



**BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF CALIFORNIA**

FILED

12/08/25

04:59 PM

C2512024

Victor Muniz,

Complainant,

vs.

(ECP)

Charter Fiberlink CA-CCO, LLC (U6878C),
and Spectrum Mobile, LLC (U4522C),

Defendants.

Expedited Complaint
(Rule 4.6)

COMPLAINANT	DEFENDANTS
<p>Victor Muniz 10631 Topaz Avenue Hesperia CA 92345 T: 760-998-2086 E-mail: vmuniz2153@gmail.com</p>	<p>Charter Fiberlink CA-CCO, LLC (U6878C) Attn: Torry Somers, VP Regulatory Affairs 12405 Powerscourt Drive 4th floor St. Louis MO 63131 T: 314-543-2438 E-mail: dl-cpuc-cf@charter.com</p> <p>AND</p> <p>Spectrum Mobile, LLC (U4522C) Attn: Torry Somers, VP Regulatory Affairs 550 North Continental Blvd # 250 El Segundo MO 90245 T: 310-765-2195 E-mail: DL-CPUC-SpecMo@charter.com</p>

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

(A) *Victor A. Muñiz*

COMPLAINANT(S)

vs.

(B) *Spectrum/Chenier*

DEFENDANT(S)

(Include Utility "U-Number", if known)

(for Commission use only)

(C)

Have you tried to resolve this matter informally with the Commission's Consumer Affairs staff?

☐ YES ☒ NO

Has staff responded to your complaint?

☐ YES ☒ NO

Did you appeal to the Consumer Affairs Manager?

☐ YES ☒ NO

Do you have money on deposit with the Commission?

☐ YES ☒ NO

Amount \$ _____

Is your service now disconnected?

☐ YES ☒ NO *Previously Disconnected*

COMPLAINT

(D)

The complaint of (Provide name, address and phone number for each complainant)

Name of Complainant(s)	Address	Daytime Phone
<i>Victor A. Muñiz</i>	<i>10631 Topaz Ave., Hepner, Ca 92345</i>	<i>760 Number 998-2088</i>

respectfully shows that:

(E)

Defendant(s) (Provide name, address and phone number for each defendant)

Name of Defendant(s)	Address	Daytime Phone
<i>Spectrum/Chenier</i>	<i>P.O. Box 7173, Pasadena, Ca 91107</i>	<i>833 Number 949-0036</i>

(F)

Explain fully and clearly the details of your complaint. (Attach additional pages if necessary and any supporting documentation)

Refer To 'Attachment A.'

(G) Scoping Memo Information (Rule 4.2(a))

(1) The proposed category for the Complaint is (check one):

☐ adjudicatory (most complaints are adjudicatory unless they challenge the reasonableness of rates)

☒ ratesetting (check this box if your complaint challenges the reasonableness of a rates)

(2) Are hearings needed, (are there facts in dispute)? ☐ YES ☒ NO *Refer To Attachments A & B*

(3) ☒ Regular Complaint ☐ Expedited Complaint

(4) The issues to be considered are (Example: The utility should refund the overbilled amount of \$78.00):

Refer To "Attachment B"

- (5) The proposed schedule for resolving the complaint within 12 months (if categorized as adjudicatory) or 18 months (if categorized as ratesetting) is as follows:

Prehearing Conference: Approximately 30 to 40 days from the date of filing of the Complaint.

Hearing: Approximately 50 to 70 days from the date of filing of the Complaint.

Prehearing Conference (Example: 6/1/09):	January 2026
Hearing (Example: 7/1/09)	January 15, 2026

Explain here if you propose a schedule different from the above guidelines.

N/A

(H)

Wherefore, complainant(s) request(s) an order: State clearly the exact relief desired. (Attach additional pages if necessary)

1. Resolving Alternatively To Complaint Items F & G
2. File Spectrum/Charter for Violations of The California B/P Codes 496(2) / 17508

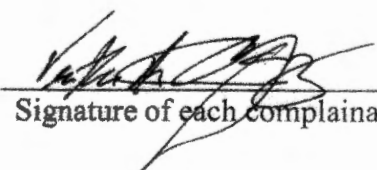
(I)

OPTIONAL: I/we would like to receive the answer and other filings of the defendant(s) and information and notices from the Commission by electronic mail (e-mail). My/our e-mail address(es) is/are:

yes.

(J)

Dated Hesperia, California, this 11th day of November, 2025
(City) (date) (month) (year)

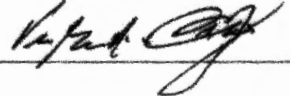

Signature of each complainant

PRIVACY NOTICE

(K)

REPRESENTATIVE'S INFORMATION:

Provide name, address, telephone number, e-mail address (if consents to notifications by e-mail), and signature of representative, if any.

Name of Representative:	Refer to "ETan D."
Address:	
Telephone Number:	
E-mail:	VMUNI22153@9mail.com
Signature	

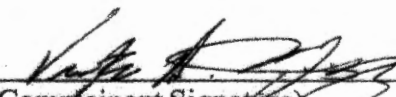
VERIFICATION
(For Individual or Partnerships)

I am (one of) the complainant(s) in the above-entitled matter; the statements in the foregoing document are true of my knowledge, except as to matters which are therein stated on information and belief, and as to those matters, I believe them to be true.

I declare under penalty of perjury that the foregoing is true and correct.

(L)

Executed on 11th month 2014, at Hayward, California
(date) (City)


(Complainant Signature)

VERIFICATION
(For a Corporation)

I am an officer of the complaining corporation herein, and am authorized to make this verification on its behalf. The statements in the foregoing document are true of my own knowledge, except as to the matters which are therein stated on information and belief, and as to those matters, I believe them to be true.

I declare under penalty of perjury that the foregoing is true and correct.

(M)

Executed on 11/11, at _____, California
(date) (City)

Signature of Officer

Title

(N) NUMBER OF COPIES NEEDED FOR FILING:

If you are filing your formal complaint on paper, then submit one (1) original, six (6) copies, plus one (1) copy for each named defendant. For example, if your formal complaint has one defendant, then you must submit a total of eight (8) copies (Rule 4.2(b)).

If you are filing your formal complaint electronically (visit <http://www.cpuc.ca.gov/PUC/efiling> for additional details), then you are not required to mail paper copies.

(O) Mail paper copies to: California Public Utilities Commission
Attn: Docket Office


505 Van Ness Avenue, Room 2001
San Francisco, CA 94102

PRIVACYNOTICE

This message is to inform you that the Docket Office of the California Public Utilities Commission ("CPUC") intends to file the above-referenced Formal Complaint electronically instead of in paper form as it was submitted.

Please Note: Whether or not your Formal Complaint is filed in paper form or electronically, Formal Complaints filed with the CPUC become a public record and may be posted on the CPUC's website. Therefore, any information you provide in the Formal Complaint, including, but not limited to, your name, address, city, state, zip code, telephone number, E-mail address and the facts of your case may be available on-line for later public viewing.

Having been so advised, the Undersigned hereby consents to the filing of the referenced complaint.



Signature

4/4/25

Date

Victor A. Muniz

Print your name

Attachment A

To: California Public Utilities Commission

From: Victor A. Muñiz, Complainant

Subj: Spectrum/Charter Complaint, Overcharges Etc.

The following narrative is submitted to clarify "Item F, Pg. 2 of the Complaint.

1. As a current customer of Spectrum I ordered Internet service from the Defendant. The terms of the service were for them to provide a fixed fee of \$41.24 per month.
2. Complainant ordered the Internet service from Defendant in April of 2025. This was followed in May by ordering WyFi coverage to receive "Closed Captioning" as required by FCC regulations. The additional cost was quoted to be \$10.00 per month. The total bill for services rose from \$137.76 to \$231.02 per month. A difference of \$93.26 not \$51.24.
3. In July, Spectrum was contacted about the so called "Promotion" of \$20.00 listed on their invoice. They informed me that the Promotion would be ended and the rate increased. I advised them that was not the deal when I ordered the services. They refused to change their position on the matter and terminated the call.
4. In August, Complainant received an Invoice for \$261.40. This was followed by a call to Spectrum complaining about the unjustified increase. I had read their procedures and sent Spectrum a check for the undisputed amount of \$231.02 plus a letter dated August 28, 2025 requesting a "Demand for invoice Correction". This was attached to the check.
5. In early September, I received a phone call advising me to "pay the disputed amount or face a service cut off". This was followed by an email (attached). Spectrum refused to acknowledge the correspondence. On September 5, 2025 a check for \$231.02 was sent to Spectrum, less the disputed charges. On November 2, 2025, Spectrum cut off my Telephone, Internet and Video services. I called them on November 3, via

my mobile phone. They told me that the disputed amount of \$60.76 must be paid or services would remain terminated. This was "Blackmail". Therefore, in order to restore my services, I had to pay them with my credit card as payment for the disputed charges. Services were restored that afternoon.

6. The Payment of the Overcharges was followed by a new Invoice sent via Email for \$291.78 for the month of October. It was received without explanation. A payment of \$231.02 was sent to Spectrum on October 29, 2025 with the August 28, 2025 correspondence reattached.
7. All relevant correspondence, invoices and state codes referenced are attached.

Attachment B

The following is in response to Item G, Page 2 of the Complaint.

1. That the CPUC order an independent audit of my account to determine what "Overcharges" have been assessed by Spectrum. The current estimated Overcharges to the Complainant is approximately \$291.78.
2. CPUC to order that the failure of Spectrum to honestly provide the customer with the truth in quoting prices as "Flat Rate" when new services are ordered to discontinue the practice of "Promotional Discounts" in their billings that come included in the new monthly billings.
3. CPUC to order Spectrum/Charter to comply with their own procedures. "What If I Disagree With A Charge?" Defendant must notify customers how and when disputes will be evaluated, assessed, and decided.
4. If the CPUC finds that Spectrum/Charter violated B&P Codes 480(2) and 17508, disciplinary action should be initiated.
5. CPUC to order that the Complainant be compensated for Spectrum/Charter's unethical conduct and expenses resulting from this complaint. This type of conduct must be stopped.

Rm

Victor A. Muñiz
10631 Topaz Ave,
Hesperia, Calif. 92345
(760) 998-2086

August 28, 2025

Spectrum
P.O. Box 7173,
Pasadena, Ca. 91109-7173

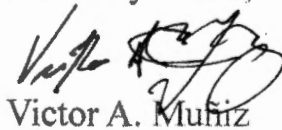
Re: Demand for Invoice Correction
Account No. 84131660565547

Gentlemen,

I am in receipt of your invoice dated August 15, 2025 for \$261.40. This is a 9% increase over the past billings of \$231.02. There is no justification for this increase. I called your offices for an explanation and was advised that the old pricing was for a "Promotion" program. During the discussion, this statement was verified to be untrue. The conversation became confrontational, and your representative refused to adjust the invoice.

Spectrum is requested to adjust this billing to what has been paid in the past. In order to keep my account current, I have included my payment check of \$231.02. I expect your response in writing. Failure to respond to this request will leave me with no alternative but to seek another carrier for my services and file a complaint with the California Public Utilities Commission.

Sincerely Yours,


Victor A. Muñiz

Encl.

Ck. No. 11070, \$231.02 — 9/4/25

Cc. file



ACCOUNT NUMBER
8413 13 166 0565547

STATEMENT DATE
Aug 15, 2025

SERVICE ADDRESS
10631 TOPAZ AVE
HESPERIA, CA 92345

PAGE
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8634 0040 DY RP 15 08162025 NNNNNYNN 01 000560 0003

Support, Bill FAQs and Descriptions

Support

Visit: [Spectrum.net/support](https://spectrum.net/support)
Call: (855) 75-SPECTRUM (1-855-757-7328)

Moving Soon?

Visit [Spectrum.com/easy2move](https://spectrum.com/easy2move) or call us at (844) 217-5589 for help transferring and setting up your services in your new home.

Bill FAQs

How do billing cycles work?

The service period covered by your first bill statement starts on your first day of service and ends on the 30th day of service. Future months' bill statements cover service periods which start and end on the same days of the month as the first service period. Charges associated with Pay-Per-View or On Demand purchases will be included on the next service period's bill statement.

What happens if I have insufficient funds or a past due balance?

Spectrum may charge a processing fee for any returned checks and card chargebacks. If your payment method is refused or returned for any reason, we may debit your account for the payment, plus an insufficient funds processing fee as described in your terms of service or video services rate card up to the amount allowable by law and any applicable tax. Your bank account may be debited as early as the same day your payment is refused or returned. If your bank account isn't debited, the return check amount (plus fee) must be paid by cash, cashier's check or money order.

What if I disagree with a charge?

If you want to dispute a charge, you have 60 days from the billing due date to file a complaint. While it's being reviewed, your service will remain active as long as you pay the undisputed part of your bill.

What if my service is interrupted?

Unless prevented by situations beyond our control, services will be restored within 24 hours of you being notified.

You can find all of our terms and conditions at [Spectrum.com/policies](https://spectrum.com/policies).

Descriptions

Tax and Fees - This statement reflects the current taxes and fees for your area (including sales, excise, user taxes, etc.). These taxes and fees may change without notice. Visit spectrum.net/taxesandfees for more information.

Terms & Conditions - Spectrum's detailed standard terms and conditions for service are located at spectrum.com/policies.

Programming Changes - For information on any upcoming programming changes, please consult the Legal Notices published in your local newspaper and on spectrum.net/programmingnotices.

Spectrum Terms and Conditions of Service - In accordance with the Spectrum Terms and Conditions of Service, Spectrum services are billed on a monthly basis. Spectrum does not provide credits for monthly subscription services that are cancelled prior to the end of the current billing month.

Spectrum Security Center: Spectrum offers tools and solutions to keep you and your family safe when connected. Learn how to safeguard your information, detect scams and how to identify fraud alerts. Learn more at Spectrum.net/SecurityCenter.

Alternate Statement Formats - Alternative formats of Spanish, Spanish or English Braille and Spanish or English large print are available for future billing statements and customer communications, by request, and can be provided within 30 days of Spectrum's receipt of the request. To request an alternative format option, please contact Spectrum at 1-844-762-1301.

Past Due Fee / Late Fee Reminder - A late fee will be assessed for past due charges for service.

Insufficient Funds Payment Policy - Charter may charge an insufficient funds processing fee for all returned checks and bankcard charge-backs. If your check, bankcard (debit or credit) charge, or other instrument or electronic transfer transaction used to pay us is dishonored, refused or returned for any reason, we may electronically debit your account for the payment, plus an insufficient funds processing fee as set forth in your terms of service or on your Video Services rate card (up to the amount allowable by law and any applicable sales tax). Your bank account may be debited as early as the same day payment is dishonored, refused or returned. If your bank account is not debited, the returned check amount (plus fee) must be replaced by cash, cashier's check or money order.

Complaint Procedures - If you disagree with your charges, you need to register a complaint no later than 60 days after the due date on your bill statement.

Video Closed Captioning Inquiries - Spectrum provided set-top boxes for video consumption support the ability for the user to enable or disable Closed Captions for customers with hearing impairment.

For immediate closed captioning concerns, call 855-70-SPECTRUM or email closedcaptioningsupport@charter.com.

To report a complaint on an ongoing closed captioning issue, please send your concerns via US Mail to W. Wesselman, Sr. Director, 2 Digital Place, Simpsonville, SC 29681, send a fax to 1-704-697-4935, call 1-877-276-7432 or email closedcaptioningissues@charter.com.

Franchise Administrator - City of Hesperia 9700 Seventh Ave Hesperia CA 92345 Phone: (760) 947-1000

The following taxes, fees and surcharges are included in the price of the Spectrum Voice services - FEES AND CHARGES: 988 Fee \$0.08, E911 Fee \$0.41, Federal USF \$0.85, PPP Surcharge \$0.90, Regulatory Recovery Fee \$0.11.

Spectrum Voice - provided by Charter Communications Operating, LLC's voice subsidiaries.



ACCOUNT NUMBER
8413 13 166 0565547

STATEMENT DATE
Aug 15, 2025

SERVICE ADDRESS
10631 TOPAZ AVE
HESPERIA, CA 92345

PAGE
3 of 6

8634.0040 DY RP 15 08162025 NNNNNYNN 01 000560 0003

Your Bill Details Service from Aug 15 - Sep 14

Pkg Includes: Phone Line, Modem, Up To 23 Calling
Features, Calling Within U.S., Canada, Mexico,
Puerto Rico, Guam & The Virgin Islands

Promotional Discount - \$10.00

Your promotional price will expire on 02/14/26

For additional call details, please visit Spectrum.net/account

Spectrum Voice® Total \$15.00

Credits & Charges

Long Distance 760-998-2086 \$0.00

Credits & Charges Total \$0.00

Taxes, Fees & Charges

Franchise Fee \$10.15

Taxes, Fees & Charges Total \$10.15

Amount Due on Sep 1 \$261.40

Download the latest version of the My
Spectrum App from your device's app store
The My Spectrum App makes it easier than ever
to manage your Spectrum services. A hassle-free
experience with one convenient place for
handling all your account needs.





ACCOUNT NUMBER
8413 13 166 0565547

STATEMENT DATE
Aug 15, 2025

SERVICE ADDRESS
10631 TOPAZ AVE
HESPERIA, CA 92345

PAGE
2 of 6

8634 0040 DY RP 15 08162025 NNNNNYNN 01 000560 0003

Your Bill Details Service from Aug 15 - Sep 14

This month you saved: **\$30.00**

Previous Balance	\$231.02
Check Payment - thank You 07/30	-\$231.02
Remaining Balance	\$0.00

Current Activity

Spectrum TV®

Spectrum TV Select Package	\$125.00
Spectrum TV Select	\$97.00
Broadcast TV Surcharge	\$28.00

Your TV package includes over \$50 in FREE streaming services

Disney+ Basic	FREE
Peacock Premium with Ads	FREE
Paramount+ Essential	FREE
HBO Max Basic with Ads	FREE
AMC+ with Ads	FREE
ViX Premium with Ads	FREE

Spectrum Receivers	\$45.00
3 Receivers at 15.00 each	

Spectrum TV® Total \$170.00

Spectrum TV Enhancements

Spectrum Sports View	\$10.00
Entertainment View	\$15.00

Spectrum TV Enhancements Total \$25.00

Spectrum Internet®

CA Cost Recovery Charge	\$1.25
Advanced WiFi	\$10.00
Spectrum Internet Advantage	\$50.00
Promotional Discount	-\$20.00

Your promotional price will expire on 05/14/26

Spectrum Internet® Total \$41.25

Spectrum Voice®

Phone number 760-998-2086	
1 Unlimited Long Distance	\$25.00

IMPORTANT PHONE UPDATE

Good news: Effective on or after 10/1/2025, the Call Guard tool which protects Spectrum Voice customers from spam calls will be upgraded to version 3.0. You can adjust Call Guard settings by logging into your account at **Spectrum.net**.

- To block less spam calls, change the Call Guard level of protection setting to Medium or Low.
- Go to, "Allow List" to add an unlimited number of trusted phone numbers



BEWARE OF PAYMENT SCAMS!

Spectrum is dedicated to keeping you and your family safe online. Visit

Spectrum.net/securitycenter for tools and solutions to keep your personal information secure.

Devices on Your Account

You currently have the following Spectrum equipment on your account (5 of 5 shown):

Modem - *****290CF
Router - *****77558
Receiver - *****W8RPT
Receiver - *****H4VV5
Receiver - *****DDM79



Victor Muniz <vmuniz2153@gmail.com>

19157 Rec

V. Muniz

Your Spectrum Statement is Ready

1 message

Spectrum <MyAccount@spectrumemails.com>

To: vmuniz2153@gmail.com

Fri, Sep 19, 2025 at 2:34 P

[View in Browser](#) [En español](#)**Your Spectrum Statement is Ready**

Hello Victor,

Your most recent Spectrum bill is available online or on the My Spectrum App. If you've already made this payment, no further action is required.

**Your Account at a Glance****Account Number:**

Ending in 5547

Statement Amount:

\$291.78

Payment Due:

October 2, 2025

Service Address:10631 Topaz Ave
Hesperia, CA 92345**Pay / View Bill****Never Miss a Payment
with Auto Pay****Go Paperless**



Victor Muniz <vmuniz2153@gmail.com>

Missed Payment Alert: Get Back on Track

1 message

Spectrum <MyAccount@spectrumemails.com>
To: VMUNIZ2153@gmail.com

Thu, Oct 16, 2025 at 2:37 P

[View in Browser](#)**Missed Payment Alert: Get Back on Track**

Hello Victor,

You recently missed a payment on your Spectrum account, and now is the perfect time to catch up. To get your account back in good standing, you only need to pay your past due balance of \$60.76.

**Stay on Top of Your Bill****Account Number:**

Ending in 5547

Current Balance:

\$322.16

Past Due Balance:

\$60.76

Service Address:

10631 Topaz Ave
Hesperia, CA 92345

Pay Now

Thank you for being a Spectrum Customer,

Spectrum Support Team



*11/3/25
Olympian's a Olympian
Refund no
0517633537
Credit Card no.*

RECEIVED
CREDIT CARD DEPT
OCT 16 2025