Testimonies from Lahaina, Maui

Testimony Before the Department of Commerce and Consumer Affairs in Support of the Application for the Indirect Transfer of Control of Oceanic Time Warner Cable LLC Submitted September 8, 2015 Lahaina Franchise

Director Awakuni Colón, ladies and gentlemen, Aloha. My name is Adam Falk. I am the Senior Vice President for State Government Affairs for Charter Communications and am responsible for Charter's relationship with state and local governments across the country.

Thank you for this opportunity to discuss the proposed transaction between Charter and Time Warner Cable. I am honored to be here and excited to speak with you about Charter and our plans for the future. I am confident that Charter will be a positive addition to Hawaii – benefitting the people who live here by enhancing existing communications infrastructure and services, investing in the local economy, and providing good jobs for local residents.

Under the terms of the proposed transaction, Charter will merge with and assume control of Time Warner Cable, including its Hawaii subsidiary, Oceanic Time Warner Cable. This transaction, together with Charter's acquisition of a third cable provider - Bright House

Networks - promises to build on the best attributes of the merging companies to offer world-class communications services to the people of Hawaii.

Charter recognizes the uniqueness of Hawaii. We value the State's rich history and diverse culture. After the transaction closes, we hope to operate Oceanic as part of our national footprint while still preserving the local nature of the company's presence here in Hawaii. Working with you and Oceanic's experienced employees, we plan to achieve the balance that will serve customers well in the future.

I. INTRODUCTION TO CHARTER

While Charter may not be well known in Hawaii, it is a leading communications company that provides some of the nation's most advanced broadband Internet, video, voice, and

business services. Charter serves over 5.8 million residential customers and almost 400,000 commercial customers, including approximately 4.3 million video and 5.1 million broadband customers across the country. Headquartered in Stamford, Connecticut, Charter operates in 28 states and employs over 23,500 people.

Charter is widely recognized as having one of the best cable management teams in the industry. In the past 12 months, two of the industry's leading trade publications – Multichannel News and CableFAX Daily - named Charter its "Operator of the Year." The New York Times recently reported that Charter's CEO Tom Rutledge has "a reputation for being one of the best operators in the industry." Under his leadership, the merged company will have the incentive and the resources to extend Charter's existing pro-customer and pro-broadband model to Oceanic's systems in Hawaii, and to further increase investment in its network and communities.

When this management team came to Charter three and one-half years ago, it immediately began making significant changes. The company invested heavily in the network, upgraded its infrastructure and instituted a growth strategy founded on consumer-friendly principles. Today, Charter is the fastest growing publicly-traded cable company in the United States, and our customers are increasingly satisfied with both our products and our service.

The cornerstone of Charter's business strategy is to fulfill customers' needs by providing best-in-class product offerings at highly competitive prices and demonstrating a true commitment to customer care. Charter has infused more uniformity into its pricing and packaging and is noted for straightforward billing practices without a lot of additional taxes and charges added. The company is well known for some of the things it does *not* do. Charter does not impose extra fees such as modem fees, state or federal USF fees, E911 fees, subscriber line fees, additional outlet fees, or early termination fees.

In the last three and one-half years, Charter has invested \$5.5 billion in our network and added approximately 7,000 new jobs. For a company with over 23,500 employees today, that means Charter has added almost a third of its workforce in a very short period of time without any major acquisitions or new service areas having been added to its footprint. The company has returned jobs to the United States from other countries, boosted base broadband speeds, and added more video programming channels, HD services and VOD options for our customers.

Charter also has a long history of technological innovation that, when combined with the technical capabilities of Time Warner Cable and Bright House Networks, will ensure that Hawaii continues to receive cutting-edge, high quality products and services. Many of the most popular technological advancements available today, such as Video-On-Demand, remote DVR, wide scale roll-out of WiFi over cable outdoors, and cable programming through an app, were created by people associated with Charter, Time Warner Cable and Bright House Networks. Our record demonstrates a commitment to making the investment necessary to ensure that Charter's network is not only robust for the needs of today, but is also positioned to evolve to meet consumer and business demands of the future.

Moreover, by combining Charter's business strategy of investing in and offering high-quality services at competitive prices, Time Warner Cable's technical expertise, operating momentum and established commitment to diversity, and Bright House Networks' strong reputation for customer care and initiatives to expand broadband adoption to close the digital divide, the transaction will deliver significant tangible benefits to the people of Hawaii. I would like to take just a few minutes to talk about some of those benefits.

II. SERVICES AND CUSTOMER CARE

A. Residential Video Services

Charter remains an innovative leader in the delivery of video programming content to customers. Having now transitioned virtually our entire network to digital, Charter is well positioned to continue Oceanic's efforts to move its systems in Hawaii to an all-digital format. This is critically important for Hawaii because the move to all-digital will free up spectrum, allowing Charter to provide faster broadband speeds and significantly more high definition and on-demand channels.

Charter is also a leader in the creation of new video technology. Charter's innovative interactive, on-screen guide (which we call *Spectrum Guide*) offers a customizable interactive experience that allows customers to find video content more easily across cable TV channels and on-demand options. Because the Spectrum Guide uses cloud-based technology, it works on customers' existing two-way set-top boxes, so they can avoid the time and expense of having to get a new box. The Spectrum Guide in an app form will soon be able to work with innovative retail devices such as Roku. Additionally, for consistency between the television and app viewing environments, the Charter TV app will include the Spectrum Guide user interface. Charter has committed to deploy our Spectrum Guide quickly across the merged entity, including within the State of Hawaii.

Upon completion of the conversion to all-digital, Charter will begin deploying our new Worldbox consumer premises equipment system. This system will enhance the customer experience by providing new and improved box capabilities, such as additional simultaneous recordings and increased storage capacity for DVR users.

Furthermore, Worldbox utilizes a downloadable conditional access system and digital rights management platform, which enables Charter to source set-top boxes that lack costly

proprietary security systems. Because the Worldbox security system works differently than current boxes, it provides customers a greater degree of flexibility to take their converter equipment with them when they move. Deploying Worldbox throughout Charter's territory will enhance the user experience and enable the more cost-efficient provision of service.

Furthermore, our adoption of Charter's downloadable security solution supports the development of devices manufactured by third parties, thereby increasing competition in the set-top box market and potentially driving down costs to consumers. Congress, the FCC, and consumer groups have long encouraged this sort of competition in the set-top box market as an important pro-consumer goal. Finally, Worldbox is designed to comply with the Environmental Protection Agency's ENERGY STAR 3.0 efficiency levels, which will help contribute to annual residential electricity savings, especially in Hawaii where electricity rates are some of the highest in the nation.

We know there is an interest in expanding cable and broadband offerings in Hawaii wherever economically feasible. Along with the technological advancements just discussed, Charter commits that within 4 years of transaction closing, the company will build out one-million line extensions to homes in our franchise areas. Additionally, the company has committed to spend an additional \$2.5 billion in the build-out of networks into commercial areas within our footprint beyond where we currently operate. While we do not know today how many of those line extensions or commercial build out projects will be constructed in Hawaii, upon closing the transaction, we will evaluate each of the Oceanic systems to determine where they are appropriate.

Increased scale will also help drive investment, which is good for customers. The transaction will lower the per-customer fixed costs of investments, facilitating the deployment of

new technology and advanced infrastructure. In addition, substantial synergies will reduce the merged company's costs, providing additional resources to invest productively.

Finally, with regard to the provision of cable television service, let me assure DCCA and the public that Charter intends to meet its obligations under its franchises; this includes PEG.

The company has a long history of working with the public, educational and government access programming communities. In fact, because of Charter's willingness to engage with those interests in a positive and constructive manner, some in our existing service areas have already publicly lent their support to the transaction.

B. Broadband Internet Services

Next, although I recognize DCCA's regulatory jurisdiction is limited to cable television, one of the other significant benefits is Charter's commitment to faster base broadband services for residential and small business customers (without modem fees), and consumer-friendly terms including no data caps, usage based pricing or early termination fees. In virtually all of our service areas, Charter's lowest broadband speed is an extremely fast 60 Megabits per second, which, among other things, allows several people in a household to stream HD video, while surfing the web at the same time. In addition, Charter will introduce a new broadband program for low-income consumers, as discussed later in this testimony.

The company is also committed to expanding mobile broadband options. Charter knows that Oceanic has already begun deploying WiFi access points in Hawaii. Charter commits that within 4 years of the closing, we will deploy 300,000 new out-of-home WiFi access points nationwide. Again, Charter does not yet know how many will be in Hawaii, but the company commits to evaluate the needs of each local system as we develop our deployment strategy and Hawaii will be included in Charter's outdoor WiFi plans.

Consistent with our commitment to delivering superior broadband service designed for data-intensive applications, like HD online video, Charter has long practiced network neutrality, and we will not block or slow down Internet traffic or engage in paid prioritization. This commitment will remain in place for at least the next three years, regardless of the pending judicial appeal of the FCC's *Open Internet Order*. And we have consistently invested in interconnection capacity to avoid network congestion. We have also committed to continue settlement-free interconnection, fostering Charter's good reputation among leading Internet content providers, like Netflix, which opposed the Comcast-Time Warner Cable transaction, but publicly supports this one.

C. Customer Care

Charter's pro-consumer approach includes a commitment to customer care. We are focused on improving Charter's customer service and will leverage the transaction to better our relationships with customers across our footprint. As previously stated, Charter has brought back jobs from overseas call centers and hired thousands of people to improve customer care services. The company also brought more field service technicians in-house, providing better job-training, benefits and opportunities for advancement, developing our own highly-skilled and well-paid workforce that will serve to improve overall customer care functions.

Charter also offers multiple easy-to-access support services emphasizing convenience and efficiency. The company offers same-day, evening and weekend appointments for service calls. Charter provides telephone and email alerts to customers with scheduled service calls to inform them of the arrival time of the technician.

To further ensure that our customers receive the best possible service, Charter has upgraded and expanded its system monitoring capabilities, and will continue TWC's practice in Hawaii of monitoring all two-way devices in the home – digital converters and modems – 24

hours a day, 7 days a week, 365 days a year. Customer service representatives also have the ability to access in-home information with the customer on the phone, so that they may provide remedies while the call is taking place.

D. Community Commitment and Investment

Finally, I would particularly like to highlight Charter's positive role in the communities it serves. Charter considers our relationships with the communities we serve as partnerships. The company will work with the DCCA staff to ensure that the transaction is seamless and that Hawaii customers receive the highest quality and most reliable services.

Charter will preserve and expand existing programs offered by the three merging companies that establish their strong corporate citizenship. For example, Time Warner Cable has recognized best practices with respect to diversity and inclusion for employees, suppliers, and corporate governance. Charter will incorporate and build upon these practices. Moreover, within six months after the transaction closes, Charter will introduce a new low-income broadband service, which will enhance Bright House Network's existing Connect2Compete program by raising speeds and expanding eligibility, while still offering a discounted price. This program, which will be offered in Hawaii, can enable many more families and children access to the tools they need to succeed in today's digital world.

III. CONCLUSION

In closing, upon approval of this transaction, the people of Hawaii can expect increased technological capabilities, faster and more widely available Internet service, a robust commitment to customer service and community initiatives, and enhanced competition for business services. I speak for everyone at Charter when I say that we are excited to serve the people of Hawaii and become a part of your communities.

THIS is HOGWASH WHY IFEEL NOT GOOD BUNDING TWO DONOT (ME)LIKE INEED IT FREE My Folks HAVE STRASGLE AND SO HAVE I YES, I AM HOOK tO ELECTRIC - I CANSEE in the DARK. NOW IT WILL COST ME MORE BROADBAND EASY to HAVE FOR LESS PEGT ACCESS NEED to FUND AKAKU WHAT IS MULTI-CHANNE 24 = 7 TECHNICAN ADAM HANDEN OUR STATE John Blood Gram FNV

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Charter Communications does NOT participate in the ConsumerAffairs accreditation program. Learn More

Louis DILIBERTO

Menu >

(http://www.consumeraffairs.com/)

Charter Communications

Home (http://www.consumeraffairs.com) > Electronics (http://www.consumeraffairs.com/electronics.html) > Cable & Satellite TV Providers (http://www.consumeraffairs.com/cable_tv/cable.htm)

Consumer Complaints & Reviews



Esther of Long Beach, CA on Aug. 31, 2015

Satisfaction Rating

★ ☆ ☆ ☆ ☆

Charter is the only company available in my area and they know that so they continue to raise prices and reduce quality of service. They have a monopoly and they're taking advantage of consumers.

Helpful? Yes No

O Comment on this review



T of Vacherie, LA on Aug. 29, 2015

Satisfaction Rating



First of all, ask if it's easy to speak to a manager. I awaited a whole week and was placed on hold numerous of times. They refused to allow me to speak to one until day 5. They also inadvertently posted my payment as per their request. I contacted the public service commissioner to file a complaint because no customer should have to wait that long to speak to a manager regarding a dispute. Ask if there are any local managers! Buyer be aware.

Helpful? Yes No

O Comment on this review

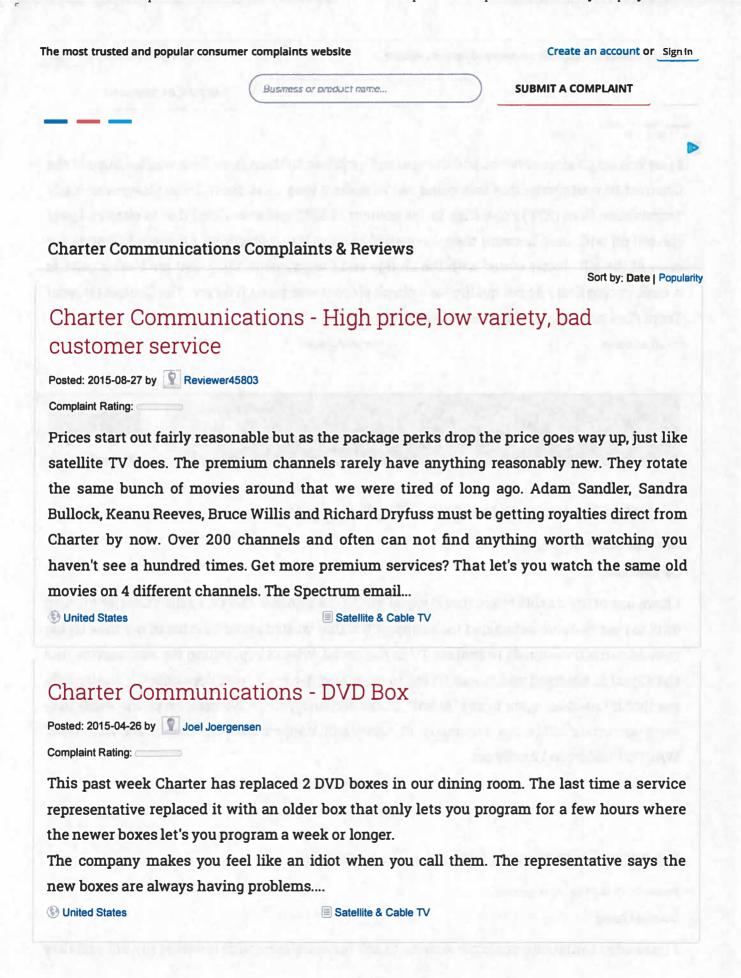


Dee of Holland, MI on Aug. 28, 2015

Satisfaction Rating

★ ☆ ☆ ☆ ☆

Charter switch to Charter Spectrum and it went from bad to worse. I didn't think it could get worse but it did. The email is awful!!! Like the other reviews, if I could give it a zero I would. It is not easy to use,



The most trusted and popular consumer complaints website

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SUBMIT A COMPLAINT

I just started Charter services and the reason I switched to them from Dish was because of the Contract Buyout promo that was going on. To make a long story short, I was charged an Early Termination Fees (ETF) From Dish in the amount of \$280 and submitted that to charter. I paid the bill off with Dish because they threatened to send it to collections. I e-mailed Charter the copy of the bill clearly stated with the charge and the payment. They sent me back a genetic e-mail stating that I do not qualify for a check since it was paid off by me. The Contract Buyout Team does not have a number to contact...

United States Internet Providers



Charter Communications - Tech support

Posted: 2014-08-01 by 🔽 M Ham

Complaint Rating:

I have one of my 3 cable boxes that stopped sending a signal to the TV. I called Charter for help only to land in some automated tech support b.s. that wasted about 10 mins of my time trying to send corrective signals to another TV in the house. When I kept telling the auto service that the signal is not fixed and it was trying to go to another such worthless effort, it finally tells me that if I need an agent to say "Agent" ... Like seriously?!?!? I have been on phone while they work on wrong cable box for nearly 10 mins, and trapped with no alternative ALL THAT WASTED TIME!!! So I finally get...

United States

Satellite & Cable TV

Charter Communications - Tennessee

Posted: 2013-12-27 by 💃 Lopezland

Complaint Rating:

I have tried contacting customer service to ask for assistance with lowering my bill and they

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our services until everything is prover other necessary bills that m	THE PROPERTY OF SHAPE AND ADDRESS OF THE PARTY OF THE PAR	have to make charter a priority
United States	Entertainment	To least the large with over blade.
Charter Communication	ons - California - cust	tomer service
Complaint Rating:		
I called to request a payment ext	and refused to give a 5 day ex	xtension.And proceeded to tell
me that my services would be services off to make my bill cl somehow. Charters prices are conservice	heaper but it seems to be w	ell over 300 dollars a month
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me that my services would be services off to make my bill clusomehow. Charters prices are conservice United States, California Charter Communication Posted: 2013-03-30 by roger davis 1 Complaint Rating: I have read the reviews for charmostly all of the ones mentioned 1999 due to the fact that I wanted their subsidiaries. It first started to	heaper but it seems to be we continually raised and they have satellite & Cable TV Satellite & Cable TV The exact of the communications on several but here is my story as shorted a bundle package and did not with the installation, their installation, their installation with they still has oblem with tiling, loss of sour	chland Hills - service eral sites, my complaints are rt as possible. Customer since ot want to use AT&T or one of caller drilled many holes in the ave not done anything about it.

The most trusted and popular consumer complaints website	Create an account or Sign in
	SUBMIT A COMPLAINT
nr R :	

I had a 1/2 hour chat about a really simple question. "How do I search on any particular show to see when and if it airs". Charter's employees don't understand English. They cut and pasted info into the chat instead of addressing the question; I never got an answer. I had to ask numerous time how long the chat was. When I asked to be transferred up the chain of command, they put me back to the virtual chat, which is where I started. When I asked to be referred to an English speaking person, I got another who didn't understand the question, or much of what I had to say. It might be...

United States

Satellite & Cable TV

Charter Communications - Alabama, Fort Payne - poor service

Posted: 2012-08-29 by papa green

Complaint Rating:

Charter moved in and took over our local provider. 7 months ago a car struck a power pole and knocked out our service. Several days later service was restored, however since then we have had extremely poor service. We have had every tech support person out to the point where we know each other by first name. Now, we have been given every excuse u can imagine, from you need a New router, (which we immediately replaced @ their rto we have a crack in the main supply line. Now our Service is still extremely poor. One tech advises we have complete package loss and another tech says he can't find...

🖖 United States, Alabama, Fort Payne

Internet Services

Charter Communications - Michigan, Zeeland - Billing, WiFi

Posted: 2012-08-05 by Service Sucks

Complaint Rating:

Charter sucks: When you are a month behind they don't have the common decency to give you a recorded courtesy call that your service is about to be disconnected for non payment. Mind you 1 freaking month In addition to that if you want to use your computer in different rooms there is an additionly charge just to connect to the internet.-WiFi. What a rip off and they

e most trusted and popular consumer complaints website		Create an account or Sign
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Jr Sf Michigan, Zeeland	■ Satellite & Cable TV	
Charter Communicati	ons - Bad Billing Sy	stem
Posted: 2012-06-29 by TruTest		
Complaint Rating:		
Γhe day before the Super Bowl, I	received a "final notice" in th	he mail from Charter warning me
that if I did not pay my "outstand	ding balance" my service wo	uld be disconnected which was
news to me since I had paid m	ny bill on time every month	since I signed up! After calling
news to me since I had paid mo customer service and being una	ny bill on time every month able to get a live person on t	since I signed up! After calling the phone, I gave up and sent ar
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I cancelled services on May 25, 2012 and expect4ed to recieve the final bill. I never received the final bill instead I recieved a call from the collection agency because I was placed with them on June 21, 2012. I then contacted Charter and they told oops the final bill was not even printed until June 25, 2012. They then told me they could no longer deal with me because I was sent to collectoins for non payment. How can you be sent to collections for non payment when u havent even gotten the last bill yet???????? Now they wont even let me pay at charter I have to

🚯 United States, Michigan, Zeeland

pay at the collectopn agency and...

Internet Providers

Charter Communications - Alabama, Decatur - HARDLINE

The most trusted and popular consumer complaints website	Create an account or Sign In
	SUBMIT A COMPLAINT

Charter Communications has reached a new low (hard to believe but true!) We made a payment of 164.12 for our business one week ago, and today they sent one of the contract (yes, CONTRACT) henchmen out to cut off our service.

I got a call from one of my staff members who informed me "Charter is here to cut off our service for non-payment". "I paid them \$164.12 last week! Let me speak to him." I get a gruff, unfriendly guy on the phone who informs me if I don't

pay him, he will disconnect our service. I told him I paid last week, and asked if he had access to my account records....

United States, Alabama, Decatur

Other

Charter Communications - Please Help Me Get My Cable Fixed And A Credit I Deserve

Complaint Rating:

I have had nothing but problems with the way my dvr is working in my living room. It is NOT just this dvr because they have been switched out multiple times. This is what I have been expieriencing with my cable service. At first there was a lot of lagging and then switching from upper channels to lower ones there was no sound to fix that we had to go back and forth again then the sound would work again. I made a service call and they would come and say my signal is okay and then swap out my dvr box, And of course everytime my box was swapped out I would lose all my recordings. Charter at NO EXAGGERATION...

√^ United States

Satellite & Cable TV

Charter Communications - Wisconsin - Rate Hikes/Switching to Business Bundle a Nightmare!

Posted: 2011-12-17 by 💃 Homr based business

Complaint Rating:

We recently got our usually bill (which has gone up yearly even though promised a fixed rate)

The most trusted and popular cons	imer complaints website		Create an account or Sign II
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			ay our home phone number ad to do was call in and they
would take care of that rig		iu me mat an i na	id to do was can in and they
United States, Wisconsin	■ Landline & Home Phone	Providers	
Charter Commun small business ou		rnia, Los Osc	os - Driving my
Posted: 2011-12-14 by BobE			
Complaint Rating:			
We changed from ATT to or From the very first day we us. They were not on time	Charter about 6 months have regretted the deci	ago in order to in sion. Charter has They never got i	cation to conduct business. nprove our Internet speeds. delivered terrible service to t working properly, and for ages of both out telephone
Yesterday it got so bad we	called for service. The	y said that someo	ne could come "tomorrow".

When the end...

United States, California, Los Osos

Internet Providers

Charter Communications - Wisconsin, Madison - double penalty for cancelling service

Posted: 2011-11-27 by NoLongerACustomer

Complaint Rating:

I've been a Charter "bundle" customer for almost three years and enrolled in the current 2-year "price guarantee" agreement in 3/2010. I've been paying \$145/mo. for phone, internet and cable TV. When I signed up in 3/10, the phone agent informed me that cancellation of services prior to 3/12 would result in a "termination fee" that would be prorated down for every month service was maintained.

7 of 13 9/8/15, 1:54 PM

The most trusted and popular consumer complaints website		Create an account or Sign In
		SUBMIT A COMPLAINT
e_t		
United States, Wisconsin, Madison	Satellite & Cable TV	

Charter Communications - Non-existent

Posted: 2011-11-25 by **§** froggurl

Complaint Rating:

I have no internet connection and extremely poor TV reception- for over a week now on and off for a couple of minutes a day and today no internet at all (I didn't bundle so thank goodness I still have the phone). I called on Dec. 27th and customer rep Elizabeth at Charter told me they would send someone out right away (no one came that day or the next day and I waited all day at home). Then I called only to find that elizabeth had scheduled me for an appointment 4 days later (on Dec. 31st) despite telling me that someone was coming right out. I called and complained and someone came out that...

United States

Products & Services

Charter Communications - Runaround

Posted: 2011-09-14 by krocker85

Complaint Rating:

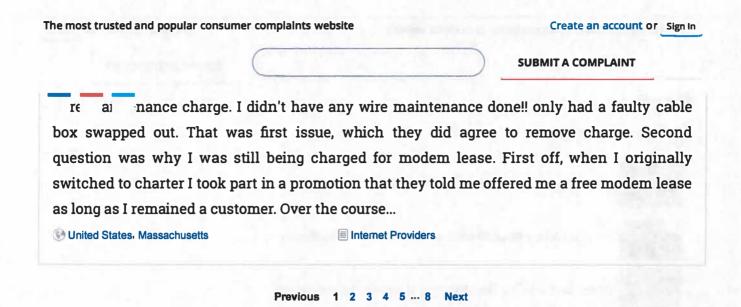
I called the number on CharterSpecialDeals.com (or something like that) and talked to operator #1 for 45 minutes. The outcome of that call was this: I was told I would not need a modem, I would need to buy a wireless router (or lease one from Charter), my high-speed internet and cable —with extended channels "like MTV" would be \$39.98 for 6 months with no contract, and that I will need to pay a one-time processing fee of \$9.95- it was immediately charged to my Visa card. Also, our installation fee for 3 TVs would be \$29.99, payable with our first bill. I believe I was talking to...

₩ United States

Telecommunications

Charter Communications - Massachusetts - deceptive billing

Posted: 2011-08-31 by pparadis



NewTek

TriCaster
Now With Super Powers.

Find the one to power your productions.

Learn More

Learn More

Share with Others Tweet 1.8k G+1

Recently Discussed Complaints

(0 mins ago)
Efreescore.com
I never received the score
(7 mins ago)
US Financial Resources/ grant
Wont return money
(25 mins ago)
Banfield Wellness Plans
Can't cancel

(28 mins ago)

Create an account or Sign In

SUBMIT A COMPLAINT

Consumer Tips & Tricks



Avoid the Tolls When Buying a Used Car



Why Big Name Shoe Brands are Really Worth the Money



Which of These 4 Lawn Watering Mistakes Do You Make?

Worst rating

- 1. Wish.com (-4)
- 2. Handyman Club Of America (-3)
- 3. Alexis Elizabeth Wigs / Glam Goddess Wigs (-3)
- 4. Ureno Design Group, LLC (-3)
- 5. DirecTV (-2)
- 6. Harvey Norman (-2)
- 7. Wesley Berry Florist (-2)
- 8. Anchor House Financial (-2)
- 9. DAMRO FURNITURE (-2)
- 10. Montage Furniture Services (-2)

Subjects of Wide Speculation

- 1. Kolors Healthcare India (P) Ltd (8)

 No proper treatment and not giving refund
- 2. Halo German Shepherds (8) Sick puppy
- 3. Ureno Design Group, LLC (5) Scam!
- 4. Lumpy Bikes (5)

Sells faulty products, will not repair, and abusive to customers

5. Anchor House Financial (4)

FRAUD

- 6. Aivis and Mandy Leaflet Distribution (4) Money paid, no service provided in return
- 7. The Scissorhands Salon Holland (4) Bad service
- 8. Wish.com (4)
- Fraud
- 9. Nouvebelle (4)

Liars!

10. The Bottled Wealth Holdings (4)

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13 of 13 9/8/15, 1:54 PM

CHARTER COMMUNICATIONS complaints and reports they didn http://charter-communications pissed consumer com/complaints... money. Needless to...

Was this review helpful? 0 ↑ 0 ↓

Had an experience with

Charter Communications - Poor service in Pasadena, CA

Pasadena, California Charter Internet © 11

Add photo What is wrong with Charter? I work from home and this is the 4th time this is happened with me. The internet service simply goes off. When you call Submit review vice they have absolutely no idea and just say 'We are working on it'.. No time estimate is provided. I earn money by working from home and having no internet services puts me into jeopardy. I am very disappointed with

this. Charter...

Was this review helpful? 0 + 0 +

Em Charter Communications From mobile Aug 15

charter offerd 3yr service for 89.00 a month. When I called they said you have 1yr service 120.00 a month. I discontinued service after 5 days of service. And they wanted 35.00 after they said you have 30 days money back guaranty. will never do business with Carter again.

Charter Communications - Bait and swithc company

13 ■ Charter Communications Internet Charter Communications Internet **REVIEW RATING 4/5**

internet never worked they said a 300.00 sign up gift. I got jacked around for at least 5 months and they will not compensate me for a service that never worked and talked to at least 20-25 different people with different answers. rude and liers, will report to better business and consumer affairs, never got the 300.00 never compensated me for the internet, the modem was faulty come to find out...

Was this review helpful? 0 ↑ 0 ↓

Review about Charter Communications Cable Tv from Grover Beach, California

REVIEW RATING 4/5 Charter Communications Cable Tv **©** 15

Customer service is great but my TV freezes a few times a day, my internet is slow, I'm paying for channels i dont understand (Hispanic) or want, the cost is becoming to much ill have to cut back my service. The NFL Network is out so i cant watch the games that are on but Direct TV is working and they dont charge for the Hispanic channels. Not happy with the service Im getting for the price Im...

Was this review helpful? 0 ↑ 0 ↓

Charter Communications - TV Service Out All Day, service appointment tomorrow between 1pm-3pm

Aug 13 ■ Charter Communications ■ Television/ Radio ♥ Alabaster, Alabama **REVIEW RATING 3/5**

My TV service went out right after midnight. Called to report outage at about noon. Was told local dispatch would call me within 1 hour. After 2 hours, I called back. Again, I was told that I would receive a call from local dispatch 9/8/15, 1:52 PM 610 CHARTER COMMUNICATIONS complaints and reports a half, I received a call from Charter and as soon as I answered, they disconnected. This means that they tried to contact me and...

Had an experience with Charter Communications?
Was this review helpful?

received letter in mail saying my promotional period was ending even thou I was with charter for well over 4 years office only couple miles away from home and with me being on social security never was a late payment well letter stated that my cable and internet would go from the 134.00 I was paying to 160? I called customer services spoke to a girl and then requested talking to her supervisor...

Charter sucks 2

Was this review helpful? 0 1 0

Review about Charter Communications Cable Tv from Chicago, Illinois

 Aug 11
 ■ Charter Communications
 ■ Television/ Radio
 ♥ Chicago, Illinois

 © Charter Communications Cable Tv
 ● 14
 REVIEW RATING 3/5

Had Charter Cable for television. Over a period of time they were continuously reducing the number of channels I received and at the same time was also continuously raising prices. Different sales people called me on the telephone multiple times a week sometimes multiple times a day. I cancelled "cable". Replaced with a satellite service. When I cancelled, an account representative called at 8:00...

Was this review helpful? $\mathbf{0} \uparrow \mathbf{0} \downarrow$

From mobile Charter Communications Aug 10 by anonymous #680278

My CHARTER internet, during the dsytime, is not only slow as *** but randomly goes out, making me have to reset the router. Their service is terrible.

Charter Communications - Review about Charter Spectrum Tv from Kingsford, Michigan

Today was just another bad experience in a long line of bad experiences with the Charter monopoly. I recently decided to upgrade my internet wireless only service - Cable Television basic. It took me several attempts online to order the upgrade and received the call to schedule the technician to install and I return their call after missing it. I was put on an automated hold and then the...

Was this review helpful? 0 ↑ 0 ↓

Charter Communications - Poor customer service and internet service!!!!

Aug 09 ☐ Charter Communications ☐ Internet ♥ Barnesville, Georgia ♥ Charter Spectrum Package

17 REVIEW RATING 4/5

Ever since i was switched to charter spectrum...a sight they knew was nt

610 CHARTER COMMUNICATIONS complaints and reportsing but proble/ris!!! - Princy refuse to give any complaints... kind of time frame when they will be getting this fixed!!! some reps are very

rude!! I have had to call them almost daily abt different issues and when i askd for a credit for the poor service i was told 10\$ was all they were offering for the peoples...

Charter Communications?

Was this review helpful? 0 ↑ 0 ↓

Add photo From mobile Em Charter Communications Aug 09 by anonymous

Submit fatight hever works, and when it does it is very spotty. Goes out for hours at a time. Wish i didnt have to pay for this ***.

Charter Communications - Always disappointed in the customer service... ☐ Charter Communications ☐ Internet ☐ Charter Internet ☐ 12

When the internet is running, it runs great. Whenever even a small issue occurs, it takes hours - or more recently, days - to sort out the BS with the customer service. I spent two hours on the phone before I spoke to a real person and they couldn't help me (or understand English), I was transferred more than once before someone could help me, but they didn't. I wish ANYBODY else in my area...

Was this review helpful? • • • •

Charter Communications - Channel taken off my lineup pissed off Aug 04 E Charter Communications Television/ Radio Charter Communications Cable Tv **REVIEW RATING 4/5**

I have a home in Lake Tahoe a second home I personally have been happy with charter. Well I am not happy right now. Charter pulled one of my favorite channels. It will cost me \$10 extra a month. That does not sound like much but it is \$120 a year for me to get that channel on a certain tier. I have bundled with charter & have talked many of my neighbors into changing there cable carriers to...

Was this review helpful? 0 ↑ 0 ↓

Charter Communications - * poor service** ♥ Woodlawn, Illinois

No warning what so ever Fox2 St. Louis, taken off air. Channels 4 @ 5 went out for no reason. You raise the rates, and the service gets worse and worse. You are the most *** poor cable company I'v e had the displeasure of having. Im switching to ATT-Uverse immediately, and going to do my best to get everyone I know to do the same. I'd rather have no cable than to put up with your crappy...

Was this review helpful? • • • •

Review about Charter Communications Billing Department from Spring, Texas <u>■ Charter Communications</u> <u>■ Media</u> Spring, Texas Charter Communications Billing Department

18 **REVIEW RATING 3/5**

I agree with the earlier complaint; there definitely needs to be a suit brought against Charter. We've had erroneous charges on our bill so many times its almost laughable but then calling the billing department is a nightmare. I get

5 of 16 9/8/15, 1:52 PM extra services to my bill that I never ordered. Not to mention that we have some of...

Had all aspto is new in inhelpful? 0 + 0 +

Charter Communications?

Charter Communications - Billing

I have never had anyone but Charter.. HOWEVER their billing is deplorable!! Subfive YEVEN ON CHARGES without you realizing..... You have never used nor asked for.. Which makes them very shaky and untrustworthy!! WATCH THEM!!! EVERY MONTH!! So now I have to have 100 words for a complaint... BILLING SUCKS... ETHICS SUCK... SERVICE IS GOOD.. BUT WATCH THEM.. THEY WILL ADD ON SERVICES YOU NEVER...

Was this review helpful? ↑ ↑ ↓

Charter Communications - Usability of Website

Charter makes it nearly impossible to view bills or to get a detailed breakdown of the services I am paying for. The company needs to be more transparent. It is obvious that there are a lot of angry customers with their service. Simply view their Facebook page, nothing but customer complaints with customers desperately reaching out for help. Stay away if possible, legal action should be taken...

Was this review helpful? $\mathbf{0} \uparrow \mathbf{0} \downarrow$

I m on a disability check and been 4 or 5 days longer every month to pay bill I am behind but pay on the first every month. But my cable disconnected every mont

Placed and order today 7/23/15 a technical was supposed to be here 10 to 12 noone never showed up. Reschedule it for 3 to 5 still noone never showed up. U call and they ALWAYS behind. They have 99 excuses. Im a new customer and this is what u get. Poor service

Charter Communications - Charter charges you to take your money

Try to charge me five dollars to take my money over the phone I can't believe this. The company that charges you to pay your bill anything to make a buck that's a charter is. Obviously they could give a rats behind about this site because are so many complaints on it about them they don't pay attention. Unfortunately charter is one of the better Internet providers in our area so I am stuck with...

Was this review helpful? 0 ↑ 0 ↓

610 CHARTER COMMUNICATIONS aronaint Review in Television Radio category is on discrete complaints...

Jul 16 ☐ Charter Communications ☐ Television/ Radio ♥ Monticello, Minnesota © 19
REVIEW RATING 4/5

Had an experience with Annoying! This company has so far called my home 5 times in less then 48 Charter Communications? In this company has so far called my home 5 times in less then 48 nours. Each time i have answered and informed them im not intrested and to not call again. Few hours go by and they call again. Best part they ask for Addressed time which is not me and they are informed that each time. The last guy calling said it takes 45 days to register on there do not call list....REALLY Subarity were writered...

Was this review helpful? 0 + 0 +

Charter Communications - Review in Media category from Greenville, South Carolina

Jul 16 ☐ Charter Communications ☐ Internet ☐ Greenville, South Carolina ☐ Charter Internet Installation ☐ 33 ☐ REVIEW RATING 3/5

\$7500 for Internet!!!! This is what I was told it would cost me out of pocket to have charter internet at my home. Normally if you live 500ft or less from the connection you pay only an activation/install charge, so I'm told. Since I live 1000ft off the road I have to pay \$7500? Wow, that's \$150/ ft above the 500 ft allowance. Must be made of pure gold. What's wierd is my friend 1mile down the...

Was this review helpful? 0 ↑ 0 ↓

From mobile Charter Communications Jul 15 - Freddybygonne1 #666693

This company is ***. Channels I'm not interested in and high rates. Im not afraid to try direct tv.

Charter Communications - E'mail worse than before

E'mail doesn't work. Many problems. Some days can't use. Always with an excuse from them. It's been several months. PATHETIC COMPANY. Can't forward e'mail to a group. Now most of thew time can't forward an e'mail to one contact. Program keeps shutting off and restarting. Everything I deleted is back. Can't scroll an e'mail to hilite part of it. Many, many more problems. G'mail here I come or...

Was this review helpful? 0 ↑ 0 ↓

Charter Communications - Customer service

Jul 14 📠 <u>Charter Communications</u> 🚇 <u>Media</u> 🥞 <u>Positive Experience</u> 🔮 40 REVIEW RATING 4/5

I signed up for the triple play. The installer who came worked hard and was very polite. He made sure all my questions were answered before he left. TV had crystal clear picture but I called to cancel TV service because I want a whole house DVR. Usually I would expect an argument about canceling anything. Got only a pleasant conversation with the representative. He took care of my request...

Was this review helpful? 0 ↑ 1 ↓

I want to complain about a service tech. that was contracted by charter. On Had are percence with I had an appointment to have T.V., phone and internet bundle.

Charter Communications: I had an appointment to have T.V., phone and internet bundle. Charter Communications: I had an appointment to have T.V., phone and internet bundle. Charter Communications: I had an appointment to have T.V., phone and internet bundle. The installed two receivers and the new modem with phone hookup. He said that all the devices had to be hookup in order to work. When it came time to do the modem And phone had if I...

Submit review helpful? 0 ↑ 0 ↓

Scam artists now at Charter Communications/Cable TV

I recently signed up for Cable TV through Charter. That in itself was a big mistake and this is why: The Technicion came out, was pleasant and connected my TV up and it was working fine. Now the problem is this: Charter's Billing Department have people that don't do their jobs. You can get connected fine, receive a billing statement. laughable. Not me, Had to call them three times just for them...

Was this review helpful? ↑ ↑ ↓

Charter Communications - Very poor DVD capacity

Jul 09 <u>■ Charter Communications</u> <u>■ Television/ Radio</u> • Fresno, California • Charter Dvr • 18 REVIEW RATING 4/5

Worst of all the providers. I'm a huge college football fan. I like to tape games and keep them and watch them again. You can't do that with Charter. You get an ugly message that your DVR is full. They will dump shows. Impossible to save the games. The other issues I have is that I have requested that they carry WGN, which is not a premium station in most areas. However they don't carry it...

Was this review helpful? 0 ↑ 0 ↓

Charter Communications - Shut Off Service Without Notice

Jun 29 <u>■ Charter Communications</u> <u>■ Internet</u> <u>♥ Madison, Wisconsin</u> <u>■ Internet Service</u> <u>● 49</u> REVIEW RATING 4/5

This past week I had the worst experience with my internet provider, Charter Communications. My service was shut off a week early and without notice. The IT Department apologized and said that a technician had been to my apartment the day prior and had shut off my service even though my scheduled date was not for another week. On top of that I was still being charged for that week of...

Was this review helpful? 0 ↑ 0 ↓

Charter Communications - Charter's remote ruined my TV - they won't honor insurance claim

Jun 29 ■ Charter Communications ■ Media Panner Elk, North Carolina Cable Service © 36
REVIEW RATING 4/5

DO NOT SUBSCRIBE TO CHARTER COMMUNICATIONS! Yes I am yelling so you will heed my warning!! My 36"RCA TV was working beautifully and then one day as I picked up the Charter Remote my finger hit a button that threw everything off. Now I can no longer control the MENU in my TV. I paid a licensed technician

610 CHARTER COMMUNICATIONS complaints and reports to come and out and arrains pissed consumer complaints...
and he documented...

Was this review helpful? 0 ↑ 0 ↓

Had an experience with

Charter Communications - No slack given after 20 yrs of paying on time

Jun 23 Charter Communications

Television/ Radio

Medford, Oregon

Billing Department

49 REVIEW RATING 4/5

Add photo
I have been paying my inflated charter bill on time every stinking month for almost 20 years and all I was asking for was to give me until July 1st when I submit review by the \$ that I owe. The "customer service rep" said no can do, the system says you must pay by june 30th or else. I told him fine I will switch to Dish TV. I am sick of their non caring attitude like we, the consumers, don't...

Horrible Charter Service 4

Was this review helpful? 0 ↑ 0 ↓

From mobile Charter Communications Jun 22 by anonymous #654488

The next gen system they're using is extremely time consuming, ineffective and inconvenient. For I the customer and whoever work for them. A tech completed a job in 30minutes and it took them 2 hrs to provision it mta for him.

Charter Communications - Incorrect billing and loss of service repeatedly on phone line

Jun 17 ■ Charter Communications ■ Home Phone ♥ Marion, North Carolina ● Phone Service ● 22 REVIEW RATING 4/5

I have two phone lines and almost EVERY month they cut one of my phone lines off saying it is a "provisioning" error. HOW MANY TIMES DO YOU HAVE TO GO THROUGH THIS BEFORE IT IS FIXED....? Probably going back to Frontier or other phone service. Craziness....I have been working on this since 2014. Internet is the fastest so I am doomed to stay with them until something else comes along but...

Was this review helpful? 0 ↑ 0 ↓

Charter Communications - Charter charged us 49.99, for a service that they weren't capable to do

Jun 08 ■ Charter Communications ■ Internet ♥ Lebanon, Tennessee ■ Internet Service Installation

• 66 REVIEW RATING 4/5

CHARTER came out to our house to install an internet connection using the same modem. Well it didn't happen, because according to TECH their work van aren't not set to install Ethernet Cables. Even though, CHARTER was not capable to perform the job, my account was charges 49.99. I called CHARTER and their explanation was, I was still responsible for the bill, never mind that their Tech informed...

Over Priced Service 5

Was this review helpful? 0 ↑ 0 ↓

Charter Communications - POOR CUSTOMER SERVICE

610 CHARTER COMMUNICATIONS COMMINICATIONS WER THEIR SUPPORT CENTER PIECEPHONE CABLE OUT AND NO ONE CAN ANSWER THEIR WAITING FOR OVER AN HOUR AND NO ONE ON THE VIRTUAL ASSISTANT EITHER. EITHER PICK UP THE PHONE OR TELL ME TO CALL BACK IN TWO DAYS ON A *** WEEKDAY. WHERE Had an experience with MER SERVICE? WHERE IS MY TELEVISION SERVICE? WHY WONT Charter Communications the Phone??? IM SICK OF SPENDING MY SATURDAY WAITING

Add photo
Was this review helpful? 0 1 0

FOR...

Subche textermunications - Charter phone service out AGAIN!!

We have had Charter Communication for cable, Internet, & just recently telephone service. The telephone service is sporadically out for no reason whatsoever! Any idea, how frightening it is to pick up the phone to dial 911, & there is no dial tone @ 2AM??? This is beyond unacceptable! I am waiting for them to cost someone their life, and get their pants sues off!!! This is dangerous,...

Was this review helpful? 2 ↑ 0 ◆

From mobile Charter Communications Jun 03 by anonymous #645118

They suck when watching a movie and it keeps going in and out call them they send out some one and says it is filed and still dose it and then they say it is cause of satalite dishes a round me bbull *** got rid of them

Charter Communications - Online Billing Error

Jun 03 ☐ Charter Communications ☐ Media Peno, Nevada ☐ Online Payment ② 35
REVIEW RATING 4/5

This morning I paid my charter bill on-line as I have many times before but this time when I received the conformation E-Mail the debit card number they used was not mine. I called and they said I must have made the mistake. Well I did not and now either my bill has not been paid or some other poor soul is paying it for me because charter made the error not me. I called and talked to three...

Terrible Charter Service 3

Was this review helpful? $0 \uparrow 0$

From mobile Charter Communications Jun 01 by anonymous #643789

I paid a deposit and then didn't move to address. I called the following day after order and cancelled before install date. I get a different story every week when I call about refund. I have spent a lot of time on phone with them. The last call I made they told me it could be 6 more weeks and I've already waited almost an entire month

Very poor tech service process. People are nice but the Charter tech support system is zero.

charter business has to be the worst company I have ever dealt with they told me my service would be hooked up on April 22nd on April 22nd they gave me an excuse told me it would not be hooked up till May 15 I may 15th they gave me an excuse now it is May 27th 2015 and it still..

A Charter Communications - Terms of Updated Service Agreement Unacceptable

May 16

May 16

104

Charter Communications

A Media

Media

Media

White Salmon, Washington

Service Agreement

Service Agreement

Submit review >
We have been long standing customers of Charter cable TV and internet for over 10 years. First it was Charter's stunt to force those of us who had limited basic cable TV to install cable boxes next to each TV (and eventually charge for each cable box). Then came their revised Terms of Charter's Service Agreement that requires customers to agree they cannot participate in a class action lawsuit...

Was this review helpful? 2 ↑ 0 ◆

Charter Communications - Review about Bundle Package from Los Angeles, California

May 15 <u>■ Charter Communications</u> <u>■ Media</u> <u>V Los Angeles, California</u> <u>S Bundle Package</u> © 76 REVIEW RATING 3/5

The worst experience of my life. Im a hard working single woman that works hard for eveything i have. I recently moved and added charter bundle to my new condo. While at work i had a family member let charter in (i thought) to install my cable and internet. Well as a surprise to me charter sent 2 technicians from another company to my home. Long story short i came home to a personal cell phone...

Was this review helpful? 0 ↑ 0 ◆

After being a charter customer for almost 15yrs 1 of their technicians "accidentally" disconnected my cable line while they were working on the lines this morning,i called charter and spoke with customer service and was told that it will be saturday before it could be reconnected(the tech was right down the street at another spot in the same line),after telling them that he was right there they...

Was this review helpful? 0 ↑ 1 ◆

Charter Communications - Internet Issue

May 13 ■ Charter Communications ■ Internet ♥ Birmingham, Alabama ■ Internet Service ● 77
REVIEW RATING 5/5

I've had issued with my internet all this year and some of last year. I would come home from work to find my internet down. I would call Charter's office and they would take me through the ritual of disconnecting the back of the router, or pull the yellow cord out, the cable connection out, cut everything off. Then wait so many minutes and cut back on or put back into the computer. After a...

Was this review helpful? 2 ↑ 0 ↓

Had Chapter Communications - Business Bulk Service has no management to contact

Charter Communications

A Media

Saint Charles, Missouri

Business Bulk Service

Business Bulk Service

AMploay over \$12,000 that's right \$12,000 per month to Charter for Business Bulk Service and anytime we try to call we can't get in touch with a manger or anyone for that matter to help us. They don't recognize our accounts (remember \$12,000) and can never get to anyone who does. If our residents call in they are rude to them and tell them the Landlord needs to call but when we do we can't get...

Charter communications 14

Was this review helpful? 1 ↑ 0 ↓

From mobile Charter Communications May 10 by anonymous #633524

Charte suck cutomer service on phone blowes. Everyone on front line is a++++

Charter does not value existing (I add long standing) customers! They will not offer any discounts to existing customers so that they can compete with what is offered to new customers. Yes, the new customer rates look great, but after the honeymoon is over they will charge very high non competitive prices. What kind of customer service is that? Why do they not want long standing happy...

Over Priced Service 5 Existing Customer Complaint 1

Was this review helpful? 1 ↑ 0 ↓

Charter Communications - Regular brief outages - no explanation or technical help

We are experiencing regular outages, from brief interruptions to a few minutes up to an hour. We cannot reach anyone to understand why nor get help or answers when they occur. Its my experience that all cable companies have poor customer service. Charter is terrible. We tried reaching out for help online but there was no "live chat" available. When we call the 888 number, as suggested by website,...

Was this review helpful? ↑ ↑ ↓

This company is the worst. We have company over to watch the Mayweather/Pacquiao fight. As soon as the fight was to start the thing froze. Could not get through to customer service of course. I call dispatch they had me on hold for more than an hour tryin to get charter.... to no avail. Once we 15.1:52 PM

610 CHARTER COMMUNICATIONS complaints in start they re sorry for the inconvenience and com/complaints... credit you for the...

Was this review helpful? 0 ↑ 0 ◆

Had an experience with

Charte Fremmanications May 02 by anonymous #630229

Ald photo replacement of all the boxes and guess what! On fight night it's out again..Really..going back to dish..

Submit review >

From mobile Charter Communications Apr 29 by anonymous #628772

Error codes 417, 403, 424 for at least one month. Issue escalated. No resolve. No credit for lost service simply inadequate excuses.

2 months is a row charged for a pay per movie not ordered. They claim we must of hit the remote by mistake. NO WE DID NOT. We have no children or anyone in the house who would order a movie. We rarely order a pay per view and we certainly did not order dumber than dumber and the intersteller. We are 50 years old and we know how to use a remote. We have been a Charter Customer for years and...

Television 73

Was this review helpful? 1 ↑ 0 ◆

I ordered the basic channels and internet with wifi and my bill was suppose to be \$91.97/ month and got first bill and it was \$177.57. They charged me two one time charges and did not give me the tv package I ordered. They told me there was only a one time charge of \$29.99 and did not give me the refer a friend . I do not like to be lied to by a company.

Charter only allows seasonal disconnect for a portion of the winter, not when the customer would want to suspend service. I live in Wyoming in the winter, but in the spring and early summer I work elsewhere. They will not allow me to suspend the service the time I want to suspend. So they recommending disconnecting and returning the equipment. Ok, so I did, and went to return the equipment to...

Cable Tv Service 3

Was this review helpful? $\mathbf{0} \uparrow \mathbf{0}$

Charter Communications - Charter Mailings

I have now received 7 mailings for their service, in the past two months, I keep Had going to their website listed in the mailing of, 'charter.com/dmoptout', to stop Charter Communication have even gone to their privacy website,

https://connect.charter.com/cas/portal/settings/privacy.aspx, to do the same. But, it seems to be ignored. At least they have not called. We want them to Add phowith the...

Submitereviewings 2

Was this review helpful? 3 1 1

< Prev Next > 1 of **61** 61

Did not find what you were looking for?

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Charter Communications - Charter's new email format a bust Aug 20

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Charter Communications - Charter spectrum internet for 299.99 (really 49.99)

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Had an expertion ce mitte ago

Charter Communications?

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Really Bad Customer Serivce From Verizon

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Had an experience with

Charter Communication Sable sucks and your workers suck to the just give you the run aroung 4 hours ago

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Charter Communications Top Locations

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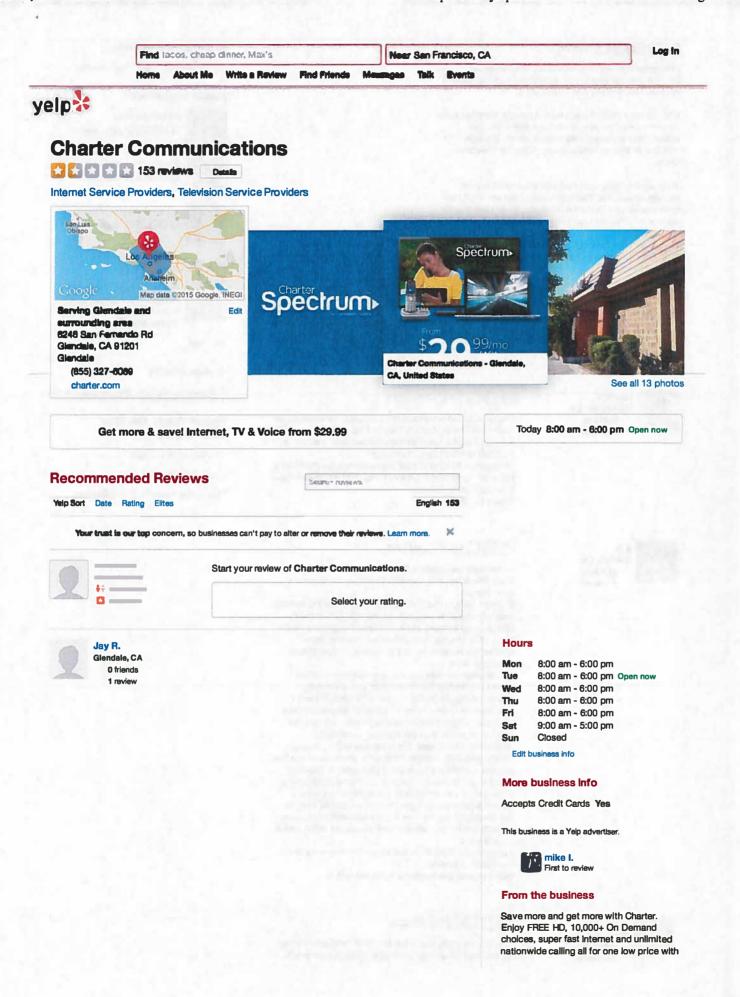
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★ ★ ★ ★ 4/16/2015

I struggled like everyone when it came time pick an internet provider here in Glendale after reading all the bad reviews, I have to say now I don't get it.

After having Charter for a couple of months there has been no down side. The service has been better and more reliable than any I have had in other states. The tech showed up right on time and everything has been fine since.

They are providing what they said they would with no hassles whatsoever. That being said I have not had to call customer service, go to the office etc.. I only have Internet service no cable, So I can't review that part of their service.

They send a bill, never asked for a credit card so they can't overcharge or overdraft my bank account like other providers do.

I have been uploading HD video and streaming to 1 or more devices at the same time with only occasional minor choppiness.

So for providing what they said they would for \$40.00 a month (first 12) for 60 Mbps they deserve 5 stars.



Henrik V. Los Angeles, CA 13 friends



Charter is taking advantage of GLENDALE residents. Since there is no Warner cable or Verizon Fios, they are charging arm and a leg for the super fast internet service 60 Mbps (A JOKE) only 60 Mbps. This is sad.

I was paying \$120 to Warner Cable Internet with 200 Mbps speed and great Cable Chanel's too, and I am so sad that they don't cover Glendale.

Shame on Charter



A S. Glendale, CA 21 friends 2 reviews



From inside the Glendale ISP monopoly... Every interaction that I have had with this company has been horrible.

initially, I thought that it was simply a fluke that the installer took three hours to plug a router into the wall, and was hitting on my roomate as he was talking about how he left his child in a nearby park [?!] but as I came to know Charter this became the first of many such inexplicable incompetencies.

Like another reviewer, the auto pay has never worked. Similarly to a small business owner, i received daily telemarketing calls trying to sell me TV service, when I explained that I didn't own a TV, they continued to make offers. Only blatant threats to discontinue their services brought an end to the calls [take note, comrades]. Additionally, the speeds dim drastically in the evening. Finally, they just informed me that my promotional rate has expired and that my bill is going up, I was not informed that it was a promotional offer, and am now stuck paying \$60+ a month for a terrible product with worse service. Even the office workers are surly and incapable, I had to get the service signed over to my name after my roomate moved, and the woman who took my papers didn't bother to process it.

I used to use AT&T at my last house and they are a dream compared to Charter.

Don't support this company if you can help it!





This is a company that is run like ATT!!! Customer service by title only, no one can do anything that you call and it

no contract required. Some ...

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takes a formal complaint to get their attention.

To start off I got Internet to fire att to get a little faster because I was paying for high speed and not even close to that was delivered. So I paid 39 a month for 30 and low and behold I get a message that my speed Is now 60 at no additional cost. Now I have had that speed for about 6 months they said now it was a Introductory offer. Now my speed is cut in half and now I am paying over 60 a month.

I call "customer service" and "technical service" and nothing happens except raising my blood pressure. They say I am now provisioned for 30 and they never offered it In the area.

If you like being pissed off? Do you like being blown off? Do you like needing to escalate an Issue with an outside agency to make a company deliver what they promised. Then this company is just what you would like

If you like fast Internet...good customer service...delivery of what is promised then don't even think of dealing with these Idiots.

The executive staff needs to loosen up their ties and let the blood flow to their brains!

This is how fly by night companies run. This is not the type of companies people like to stay with!!



Joe E. adena, CA 9 friends 42 reviews







7/20/2015

Just plain terrible service. They have really unreliable cable and internet services. If that wasn't enough, they have really bad customer support. If you are considering them, choose whoever else you can.



Chris S. Pasadena, CA 2 friends 16 reviews







This is not an indictment of Charter In Alhambra, but Charter Communications as a whole. The only reason I gave them 1 stars at all is because their customer service people are polite and nice. Unfortunately, the company Is so bloated with bureaucracy and incompetence it can't seem to get anything done. Either that, or they willfully misrepresent their intent In order to charge more money for non service. I've been a customer for years, and if it wasn't for the equally poor ratings of other ISP's and bad mouthing of other ISP's by friends and family, I probably would have switched long ago.

As an example of the most recent ineptitude, I tried to transfer service recently and was told that the place i had just moved into (and purchased) already had an existing account open, and therefore they would not be able to transfer service. Because the home I purchased was a recent foreclosure, I was told that likely what happened was the old home owner never actually cancelled out the previous account. Of course the rep was super nice, and we talked about the situation and I had mentioned that I wanted to get the new customer rate for the first year so maybe I would just cancel my service and start the new service at the new home. She dissuaded me from cancelling and offered me the reduced monthly rate for the next year as a valued customer. She suggested that when I receive the copy of the deed to the home with my name on it, that I could go to my nearest branch and they could settle the problem of the existing account. Sounds good!! I get the deed and proceed to call charter a week later. Of course, this time, the story has changed. The new rep says that there Isn't an existing account at my residence, but a still open request for new service. This can be solved though, she says. And I will solve it for you she says. She

takes my info and, because I've already been on the phone with her for about 30 min, promises to call me once she has all of the info sorted and can make the transfer of service. Should only be an hour or two at most. 6 hours later, no call. So, i decided, screw it. i will call back. The next lady takes another 30 min with me on the phone (she's also super polite), and eventually suggests that she needs to transfer me to a specialist, which she does. The specialist spends the next 15 min sorting out the same info i've already given to every rep prior. But sure, lets do this dance again. Finally, she says she cannot give me the promised discount rate since i am not a new customer. After some back and forth, I come to the conclusion that all of this could have been avoided had i just cancelled my service and started fresh. She agrees, and we proceed to cancel my old service, start fresh at the new address... and she gives me the new customer discount.

So in the end, i was persuaded to keep my old service intact because i was promised the new customer discount, and it would save me the transfer fee and the hassle of setting up a new account. Unfortunately, that promise was never held to, i was charged for 2 weeks of account service that i could not use, and i ultimately cancelled the old service anyways so that i could get the same rate that was promised to me to begin with.

TLDR: Misinformed. Lied to. Wasted hours of time. Pissed off.



Dan D. Los Angeles, CA 20 friends 20 reviews



I signed up with Charter to try to extricate myself from the insanity I had been dealing with over at AT&T (why does our bill fluctuate so much month to month without alternations to service, AT&T?). They came to install on a Friday afternoon and the installation went smoothly until I turned on the TV and checked the channels. None of the channels I ordered were available. I called Charter to try to straighten things out, but they told me that my channels wouldn't be available for up to 24-hours. Smelling something fishy, I asked the technician if this was for real (since I've never had this issue with any other cable company) and he told me that they weren't being forthcoming and actually dldn't put in the work order for my channel package. Since I was already having problems, being lied to, and getting the general run-around before installation was complete, I cancelled right then and there and sent the technician home with the equipment. i didn't think it could get worse than AT&T, but it does.



barry m. Glendale, CA 7 friends 50 reviews



Yay monopolies! They're the worst and only option i have for internet service.

i initially signed up for Charter's fastest tier of service. After months of "never" getting their advertised speeds, especially at around 9pm, I realized that they had oversold their infrastructure. At 4am, service was great. At 9pm, when the neighborhood is watching netflix, speeds dropped to around 10% of their advertised speed.

i contacted customer service. and they dispatched a technician. He was great. I explained the issue of the speed dropping at peak usage hours, and he agreed that it was clearly not a wiring problem. He informed me that charter didn't give him any visibility into the status of their routing hardware, so he couldn't see if the node my neighborhood uses was oversubscribed. So after spending the entire day replacing every bit of wire going from my house to the utility pole, the internet actually got "slower". I contacted Charter and they explained that there was nothing they could do for me except drop me down to a lower tier. They wouldn't offer a refund for the months of

impaired service, and I had to escalate the call to a manager and plead for fair treatment before they offered me a refund for the past month.

In other awesome news, charter's auto pay service has simply never worked. I've been trying to get it to simply take the money from my bank account, and afternearly a year I've given up and had my bank's auto pay service send them a check.

They also signed me up for their email service, which I don't ask for and don't want. In their wisdom, they make It impossible to delete the email account and have made it my account ID for logging into their site.

I strongly recommend contacting the FCC any time you have problems with Charter. They're basically like misbehaving children, and the only way to get them to behave is when they're faced with a paddling from an authority figure.

On the bright side, at least they're not Comcast. However, if the Comcast/Time Warner goes through, Glendale Charter customers are getting 'sold' to Comcast.

Google, if you're reading this, deliver us from evil and bring Fiber to Glendale.



Mike L **Beverly Hills, CA** 0 friends







🖈 🔛 🛣 📞 6/25/2015

CHARTER SUCKSI! I have issues with my Internet and tv at all times. I'm paying for headaches every month.



Andy C. Canoga Park, CA 39 friends







6/8/2015

This company's telemarketers will not take no for an answer. They have harassed my place of business for almost two weeks, calling every day. As the manager I have explained to them we are not interested and they continue to call, today on 06/08/15 they called me twice. I have never cussed or berated them, only expressed that we do not need their service and to remove us from their calling list. I feel that they are targeting us because I told them not to call in the first place. As a small business our time is very important and when they call it distracts us from our job!



Mari P. Burbank, CA O friends











1/17/2015

My fault...i have been meaning to switch cable companies for a while now..too many issues and way to expensive. On another note, I guess coming from the hospitality industry myself I expect customer service to always be at It's best. San Fernando location....Laura/Cust. Serv. Agent...was, mediocre, at best. From the time i walked up to the counter, she didn't' look up to acknowledge me once, even as she was working with me. She had a frumpy look on her face like if she was being bothered by my questions... I had an issue with my cable bill and was there for assistance. I felt every time I asked her a question I was inconveniencing her. Just a strange way to treat walk in customers. I must say the phone agents on the 888# are

Your agents at the San Fernando location are NOT well trained. What ever happened to "eye contact: with the customer? "I'm so sorry for the inconvenience"... "let me see what I can do for you".

I hope someone in Corp. reads this...you need alot of revamping to your packages and major training at the store level.

thank you for your time.



Art S. Santa Clarita, CA 6 friends 5 reviews



The service was not all that bad at all. I putting one star because I wanted to cancel the sevice after two years, they kept scaling the price of their service like a skyrocket, saying it was only a year promotion. I stayed with the cable just because it was a fifa world cup year. But after that... Who needs cable after having netflix and hulu? Cable companies are overrated and will need to evolve soon.

They told me they would send a guy to pick up the equipment. It's been two days and nobody came. I just went to charter facilities to throw out their equipment. Thanks for letting me stay at home imprisoned for nothing! Thanks.

Merry xmasl





The worst customer service in the Industry. They use online chat support that Is entirely computer driven (i.e., you're not actually talking to a human being). Thus, if you write the word box in any context, for example, it gives you information on a cable box. If you write the word paying, it gives you Information on their bundling services.

Worst e-mail interface on the web. You literally CANNOT use the backspace button when writing an e-mail. The only way to delete even a single letter in this Interface is to highlight it and replace your mistake. The search box doesn't retrieve results. On top of that, the entire thing doesn't load. As you scroll through your a-mall you have to sit and wait for the thing to catch up. Sometimes this takes upwards of a full minute. ridiculous.

IMO, this is company has no regard for their customers and are not up-to-date with technology.



Nick N. Chino, CA 1 friend 14 reviews



Only reason I am giving them 2 stars is because the internet is rather fast and the install guy was great. Other than that I am hating Charter.

Lets start by mentioning that the only reason I went with Charter for TV/Internet/Phone was because my home was just built and it was the only high speed cable available.

So I call charter 4 times to order the bundle. I had received an offer in the mail for a discounted rate, but every time I called they said that they did not have that offer in their system. I went as far as talking to a supervisor and sending them an email with a scanned copy of the paper Charter sent me in the mail. They said they would call me back and honor the promotion. Well they just never called me back!

So my next call I explained the situation again and how I emailed it to the supervisor and they tell me that I should just wait for them to call me, because they can't give me that price.

I just said screw it and went with the \$30 a month more

because I knew I was getting no where and needed to have Internet and cable at the house.

They come out 2 days later and the Install guy was great. No problems there.

He turns on the TV and I just started laughing. The interface feels and looks like AOL Dial Up Internet from 1995. WHAT A JOKE!

Any ways a month into it now and I still have them... still trying to figure out what satellite company to go to now.





Not surprised by the reviews at all...

Paying almost a hundred and fifty dollars and we still don't have all the channels, what the fudge? On-demand only works when I unplug the cable box and wait for it to restart (every fudging timell) On top of it all, the HD channels never work. I either get a screen that says "channel temporarily not available please try again later" or a pixelated screen.

When I call for a quick fix I always get the same "turn it on and off" walk-through. And they speak to me super slowly and carefully like unplugging something and plugging it back in is rocket science. Ok.

The only plus side Is HboGo and ShowtimeAnytime subscriptions that come with selected providers, Including Charter. I would've gotten another provider a long time ago if my parents weren't obsessed with the Armenian channels package.





So why am I even paying for it if this is the

HD channels...? They suck.



K. Zachary A. Altadena, CA 34 friends 12 reviews



Yaar ago I used to really despise cable and Charter's service "used" to be awful, so it was with some trepidation that I switched from ATT Uverse to Charter mainly for financial reasons: Fast Internet, more TV, and phone all at a greatly reduced cost and with NO CONTRACT - just month to month. So, I bit the bullet. Installer was great, but gave me the wrong modem....They switched it out next day and the tech did not leave until he knew everything was perfect and I was satisfied.

Then a couple months later I decided to add a TIVO to the mix, which I could do and "still" be saving big \$\$ over ATT. I expected it to be a hassle. But NO - the folks at Charter were GREAT when I went down to the office to return the cable boxes - they made sure I had everything I needed to get set up right and be able to use the TIVO. Yes, I still had to call In for help. But the folks I dealt with then were also top notch and walked me through stuff to be sure everything was working right. SUCH a different (POSITIVE) experience from years ago. And since then, everything has been smooth,

Bottom line - great product (FAST Internet, good TV selection, clear volp phone) and get customer service. So at this point, yes, I'm a fan!



Debra B. Hemet, CA 2 friends 17 reviews



Service drops often, picture is pixelated or audio skips words this occurs often, they will gladly send someone out to fix it however it's a endless cycle. Calling spending 20 minutes on the phone doing all the testing procedures talking to a person setting up an appointment 10 more minutes and then you'll have someone come out to fix it, 2 hr. Window waiting and 1 hour to check thing out, only to repeat a day or 2 later. At some Point it's useless to pay the money for services that waste your time. Initially it took three months before I had good service. But it appears I am back into the terrible service again. I let it go a few months because I couldn't stand the thought of doing all this all over again. It is frustrating that the transmission is so faulty. I got spoiled with FIOS where I fived before it was rare to have any Issues.



Ebony M.
Austin, TX
185 friends
269 reviews
Elite '15

12/3/2014

Terrible company with lackluster service. Their technicians are contractors and therefore unsupervised scumbags. They overstay their welcome in your home. Charter also has this terrifying habit of double billing you for service. They are extremely shady. Do yourself a favor and get a mobile broadband device from somewhere like t mobile, then sign up for Netflix. Do anything to avoid this place like the plague!



Jennie C. Glendale, CA 14 friends 22 raviews



If you have another option, TAKE IT. I didn't. Charter is the ONLY cable TV provider in my area. (Aren't monopolies illegal?)

Customer Service — if you're lucky, it's mediocre, but most of the time, it's terrible.

internet -- goes out on me daily. Often 2-3x/day. Requires rebooting the router. I've complained multiple times. This is the "fixed" version.

Cable TV — "OnDemand" is spotty. Some days it works, some days it doesn't. Try explaining that to a 3 year old that wants to watch his favorite cartoon. I've complained. The only "fix" they have is unplug and reboot everything. It's a hassle. It takes time. I can do that myself. And it appears to be a temporary fix. My OnDemand is down AT LEAST 10 days a month. And yet I pay for the service EVERY SINGLE DAY.

I cannot complain about this provide enough. YUCK, YUCK. YUCK.



Sandra B. Agoura Hills, CA 2 friends 49 reviews



rip off and not willing to please the customer.there was an outage in my area and i wanted to set up a service call.not because of the outage but i had been having trouble with my computers and they would not set up the service. I am also paying extra for this service which I should not have to pay. It should just be included. When I first signed up the price was less and they lied and raised it. I am really looking into another carrier that is less expensive.





Real poor support. I tried to change my password on line, and it sent a link to me that was the same page that I used to request the password change from. On-line support was no better.





This place is horrible.
Customer service sucles.
They can not speak english.

I have no choice but to use this horrible company,

Jo Ann R.

La Canada Flintridge, CA

12 friends

9 reviews



Our Charter bill increased by \$50.00 in two months. We are very disappointed with Charter constantly raising prices for poor service. We have been loyal customers and have been with charter since 1997 but we are looking for better service and prices.



Walter W.
Albuquerque, NM
28 friends
51 reviews

🚼 🚼 🚼 📆 🕽 3/13/2015

The question everyone should ask is... How is charter still running? With a fuck load of complaints, I still dont understand how this piece of shit company does not give 2 shits about their customers. I'm supposed to be getting 60mbps in my area. In reality, you never get that exact amount, its either half or little less than that charter provides. Every time you call customer service they always say the same bullshit "unplug your router, wait for 30 seconds then plug it In*. So you do that, connection Is back up and running for about 10 mlns, then its back to shit. You ask to drop the price on the bill because its ridiculously high for the amount your paying and for the shitty service youre getting, they reply with "i cant do that" or "one time courtesy I will give you an X amount of credit on your next bill". Theres only one way to put it... FUCK CHARTER and all its dumbass employees that work for this company. It's nothing but lies and deceit. They should change their slogan to "constant disconnection & low Internet speed". We're all caught in charters web, and if we want to switch to other users, we may not be able to because of the area we live in. Fuck you charter and your



This is currently the speed I'm getting for my Internet. Charter says "in your area, you're getting 60mbps." Fuck

9 of 15





if you get Ell as a supervisor, he is pointless, he has not been trained properly. Long story short, I paid my bill last week, got a confirmation, then I get a volcemall from charter saying the payment did not go through because of their mistake on their end, and I was fine with it and said if i need to pay anything extra, the girl said no. so when I tried paying today there was an extra \$90.00 charged. When I called charter they said that the mistake was on me because I put in the wrong information from my account. I told ELI that one of his associates called and APOLOGIZED for making a mistake on my account. Eli kept blaming me then insinuating that I was lying and he did not have it in his records that anyone called me to Inform me (even though I have the vmall) WOW!!! I understand if I had typed in my account info wrong or something else happened, but the fact that I was told one thing and the "SUPERVISOR" said another, and then said that no one called me was beyond unprofessional. I paid the balance but I can not wait till next months bill, lets see what BS they will create. Go back to charter training ELI



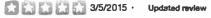


1 check-in

Not happy with customer service. Can't do business over the phone or online. Was asked to come in person.



Elle S. Los Angeles, CA 14 friends 234 reviews



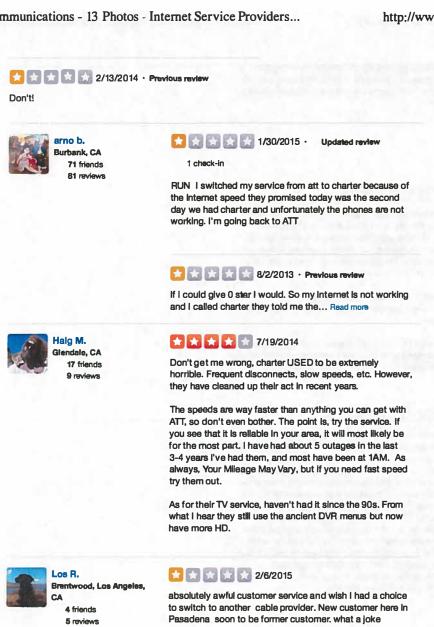
Zero stars. Our bill increased, they don't care, so rather than get the increase they'd prefer to lose a customer. That's how Charter 'rewards' customer loyalty: Increases their bill. They are so fucked up it's unbelievable.

Up until recently, Charter was the only game in town. Now that AT&T is an option in Glendale, and because we recently got notice that our bill will increase, we're switching. Charter makes it sound like the Increase Isn't much, only another \$34/month. Except that's \$408/per year! If their equipment was upgraded, if there was content to watch, if their internet speed wasn't shared with every neighbor in a 5 mile radius, if they didn't increase their prices every year, if I didn't have to beg to keep my bill at a reasonable rate, well, then maybe we'd stay with this horrific company who treats customer loyalty by increasing their rates.

So now that there's choice, I'm writing this so I can influence as many people as possible to NOT give them your business.

3/22/2014 · Previous review

When Charter "upgraded" their equipment, it DE-graded it for the end-user. My Modern / Router combo... Read more





Keith W. Long Beach, CA 2 friends

1 8/24/2014

I've been using Charter's Internet service for about 2 years now

Customer Service: 6.5 out of 10.0 Internet Service: 6.5 out of 10.0 Service maintenance: 6.5 out of 10.0

Note: Service seems to be fast but erratic, customer service is ok not great.

6.5 means to me that the service is slightly better than okay or passable.



Tracy N. Coppell, TX 158 friends

1/19/2015

I was going to cancel my charter account because our Internet and cable has been having problems. Also, my bill keeps going up. I'm giving 3 stars because 1. Arvin from this location was very nice and helpful. 2. He was able to

give me more discounts which lowered my bill by \$40+. 3. They also gave us a year free of HBO. I'll be going to this location now when I experience any trouble. Make sure to go to ArvInI





So many horror stories.... I feel so rry for us - to have so little choice that we end up at the mercy of this shitty company. Dealing with these assholes is an exercise in self restraint: frustrating, confusing, upsetting, downright awful. Thank god I switched carriers - would have ended up in the loony bin otherwise!

The product is utter crap - customer service is the worst of the worst. I wish someone had the authority to go shut them down.

i know therapists would be lining up to tell me hatred is a wasted emotion but in this case I don't care: I LOATHE you Charter: may you rot in hell forever and ever, amen!





This review is for the online service only. I have AT&T U-Verse and I'm not happy with it. All I want is to give my money to another company and Charter is making that very difficult for me. I can't get a straight answer on their website as to what the different prices are for the internet. I tried to do the chat to get some answers and It's not even a person. It's a computer. I just wasted 30 mins of my time and I STILL don't know what their prices are. All they'll show me is a few specific bundles and offers that THEY want me to see. Why can't I simply just view the options and then pick the one that's best for me. I'll have to go to a company that has clear and organized information on their website. It's not 1970. I shouldn't have to call just to find out this info.





Charter's customer service sucked from day one and they STOLE \$40 from me. The installation dude was 4 hours late. They offered me a \$20 credit for the inconvenience which wasn't bad, but what bothered me was that it apparently happens so often they had a name for the credit.

When I canceled my service i, of course, had to return the equipment. Their closest local office is an hour round trip so i called to see if I could have a tech pick the equipment up when they were in the area. I was told "sure!"

After 2 no-cali-no-shows, I was ready to just drive the stuff to the local office but a tech randomly showed up at like 8 in the morning. He took my equipment and was about to leave without giving me a receipt. I asked him for one. He wrote some illegible note on a little piece of paper that said "i Kyle, picked up" and some horrible signature. I had to ask him his last name because I couldn't read the note. This didn't sit well so I made sure to get his van number and license plate just in case something happened to the equipment. Sure enough it did.

When I canceled I had paid for a month and was due to have \$120 returned. When I called to see about the refund I was told the amount was \$80. I inquired and they said they didn't receive their modern. But I had returned it and Kyle's little note said as much. The billing agent's response

was that I drive to the local office and show them my "recelpt." I told him I think I should at least call first to make sure they will accept the receipt before driving all that was. I was then told that the local office HAS NO PHONES and even he couldn't call them. I refused to drive an hour only to be told "this Isn't a receipt, sorry."

Anyways, after another month and about 3 hours on the phone, promises by "managers" that they would handle it only to never hear anything again. I just gave up on the \$40 they STOLE from me.

If I only get one person to choose AT&T over this unscrupulous company then I feel like I have won.



Geoff W. Ventura, CA 0 friends 23 reviews



I wish I could leave less than one star. Cable Service is reliable, sort of, I really miss Comcast. The charter cable box service looks like an old 90's video game. Poor quality barely describes it. Plss poor quality. Crappy remote barely works, quality overall I suppose is the real issue. Customer svc seems fine, quick service hookup etc, that's all ok, but really, don't get your hopes up. Charter is my only option where I rent, otherwise I would have cancelled after one week. Maybe you will be impressed if you've never had TV service before, or if you have been under a rock and never have seen the internet, you may be ok, but don't expect much. Can't wait to get some real cable svc



Los Angeles, CA 54 friends 11 reviews



One star because the Internet is faster. Other than that, I hate charter with a passion. Why is it so difficult to order a PPV fight? Can't find the channel so I searched in the guide. It's only showing current playing programs. I went to the provided On Demand channel, and there's no PPV listing. Meaning there's not even an option to order PPV anything! So I double checked if the UFC fight was even showing, and sure enough I was right about the date and time. UFC even provided a link to the Charter site to order the fight. There was an error on the Charter site. My bf tried ordering it online, it won't let him. I even googled how to order a PPV show for charter, and it prompted me to their FAQs. (At this point they're making me feel super dumb.) Their instructions don't even match. Seriously? So I decided to Yelp instead to vent why I hate charter. Do I really need to call for this BS? Frustrating guys, do something! And your menu reminds me of how cable looked circa 1994. I don't even wanna give you a full star! Now I know why the previous tenant secretly order Direct TV because Charter and AT&T Uverse were the worst options ever.

We're Sorry - Our Servers Had a



It seems the page you were looking for has lost its way.

Use the links below to begin a new path

This was the error page on the charter website efter I clicked on the link from the UFC site.



Burbank, CA 1 friend 31 reviews



If you were allowed to do -5 stars, this is what I would rate it. Charter has the worst internet service, the worst online website and the worst customer service in history. I the it and yet I'm STUCK with it. I've tried numerous times to pay my bill online only to find out it never goes through. So now I'm late with my payment and penalized for it. I don't know how this company can stay in business. I hate it. Internet is slow or doesn't work at all.



Amanda C. Pasadena, CA 0 friends



TERRIBLE! I wish our area did not have them as the cable provider. When we were fed up with their Intermittent Internet connections and cancelled, the technician that came out to disconnect our service did not move our trashcans back, left our Christmas lights unplugged, and left our back gate open. Avoid if possible!



Hailey Z. Glendale, CA 199 friends 526 reviews Elite '15



Listed in Save yourself the heartache...

Charter, you money hungry business. Why am I not surprised that when I went to pay my final bill, you refused to allow me to make payment arrangements, even though I told them I lost my job. The cashier here claimed that the company took all the codes out to allow payment arrangements. Somehow I doubt that, but whatever. Thankfully there are lots of companies out there that I will be able to call and make payment arrangements because these @ssholes wouldn't allow me too.

Oh, and also, ATT U-verse is a lot better. It may cost a little more, but at least I'm getting over 1,000 channels and I'm able to record on every dvr device.

Again, I will never recommend this money hungry company to anyone. EVER.



Really sad that I'm not able to give Charter as a company negative stars. They are perhaps THE worst... Read more

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40 other reviews that are not currently recommended

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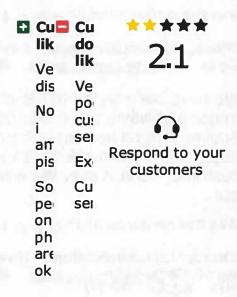


Charter CommunicationsComplaints and Reviews

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ISSUES
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CLAIMED
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\$524
AVERAGE
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Charter Communications - Charter Spectrum

Aug 26 Enarter Communications Media Astoria, Oregon REVIEW RATING 4/5

Charter Communication changed recently. I used to do business with Charter -primarily email, but it is now beyond slow even with the highest internet speed. It is impossible to send out bulk emails in blind copy. It is touchy and deleting emails is difficult. It doesn't interface well with third parties - one still has to go to Charter to delete posts (which is a nightmare if receiving more than...

Bad service 537 poor quality 270 Slow Internet 7

Was this review helpful? 0 ↑ 0 ↓

Charter Communications - Review from Columbia, Maryland

We have been trying to get charter services for three years. We live between to major highways, there are multiple people in our subdivision. I can see the houses that have charter from my house in fact we are just trees away really. You can't call and ask for an area review. So we drive an hour to the areas customer service site. We were told to talk to the charter rep when they are in our...

Was this review helpful? $\mathbf{0} \uparrow \mathbf{0} \downarrow$

Charter Communications - New Spectrum Homepage is terrible.

Charter dropped my old customized homepage and gave me SPECTRUM. No choice was offered to me. Now I no longer have a display of weather, finance, and other current events. And the new homepage can not be customized! I've called to complain and waited several minutes to get past their robot phone. Finally, after several minutes, and multiple option selections, I was directed to an agent. The...

Charter communications 14 spectrum 2 Horrible Charter Service 4

Was this review helpful? $\mathbf{0} \ \mathbf{1} \ \mathbf{0} \ \mathbf{1}$

Charter Communications - Charter has very bad Customer Service

Paid my bill on line, was called the next day and told that the payment had been rejected due to checking account number wrong. Went on line to correct and pay the bill and found out I had been charged 26.50 service charge. I called and talked to three different customer service people, the last being a

Charter Communications does NOT participate in the ConsumerAffairs accreditation program. Learn More

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(http://www.consumeraffairs.com/)

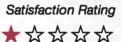
Charter Communications

Home (http://www.consumeraffairs.com) > Electronics (http://www.consumeraffairs.com/electronics.html) > Cable & Satellite TV Providers (http://www.consumeraffairs.com/cable_tv/cable.htm)

Consumer Complaints & Reviews



Esther of Long Beach, CA on Aug. 31, 2015



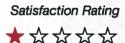
Charter is the only company available in my area and they know that so they continue to raise prices and reduce quality of service. They have a monopoly and they're taking advantage of consumers.

Helpful? Yes No

O Comment on this review



T of Vacherie, LA on Aug. 29, 2015



First of all, ask if it's easy to speak to a manager. I awaited a whole week and was placed on hold numerous of times. They refused to allow me to speak to one until day 5. They also inadvertently posted my payment as per their request. I contacted the public service commissioner to file a complaint because no customer should have to wait that long to speak to a manager regarding a dispute. Ask if there are any local managers! Buyer be aware.

Helpful? Yes No

O Comment on this review



Dee of Holland, MI on Aug. 28, 2015

Satisfaction Rating

★ ☆ ☆ ☆ ☆

Charter switch to Charter Spectrum and it went from bad to worse. I didn't think it could get worse but it did. The email is awful!!! Like the other reviews, if I could give it a zero I would. It is not easy to use,