

To Whom This May Concern:

You did not provide a category that fits my complaint topic, so I am using this one.

On August 2, 2013, I tried to pay my bill over the phone, and was transferred to an associate for assistance in bill payment. I DID NOT REQUEST TO BE TRANSFERRED, but was unable to reason with a voicemail. I was told that it would cost me an extra \$5.00 to pay my bill through human assistance.

Charter Communications has this policy and will not give reason for the extra charge. A few months ago, the fee was \$1.00, then it climbed to \$1.99 and \$2.99 and has been increased to \$5.00!

I am asking for TWO things to be done:

- 1) DEMAND an explanation for Charters' policy (AUDIT), and
- 2) Force rescission of policy with a return of subscribers' past fees or a credit towards their current bill.

There is ABSOLUTELY NO REASON FOR THIS EXTORTIONARY FEE! I do not believe that the Public should be charged ANY fee without a detailed explanation in writing justifying such charge - BEFORE instituting a new charge!

I am COMTESTING the LEGITIMACY OF THIS FEE!

Please respond in writing a.s.a.p.

Thank you for your kind attention to this issue,

Becky Elliott<beckyralphie@gmail.com>