

# THE GREEN WIRE

SENATOR TIMOTHY P. GREEN - DISTRICT 13

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## Senator Green Introduces Cable Rebate Bill for Cable Consumers

JEFFERSON CITY, MO – Sen. Timothy Green, D-Spanish Lake, introduced a bill requiring cable television companies to automatically reimburse customers for lost or disrupted service. Senate Bill 262 will achieve reimbursement in the form of credits automatically delivered to subscriber accounts.

“This bill will not only automatically reimburse customers,” said Sen. Green. “It will send a strong message to cable companies like Charter Communications that people won’t pay for poor service and improvements to customer service are paramount.”

This piece of legislation originated after a series of complaints from cable customers about overcharges and poor customer service.

“Every time I call, they put me on hold for 30 to 60 minutes,” said Karen Spellmeyer, a customer of Charter Communications. “I’m ready to have it all taken out.”

Spellmeyer teaches third grade in north St. Louis County. She said nobody at Charter’s call centers could help her and she couldn’t reach anyone locally.

That is a common complaint by Charter customers and other cable companies around the state. If customers continue to have extremely long waits please contact my office with your name, contact information and Charter subscriber number. I will forward customer information directly to Charter Communications’ Government Affairs office via E-mail. Charter has promised to follow-up with me upon responding to my constituents.

Sen. Green met with Paul Berra, Sr. Director of Government Affairs for Charter Communications, and Greg Harrison, President, Missouri Cable and Telecommunications Association to reiterate the problems their customers are experiencing. Berra shared with Sen. Green several steps that Charter has taken to improve services and future steps that are being considered.

Berra shared his opinion, however, that due to technological limitations, the provisions within Sen. Green’s bill were not possible at this time.

“At this time,” said Sen. Green, “I am doing all that I can to call attention to poor customer service and the need for significant improvements.” Call 1-800-221-4450 to reach Charter Communications Customer Service.