964 The Bill Engvall Show	964 The Bill Engvall Show
135 RSN - NBC	779 HD Ultra View			965 The Bill Engvall Show	965 The Bill Engvall Show
136 RSN - NBC	779 HD Ultra View			966 The Bill Engvall Show	966 The Bill Engvall Show
137 RSN - NBC	779 HD Ultra View			967 The Bill Engvall Show	967 The Bill Engvall Show
138 RSN - NBC	779 HD Ultra View			968 The Bill Engvall Show	968 The Bill Engvall Show
139 RSN - NBC	779 HD Ultra View			969 The Bill Engvall Show	969 The Bill Engvall Show
140 RSN - NBC	779 HD Ultra View			970 The Bill Engvall Show	970 The Bill Engvall Show
141 RSN - NBC	779 HD Ultra View			971 The Bill Engvall Show	971 The Bill Engvall Show
142 RSN - NBC	779 HD Ultra View			972 The Bill Engvall Show	972 The Bill Engvall Show
143 RSN - NBC	779 HD Ultra View			973 The Bill Engvall Show	973 The Bill Engvall Show
144 RSN - NBC	779 HD Ultra View			974 The Bill Engvall Show	974 The Bill Engvall Show
145 RSN - NBC	779 HD Ultra View			975 The Bill Engvall Show	975 The Bill Engvall Show
146 RSN - NBC	779 HD Ultra View			976 The Bill Engvall Show	976 The Bill Engvall Show
147 RSN - NBC	779 HD Ultra View			977 The Bill Engvall Show	977 The Bill Engvall Show
148 RSN - NBC	779 HD Ultra View			978 The Bill Engvall Show	978 The Bill Engvall Show
149 RSN - NBC	779 HD Ultra View			979 The Bill Engvall Show	979 The Bill Engvall Show
150 RSN - NBC	779 HD Ultra View			980 The Bill Engvall Show	980 The Bill Engvall Show
151 RSN - NBC	779 HD Ultra View			981 The Bill Engvall Show	981 The Bill Engvall Show
152 RSN - NBC	779 HD Ultra View			982 The Bill Engvall Show	982 The Bill Engvall Show
153 RSN - NBC	779 HD Ultra View			983 The Bill Engvall Show	983 The Bill Engvall Show
154 RSN - NBC	779 HD Ultra View			984 The Bill Engvall Show	984 The Bill Engvall Show
155 RSN - NBC	779 HD Ultra View			985 The Bill Engvall Show	985 The Bill Engvall Show
156 RSN - NBC	779 HD Ultra View			986 The Bill Engvall Show	986 The Bill Engvall Show
157 RSN - NBC	779 HD Ultra View			987 The Bill Engvall Show	987 The Bill Engvall Show
158 RSN - NBC	779 HD Ultra View			988 The Bill Engvall Show	988 The Bill Engvall Show
159 RSN - NBC	779 HD Ultra View			989 The Bill Engvall Show	989 The Bill Engvall Show
160 RSN - NBC	779 HD Ultra View			990 The Bill Engvall Show	990 The Bill Engvall Show
161 RSN - NBC	779 HD Ultra View			991 The Bill Engvall Show	991 The Bill Engvall Show
162 RSN - NBC	779 HD Ultra View			992 The Bill Engvall Show	992 The Bill Engvall Show
163 RSN - NBC	779 HD Ultra View			993 The Bill Engvall Show	993 The Bill Engvall Show
164 RSN - NBC	779 HD Ultra View			994 The Bill Engvall Show	994 The Bill Engvall Show
165 RSN - NBC	779 HD Ultra View			995 The Bill Engvall Show	995 The Bill Engvall Show
166 RSN - NBC	779 HD Ultra View			996 The Bill Engvall Show	