

# 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 crisp, 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 rewind 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.

**A World of Entertainment at Your Fingertips**

Gardnerville Lineup 2007

866-731-5420

*See this! The only evidence of our actual agreement with them.*

www.charter.com  
www.charterlatino.com

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BASIC	EXPANDED BASIC	SPORTS	MOVIE	ADULT	HD
1 KSNV	47 THE LEARNING CHANNEL	109 THE SCIENCE CHANNEL	605 SHOWTIME BEYOND	933 805	
2 KSNV-ABC	48 ANIMAL PLANET	110 DISCOVERY REALITY	610 THE MOVIE CHANNEL	934 204	
3 KSNV-RSP	49 DENRY CHANNEL	112 MILITARY CHANNEL	113 THE MOVIE CHANNEL	935 GOLD GOLD OLDS	
4 KSNV-CW	50 THE HISTORY CHANNEL	115 RMC-AMERICA	936	936 SUNDAY STANDARDS	
5 KSNV-NBC	51 TNT	121 ESPN	937 LOKO	937 BIG BAND & SWING	
6 KSNV-ESPN	52 MENIC	126 COUNTRY CENTRAL	938 ENCORE	938 EASY LISTENING	
7 KSNV-ESPN	53 COURT TV	138 RUSH	939 ENCORE ACTION	939 BRACON JAZZ	
8 KSNV-ESPN	54 AMC	748 SCI	939 ENCORE LOVE	939 JAZZ	
9 KSNV-ESPN	55 SPEED CHANNEL	749 BUNDAANCE CHANNEL	939 ENCORE MYSTERY	939 100% GOLF HD	
10 KSNV-ESPN	56 FOX NEWS CHANNEL	750 FOX MOVIE CHANNEL	939 ENCORE DRAMA	939 100% GOLF HD	
11 KSNV-ESPN	57 CNBC		939 ENCORE WESTERN	939 100% GOLF HD	
12 KSNV-ESPN	58 FOX NEWS CHANNEL			939 100% GOLF HD	
13 QVC	59 MTV			939 100% GOLF HD	
14 QVC	60 MTV			939 100% GOLF HD	
15 QVC	61 WE			939 100% GOLF HD	
16 QVC	62 BRVVO			939 100% GOLF HD	
17 THE LEASE ACCESS	63 NATIONAL GEOGRAPHIC			939 100% GOLF HD	
18 THE LEASE ACCESS	64 NATIONAL GEOGRAPHIC			939 100% GOLF HD	
19 THE LEASE ACCESS	65 NATIONAL GEOGRAPHIC			939 100% GOLF HD	
20 CPAN	66 NATIONAL GEOGRAPHIC			939 100% GOLF HD	
21 CPAN	67 NATIONAL GEOGRAPHIC			939 100% GOLF HD	
22 CPAN	68 NATIONAL GEOGRAPHIC			939 100% GOLF HD	
23 CPAN	69 NATIONAL GEOGRAPHIC			939 100% GOLF HD	
24 CPAN	70 NATIONAL GEOGRAPHIC			939 100% GOLF HD	
25 CPAN	71 NATIONAL GEOGRAPHIC			939 100% GOLF HD	
26 CPAN	72 NATIONAL GEOGRAPHIC			939 100% GOLF HD	
27 CPAN	73 NATIONAL GEOGRAPHIC			939 100% GOLF HD	
28 CPAN	74 NATIONAL GEOGRAPHIC			939 100% GOLF HD	
29 CPAN	75 NATIONAL GEOGRAPHIC			939 100% GOLF HD	
30 CPAN	76 NATIONAL GEOGRAPHIC			939 100% GOLF HD	
31 CPAN	77 NATIONAL GEOGRAPHIC			939 100% GOLF HD	
32 CPAN	78 NATIONAL GEOGRAPHIC			939 100% GOLF HD	
33 CPAN	79 NATIONAL GEOGRAPHIC			939 100% GOLF HD	
34 CPAN	80 NATIONAL GEOGRAPHIC			939 100% GOLF HD	
35 CPAN	81 NATIONAL GEOGRAPHIC			939 100% GOLF HD	
36 CPAN	82 NATIONAL GEOGRAPHIC			939 100% GOLF HD	
37 CPAN	83 NATIONAL GEOGRAPHIC			939 100% GOLF HD	
38 CPAN	84 NATIONAL GEOGRAPHIC			939 100% GOLF HD	
39 CPAN	85 NATIONAL GEOGRAPHIC			939 100% GOLF HD	
40 CPAN	86 NATIONAL GEOGRAPHIC			939 100% GOLF HD	
41 CPAN	87 NATIONAL GEOGRAPHIC			939 100% GOLF HD	
42 CPAN	88 NATIONAL GEOGRAPHIC			939 100% GOLF HD	
43 CPAN	89 NATIONAL GEOGRAPHIC			939 100% GOLF HD	
44 CPAN	90 NATIONAL GEOGRAPHIC			939 100% GOLF HD	
45 CPAN	91 NATIONAL GEOGRAPHIC			939 100% GOLF HD	
46 CPAN	92 NATIONAL GEOGRAPHIC			939 100% GOLF HD	

*Def Box = \$6.00*

*Prices are per month*

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 24x	612 Today's Country	820 Today's Country
2 HSN	60 TCM	413 Logo	612 Fla	821 True Country	821 True Country
3 RSN - NBC	61 National Geographic	414 FC	715 Encore	822 Classic Country	822 Classic Country
4 RSN - PBS	70 Travel Channel	415 Sundance Channel	715 Encore Action	823 Contemporary Christian	823 Contemporary Christian
5 RSN - CW	124 MTV2	416 FOX Movie Channel	753 Encore Live	824 South of the Seasons	824 South of the Seasons
6 RSN - CW	128 Comedy Central	417 RSN	754 Encore Mystery	825 Soundstage	825 Soundstage
7 RSN - NBC Network TV	632 Fox		755 Encore Drama	827 Smooth Jazz	827 Smooth Jazz
8 KOLO - ABC	780 TCM HD		756 Encore Westerns	828 Jazz	828 Jazz
9 DVC	772 ESPN HD		778 Showtime HD	829 Blues	829 Blues
10 RSN - Univision	773 ESPN2 HD		791 TMC HD	830 Sinatra & Swing	830 Sinatra & Swing
11 RSN - FOX	774 ESPN3 HD			831 Easy Listening	831 Easy Listening
12 Channel Local/Action TV	775 ESPN4 HD			832 Classic Masterpieces	832 Classic Masterpieces
13 HSN	776 TNT HD			833 Pops	833 Pops
14 The Weather Channel	777 HD			834 Masala Libras	834 Masala Libras
15 HSN	778 TBS			835 Tropicals	835 Tropicals
16 HSN				836 Romance	836 Romance
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No postmark  
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