

Charter Communications is hurting customers by having customer support representatives who will deliberately tell falsehoods such as lying about the pricing on a product, and by having unreliable connections that do not meet the specifications given during sales. For example on the best of days a 10 mbps line will deliver 1-3 mbps and on the worst of days, the line will not work at all. There are dropped packets, signal loss, random closure of internet connections, and random instances of high line latency.