Alex Gerwer <asg.akn@gmail.com>

Set-top problem (was: New voicemail from (888) 438-2427 at 8:21 AM)

asg_akn@att.net <asg_akn@att.net> Fri, Jun 5, 2015 at 7:52 AM
Reply-To: asg_akn@att.net
To: Mignon Clyburn <Mignon.Clyburn@fcc.gov>, thomas.wheeler@fcc.gov, franke@sec.gov, schockl@sec.gov, whitemj@sec.gov, ceresneya@sec.gov, aguilarlu@sec.gov, gallagherda@sec.gov, steink@sec.gov
Cc: "Ivar Beljaars (ibeljaar)" <ibeljaar@cisco.com>, "neil.smit@chartercom.com" <neil.smit@chartercom.com>, "Weiske, Sue" <sue.weiske@chartercom.com>, "Hayes, Sean L" <sean.hayes@chartercom.com>, "mary.white@chartercom.com" <mary.white@chartercom.com>, "ted.schremp@chartercom.com" <ted.schremp@chartercom.com>, "grier.raclin@chartercom.com" <grier.raclin@chartercom.com>, "michael.lovett@chartercom.com" <michael.lovett@chartercom.com>, "marwan.fawaz@chartercom.com" <marwan.fawaz@chartercom.com>, "Stark, Jill E" <jill.stark@chartercom.com>, "Olds, Sherry R" <sherry.olds@chartercom.com>, "Kaschinske, Larry W" <larry.kaschinske@chartercom.com>, "sarah.kerska@chartercom.com" <sarah.kerska@chartercom.com>, "eloise.schmitz@chartercom.com" <eloise.schmitz@chartercom.com>, "paula.trustdorf@chartercom.com" <paula.trustdorf@chartercom.com>, "Johnston, William" <william.johnston@cpuc.ca.gov>, "Pangilinan, Michaela" <michaela.pangilinan@cpuc.ca.gov>, "kmajcher@usac.org" <kmajcher@usac.org>, "marlene.dortch@fcc.gov" <marlene.dortch@fcc.gov>, "Fe.Lazaro@cpuc.ca.gov" <Fe.Lazaro@cpuc.ca.gov>, "tas@cpuc.ca.gov" <tas@cpuc.ca.gov>, "timothy.simon@cpuc.ca.gov" <timothy.simon@cpuc.ca.gov>, "mark.ferron@cpuc.ca.gov" <mark.ferron@cpuc.ca.gov>, "kjmweb@fcc.gov" <kjmweb@fcc.gov>, "Hillary.DeNigro@fcc.gov" <Hillary.DeNigro@fcc.gov>, "joe.flint@latimes.com" <joe.flint@latimes.com>, "Ken Dumont (dumontk)" <dumontk@cisco.com>, "Schein, Benjamin" <benjamin.schein@cpuc.ca.gov>, "vanderson@rhainc.com" <vanderson@rhainc.com>, "Jarrett.Thiessen@acs-inc.com" <Jarrett.Thiessen@acs-inc.com>, "anna.jew@cpuc.ca.gov" <anna.jew@cpuc.ca.gov>, "glubin@businessinsider.com" <glubin@businessinsider.com>, Vivian Giang <vgiang@businessinsider.com>, "CHR@cpuc.ca.gov" <CHR@cpuc.ca.gov>, "cherrie.connor@cpuc.ca.gov" <cherrie.connor@cpuc.ca.gov>, "cft@cpuc.ca.gov" <cft@cpuc.ca.gov>, "bnk@cpuc.ca.gov" <bnk@cpuc.ca.gov>, "fnl@cpuc.ca.gov" <fnl@cpuc.ca.gov>, "Sandoval, Catherine J.K." <CatherineJ.K.Sandoval@cpuc.ca.gov>, "je3@cpuc.ca.gov" <je3@cpuc.ca.gov>, "jlee@usac.org" <jlee@usac.org>, "skhan@usac.org" <skhan@usac.org>, "joseph.flint@latimes.com" <joseph.flint@latimes.com>, "john.malone@libertymedia.com" <john.malone@libertymedia.com>, Ryan Faughnder <ryan.faughnder@latimes.com>, Michael de la Merced <merced@nytimes.com>, "bstelter@nytimes.com" <bstelter@nytimes.com>, "ben.rubin@wsj.com" <ben.rubin@wsj.com>, Shalini Ramachandran <shalini.ramachandran@wsj.com>, "martin.peers@wsj.com" <martin.peers@wsj.com>, "saabira.chaudhuri@wsj.com" <saabira.chaudhuri@wsj.com>, "avamarie.p.madeam@verizon.com" <avamarie.p.madeam@verizon.com>, "dennis.m.bone@verizon.com" <dennis.m.bone@verizon.com>, "richard.chapkis@verizon.com" <richard.chapkis@verizon.com>, "Andreski, David" <david.andreski@chartercom.com>, Meg James <meg.james@latimes.com>, deborah.vankin@latimes.com, gkimmelman@publicknowledge.org, "david.colker@latimes.com" <david.colker@latimes.com>, Michelle Maltais <michelle.maltais@latimes.com>, "therbert@ce.org" <therbert@ce.org>, "kathryn.huberty@morganstanley.com" <kathryn.huberty@morganstanley.com>, "mike.abramsky@rbccm.com" <mike.abramsky@rbccm.com>, "swu@amtechresearch.com" <swu@amtechresearch.com>, dcarey@portelligent.com, "psvensson@ap.org" <psvensson@ap.org>, "al_franken@franken.senate.gov" <al_franken@franken.senate.gov>, "senator_kohl@kohl.senate.gov" <senator_kohl@kohl.senate.gov>, rick.kaplan@fcc.gov, wkovacic@ftc.gov, dturner@freepress.net, andys@mediaaccess.org, Harold Feld <hfeld@publicknowledge.org>, rbrunell@antitrustinstitute.org, michael.copps@fcc.gov, "David G. Savage" <david.savage@latimes.com>, "Hsu, Tiffany" <tiffany.hsu@latimes.com>, jkelsey@freepress.net, james.m.cole@usdoj.gov, james.cole@usdoj.gov, sharis.pozen@usdoj.gov, kamala.harris@doj.ca.gov, hun@consumersunion.org, samuelk@greenlining.org, Marc Lifsher <marc.lifsher@latimes.com>, david.sarno@latimes.com, dlove@businessinsider.com, twasserman@brandweek.com, grisling@ap.org, dderakhshani@consumer.org, joseph.ridout@consumer-action.org

Dear FCC and SEC folks,

I wanted to provide you with the continuing story of Charter's callous disregard for customer service, despite charging top dollar for their services. My set top box still does not work properly. In particular, the set top box in question, which used to be able to randomly get channels 2 (local CBS) and 7 (local ABC) now consistently does not get those

two channels. Should Charter be allowed to have the ability to require that customers rent boxes from them when they conduct themselves in this manner? Shouldn't customers be able to purchase their own box, just like customers can purchase their own television sets?

On Monday, 6/1/15, at 3:48 PM PST, I received a call from a Charter Communications representative [(562)755-0531], different that the representative that had called me on Thursday, 5/28/15. This representative told me that I was on a list to receive a NEW MODEL set top box sometime in August. I went over the conversation that I had had with his colleague on 5/28/15, explaining that I did not need a new model set top box, but only a new unit of the same model that I presently have. I further went on to say that waiting to get this accomplished until August would not work unless I could have my $124 a month payment to Charter suspended for May - August. The representative said that he would promptly get back to me. He has not done so.

Words are cheap and Charter has a lot of them. They can sound so good and convincing until you get to know their modus operondi....which does not take long to experience and then figure out. What Charter does not demonstrate is action. Aren't there some criminal charges that can brought against the Charter executives based upon a pattern of dishonesty which even I can document? Have we really gotten to the point where companies can flagrantly and repeatedly lie to customers and get away with it?

Sincerely,
Alex Gerwer
(619)885-4841

On Mon, Jun 1, 2015 at 12:32 PM, <asg_akn@att.net> wrote:

> Dear Charter folks,
>
> The attached email (first attachment) implies that we have done something to violate the integrity of your systems and network,threatening to shut us out of your network. No particular device or software is identified as being the reason for the concern. The second attachment indicates that the router has the latest firmware installed on it. All the devices on the network have their operating systems, etc. routinely and automatically updated. Please promptly provide the details of your concern so that the concern can be properly addressed by a non-expert such as me. I am hoping that this is not some tactic on your part to remove us as customers because we have pointed out the mistreatment that you dish out to customers.
>
> Sincerely,
> Alex Gerwer
> (619)885-4841
>
> On Sun, May 31, 2015 at 11:30 PM, <asg_akn@att.net> wrote:
>
>> Dear FCC and SEC folks,
>>
>> I am sickened, disgusted, and mortified to think that, after the damage that has been done by allowing banks to get to be "too big to fail," that you would entertain the possibility of Charter acquiring not only Bright House, but Time Warner as well. Overall, this does not seem to be a good deal for the consumer:
>>
>> http://www.latimes.com/entertainment/envelope/cotown/la-et-ct-charter-time-warner-20150527-story.html#page=1
>> http://www.latimes.com/entertainment/envelope/cotown/la-et-g-charter-time-warner-merger-20150526-htmlstory.html
>> http://www.latimes.com/business/la-fi-lazarus-20150529-column.html
>> http://www.latimes.com/opinion/editorials/la-ed-charter-time-warner-cable-20150527-story.html
>>
>> After all, "Consumers Union noted that a Consumer Reports customer satisfaction survey of 17 cable providers last year ranked Charter 14th and Time Warner Cable 16th."
>>
>> On a personal level, my experience indicates that Charter has already taken good advantage of its oligopoly status in its flagrant disregard for consumers.

Most recently, after a 12% increase in my monthly charges without any additional services being offered, I have had worsening service. After my specifically complaining again about having been given yet another faulty rebuilt cable box and asking for a replacement brand new cable box, on 5/28/14 at 3;38 PM PST I received a call from someone in the Charter executive escalations office [(888)438-2427] who first made sure to justify the increase in monthly fee that was foisted upon me last November, but then also said that I would hear from a local "vice president" who would deal with the cable box issue. Then at 7:22 PM PST on the same day, I received a call, not from a vice president," but from a local service technician supervisor [(310)692-5010], who insisted on trying to come into my house, insisting that the problem was in the wiring, not with the cable box (even though each of the rebuilt boxes start out working correctly until they consistently fail within a month), but claimed that he would go to Irwindale to pick up a brand new cable box on 5/29/15 and would then call me to arrange for me to be able to get the new box. I have yet to receive the call back from the service technician....yet another lie from Charter.

It is bad enough that Charter is already allowed to treat their customers like dirt. Please do not let them expand their reach. Haven't they hurt enough people already?

By the way, thank you very much for not allowing AT&T to acquire T-Mobile. Thanks to that, I moved my cell phone from AT&T to T-Mobile, cut my bill in half, and have gotten much better service.

Sincerely,
Alex Gerwer
(619)885-4841

On Fri, May 29, 2015 at 9:37 AM, Ron Hranac (rhranacj) <rhranacj@cisco.com> wrote:

> Mr. Gerwer,
>
> Thank you very much for your address information. I'll forward that and the e-mail correspondence to my contact at Charter.
>
> As mentioned in my previous correspondence, Cisco does not provide customer premises equipment directly to end users, and does not have a mechanism in place for direct sale of those devices to end users.
>
> I'm unable to recommend service providers or comment on the customer service available from any given service provider. Making such recommendations, comments, or endorsements is prohibited by company policy.
>
> Regards,
>
> Ron Hranac
>
> **From:** asg.akn@gmail.com [mailto:asg.akn@gmail.com] **On Behalf Of** asg_akn@att.net
> **Sent:** Friday, May 29, 2015 10:22 AM
> **To:** Ron Hranac (rhranacj)
> **Cc:** Ivar Beljaars (ibeljaar); neil.smit@chartercom.com; Weiske, Sue; Hayes, Sean L; mary.white@chartercom.com; ted.schremp@chartercom.com; grier.raclin@chartercom.com; michael.lovett@chartercom.com; marwan.fawaz@chartercom.com; Stark, Jill E; Olds, Sherry R; Kaschinske, Larry W; sarah.kerska@chartercom.com; eloise.schmitz@chartercom.com;

paula.trustdorf@chartercom.com; Johnston, William; Pangilinan, Michaela; kmajcher@usac.org; marlene.dortch@fcc.gov; Fe.Lazaro@cpuc.ca.gov; tas@cpuc.ca.gov; timothy.simon@cpuc.ca.gov; mark.ferron@cpuc.ca.gov; kjmweb@fcc.gov; Hillary.DeNigro@fcc.gov; joe.flint@latimes.com; Ken Dumont (dumontk); Schein, Benjamin; vanderson@rhainc.com; Jarrett.Thiessen@acs-inc.com; anna.jew@cpuc.ca.gov; glubin@businessinsider.com; Vivian Giang; CHR@cpuc.ca.gov; cherrie.connor@cpuc.ca.gov; cft@cpuc.ca.gov; bnk@cpuc.ca.gov; fnl@cpuc.ca.gov; Sandoval, Catherine J.K.; je3@cpuc.ca.gov; jlee@usac.org; skhan@usac.org; joseph.flint@latimes.com; john.malone@libertymedia.com; Ryan Faughnder; Michael de la Merced; bstelter@nytimes.com; ben.rubin@wsj.com; Shalini Ramachandran; martin.peers@wsj.com; saabira.chaudhuri@wsj.com; avamarie.p.madeam@verizon.com; dennis.m.bone@verizon.com; richard.chapkis@verizon.com; Andreski, David
Subject: Re: Set-top problem (was: New voicemail from (888) 438-2427 at 8:21 AM)

Ron,

Thank you very much for your reply. It is extremely unfortunate that Cisco leaves end users to deal with the likes of Charter Communications for customer service. I hope that you can see that Charter is not predisposed to helping its customers. It takes great advantage of the telecommunications oligoply of which it is a part. They just always want more money and do not feel compelled to provide more or better service to warrant that additional money. Although I welcome you to forward on this email thread to anyone you like, judging by my experience with Charter, I would be very surprised if anyone at Charter would follow through on at least swapping out the well-used set top box that I have been given for a brand new set top box. The address is 6207 Cordoba Court, Long Beach, CA 90803. Frankly, I don't trust Charter to come into my home. When they installed my cable services, they did not properly rewire my entertainment center, despite explicit instructions from me.

By the way, I would welcome purchasing my own box from you so that I could be assured that I have a brand new unit and so that I could deal directly with you should there be an issue with the box under warranty. Frankly, Charter does not deserve forced rental revenue on their unreliable rebuilt boxes that they continue to use for so long that it probably exceeds your recommended life for the boxes.

Otherwise, perhaps you could candidly reveal to me whether Verizon, my only other alternative, is likely to treat me better than charter.

Sincerely,

Alex Gerwer
(619)885-4841

On Fri, May 29, 2015 at 8:02 AM, Ron Hranac (rhranacj) <rhranacj@cisco.com> wrote:

Mr. Gerwer,

I'm sorry to hear about the problems you're having with your set-top. Unfortunately, Cisco does not provide customer premises equipment such as set-tops directly to cable subscribers – those have to be obtained from one's local cable company.

I'll be glad to forward this e-mail thread to one of my corporate engineering contacts at Charter. If you can provide me with your address, I'll send that information, too.

Regards,

Ron Hranac

From: asg.akn@gmail.com [mailto:asg.akn@gmail.com] **On Behalf Of** asg_akn@att.net
Sent: Thursday, May 28, 2015 10:47 PM
To: Ivar Beljaars (ibeljaar); Ron Hranac (rhranacj)
Subject: Fwd: New voicemail from (888) 438-2427 at 8:21 AM

Ivar and Ron,

Per the email thread below, we have had consistent difficulties with the 8240 HDC set top box which has been replaced three times with refurbished units that were all defective. Therefore, I am asking to be able to exchange our current unit which is not working for a brand new working unit. Your prompt attention to this matter is greatly appreciated.

Sincerely,

Alex Gerwer
(619)885-4841

---------- Forwarded message ----------
From: <asg_akn@zoho.com>
Date: Thu, May 28, 2015 at 12:06 PM
Subject: Re: New voicemail from (888) 438-2427 at 8:21 AM
To: "Andreski, David" <david.andreski@chartercom.com>
Cc: "neil.smit@chartercom.com" <neil.smit@chartercom.com>, "Weiske, Sue" <sue.weiske@chartercom.com>, "Hayes, Sean L" <sean.hayes@chartercom.com>, "mary.white@chartercom.com" <mary.white@chartercom.com>, "ted.schremp@chartercom.com" <ted.schremp@chartercom.com>, "grier.raclin@chartercom.com" <grier.raclin@chartercom.com>, "michael.lovett@chartercom.com" <michael.lovett@chartercom.com>, "marwan.fawaz@chartercom.com" <marwan.fawaz@chartercom.com>, "Stark, Jill E" <jill.stark@chartercom.com>, "Olds, Sherry R" <sherry.olds@chartercom.com>, "Kaschinske, Larry W" <larry.kaschinske@chartercom.com>, "sarah.kerska@chartercom.com" <sarah.kerska@chartercom.com>, "eloise.schmitz@chartercom.com" <eloise.schmitz@chartercom.com>, "paula.trustdorf@chartercom.com" <paula.trustdorf@chartercom.com>, "Johnston, William" <william.johnston@cpuc.ca.gov>, "Pangilinan, Michaela" <michaela.pangilinan@cpuc.ca.gov>, "kmajcher@usac.org" <kmajcher@usac.org>, "marlene.dortch@fcc.gov" <marlene.dortch@fcc.gov>, Fe.Lazaro@cpuc.ca.gov, "tas@cpuc.ca.gov" <tas@cpuc.ca.gov>, "timothy.simon@cpuc.ca.gov" <timothy.simon@cpuc.ca.gov>, "mark.ferron@cpuc.ca.gov" <mark.ferron@cpuc.ca.gov>, "kjmweb@fcc.gov" <kjmweb@fcc.gov>, "Hillary.DeNigro@fcc.gov" <Hillary.DeNigro@fcc.gov>, "joe.flint@latimes.com" <joe.flint@latimes.com>, dumontk@cisco.com, "Schein, Benjamin" <benjamin.schein@cpuc.ca.gov>, vanderson@rhainc.com, Jarrett.Thiessen@acs-inc.com, anna.jew@cpuc.ca.gov, glubin@businessinsider.com, Vivian Giang <vgiang@businessinsider.com>, CHR@cpuc.ca.gov, cherrie.connor@cpuc.ca.gov, cft@cpuc.ca.gov, bnk@cpuc.ca.gov, fnl@cpuc.ca.gov, "Sandoval, Catherine J.K." <CatherineJ.K.Sandoval@cpuc.ca.gov>, je3@cpuc.ca.gov, jlee@usac.org, skhan@usac.org, joseph.flint@latimes.com, john.malone@libertymedia.com, Ryan Faughnder <ryan.faughnder@latimes.com>, Michael de la Merced <merced@nytimes.com>, bstelter@nytimes.com, ben.rubin@wsj.com, Shalini Ramachandran <shalini.ramachandran@wsj.com>, martin.peers@wsj.com, saabira.chaudhuri@wsj.com, "avamarie.p.madeam@verizon.com" <avamarie.p.madeam@verizon.com>, "dennis.m.bone@verizon.com" <dennis.m.bone@verizon.com>, "richard.chapkis@verizon.com" <richard.chapkis@verizon.com>, "wpower@rwbaird.com" <wpower@rwbaird.com>, tseitz@jefferies.com, amy.yong@macquarie.com, Frank.Louthan@raymondjames.com, Mark.DeRussy@raymondjames.com, mharrigan@wundernet.com, doug.mitchelson@db.com, philip.cusick@jpmorgan.com, "Lazarus, David" <david.lazarus@latimes.com>,

terry@belairinternet.com, ebender@wilcon.com, jdeluca@wilcon.com, rscales@wilcon.com, jbrown@sunesys.com, lcoleman@sunesys.com

David,

I am writing to you again because after an increase in my monthly rate for your services, the quality of those services is worse than ever. In particular, the set top box for our main living room TV has had to be replaced three times and despite those changes, after a short period of time during which the box seems to work, local TV stations stop working intermittently on both the regular and the HD channels. Even getting a new TV has not resolved the problem. What is particularly upsetting is that each replacement box that we have been provided is several years old and has been refurbished. Thus, after all of this, **I am asking that you provide us with a brand new, never before used, set top box** so that we can finally have a reliable and quality experience.

Sincerely,

Alex Gerwer
(619)885-4841

On Sun, Jan 25, 2015 at 8:49 AM, <asg_akn@att.net> wrote:

David,

I am writing you again because this morning, between 7:00 AM PST and 7:30 AM PST, a representative from your company called our house phone on three occasions, leaving a message when calling at 7:15 AM PST. This is the one morning of the week when our family can sleep in. This time of action is offensive at best, if not an actual example of harassment. Should I research your home or cell number and call you at such a similar time EST next Sunday?

To quote an often repeated question by the famous Texas heart surgeon, Denton Cooley, "It is that you are stupid, or that you just don't care?" I thought that I had made myself abundantly clear in the email thread below that, based upon a documented history of miscommunication, if not outright deceit, perpetrated not only upon me, but upon many other of your consumers, I will not communicate with you in any other fashion than in writing, for both documentation and clarity purposes. Also, I am not sure why we need to discuss the fact that your organization is now attempting to go back on its agreement with me, which still has afforded you a significant increase in what I pay for your services every month.

I again ask that you do the right thing and:

a) Communicate with me in writing personally

b) Stick by the agreed upon negotiated commitment in terms of my new monthly payment and stop trying to charge us an additional roughly $29

c) Offer some meaningful compensation for what you have put us through thus far

Trust that as time goes on, I will be sharing the facts of this situation with more people. What you do will not be a secret, so try to act in a way of which you can be proud.

Sincerely,
Alex Gerwer
(619)885-4841

On Thu, Jan 22, 2015 at 1:42 PM, <asg_akn@att.net> wrote:

David,

At 2:22 PM PST yesterday I received yet another call from your call center number which I refuse to answer, per the email thread below. Any and all communication with your company must be documented in writing in order to avoid any further disputes. By the way, if you do not comply with my request, then there are a growing number of options becoming available to me and other consumers to no longer have to do business with you:

http://www.latimes.com/business/la-fi-lazarus-20150120-column.html

I would be pleased disclose the facts of how Charter Communication has dealt with my wife and I over the years in a testimonial ad for one of the many dark fiber companies that have emerged.

Sincerely,
Alex Gerwer
(619)885-4841

On Mon, Jan 19, 2015 at 10:16 PM, <asg_akn@att.net> wrote:

David,

I am attaching my last message to you. Apparently I was not clear. Given the history involved, I do not trust you or your colleagues sufficiently to do anything on the basis of a verbal agreement. Therefore, to avoid confusion, I will only communicate with you and your colleagues in writing so that there is a record of your business dealings with me that can be shared with the public, the government, and your analysts in the interest of ethics, honesty, and transparency. This is a concession for me and my wife because, at this point, based upon what was agreed upon, you and your colleagues have no rights to the $29 and some change that you are seeking to get from me. No customer should be manipulated and abused the way you and your colleagues have tried to perpetrate upon me and my family. You cannot even bring yourself to communicate with me directly on this matter, but rather choose to have various of your underlings call me. You have written that my wife and I are valued customers. When will you treat us with the honesty and integrity that any customer deserves, let alone a valued customer? When people ask what's wrong with American business, they need look no further than Charter Communications.

Sincerely,
Alex Gerwer
(619)885-4841

---------- Forwarded message ----------
From: **Google Voice** <voice-noreply@google.com>
Date: Mon, Jan 19, 2015 at 8:23 AM
Subject: New voicemail from (888) 438-2427 at 8:21 AM
To: asg_akn@yahoo.com

Voicemail from: (888) 438-2427 at 8:21 AM

Google voice

Yes this is Jim mark out on the second Corporate. This escalation apart more try. Communications You could please give me a phone call back. At (864) 286-5202. Again is (864) 286-5202 to discuss your

complaint. Thank you.
Play message