

October 17, 2015

Larry Christopher  
Vice President and Associate General Counsel, Litigation  
and Chief Compliance Officer  
Charter Communications, Inc.  
12405 Powerscourt Drive  
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Via: Email to l...@charter.com and other addresses

Re: Account number 8203130010...031

Mr. Christopher,

In written format, why don't you or someone else from Charter explain what's been going on?

- Why did my mother receive a call via her mobile phone today (Saturday) at 10:39 a.m. PST from a Connecticut number (caller ID: 203-989-9246)? Her phone rang one time. And, as has been the case in recent days, the moment it rang a small white plane was slowly flying directly over the apartment.
- My mother received a call yesterday on her landline phone while speaking to someone else. She clicked over to accept the call and the man said, "Hi Dianne, my name is Steve...." He went on and she ended the call. Unknown callers don't use her middle name.
- On October 15, the date I emailed to you the Demand for Arbitration in the morning, I was standing outside in the afternoon and watched a dark-colored helicopter come into Turlock at a high speed, wrap around to my direction, lean toward the apartment in the back, wrap around to the front, and lean toward the front. The pilot and passenger(s), however, didn't expect to see my mother and I standing outside in the front with me pointing at them. The helicopter immediately leaned the other direction and in a straight path, at a high speed, left the city limits in the same direction it came (east).
- Twice on October 15, 2015 my mother received a phone call via her landline number from an unknown caller. At 1:02 p.m. PST, the caller ID was "Unknown Name 209-362-3. .0" and at 3:30 p.m. the caller ID changed to "Wireless Caller 209-362-3. .0" without a word. When trying to call back using her landline phone—for days—it has stated: "We're sorry. Your service has been interrupted. For fire, medical and police emergencies, dial 911. To discuss your account, please contact your local service provider. Thank you." However, when dialing the same number using a mobile phone, an unknown business-type voicemail greeting is reached. Today, it stated: "Thank you for calling. Please leave a message." The other day it prompted to leave a message regarding "your account."

- On October 14, my mother was driving her car equipped with SiriusXM (a John Malone-related company) and one of her overhead lights suddenly came on, which has not occurred at any time while driving the car for several years. Her subscription to SiriusXM is not active, but this raised a serious question as to the extent to which information may be obtained by Malone-related entities, including the elusive capabilities of TruePosition. She had to push the overhead light to turn it off, but for the concerned, the microphone in her car is now covered.
- On Friday October 9, 2015 the FCC posted Acknowledgment of Confidentiality forms for Catherine Bohigian and yourself—both mentioned unfavorably in the supplement to my public comment to the Commission for MB Docket 15-149. That evening, as I was standing outside at 8:30 p.m. PST, three small planes flew in a circular formation over me multiple times. This occurred while another small plane flew slowly and very quietly a few hundred feet directly over my residence—three times flying the same altitude, speed and direction.
- A few days ago I accessed free AT&T wi-fi service without signing into Google, and the Google News “News Near You” suddenly changed to Centennial, Colorado—one day only, after I traced at that time to the IP address in Colorado to discover more information.

Since last Friday, and perhaps earlier, small white planes and a larger white plane from time to time have systematically been flying over my residence, in the morning, afternoon and evening. Several times in the past few days I have accessed the Internet at a nearby location and a small white plane has flown directly above me, slowly, perhaps a thousand feet in altitude. Let me be very clear. Unless my mother and I become permanently harmed and what little I own is taken, Charter is going to respond to me without malice whether anyone likes it or not. I have nothing to hide. I am a simple consumer who has been mistreated by a behemoth corporation.

Post Edward Snowden, post the former CBS reporter who discovered her laptop contained deep embedded spyware revealed by a former CIA agent, and the very real reasons for me to believe my devices have been hacked, I have become keenly aware that New Charter could become a behemoth of far more than providing Internet, video, voice and entertainment services. With data collection on vehicles equipped with SiriusXM, TruePosition’s capabilities of locating devices on wireless networks, and services connecting to computing devices nationwide—and ultimately worldwide via association with Liberty Global—it seems that New Charter coming to fruition is a gravely serious matter, and likely the reason why a single customer in Turlock is being targeted as a threat beyond my understanding or comprehension, rather than handling me as a simple paying customer with a strong, valid billing dispute.

Regards,



Shawn Sheridan  
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