



NEW YORK STATE SENATOR

Michael Gianaris

Senate Deputy Leader Gianaris To Spectrum: Refund Money For Cancelled Security Equipment When Service Shuts Down

MICHAEL GIANARIS January 17, 2020

| ISSUE: [SPECTRUM](#), [HOME SECURITY](#), [CONSUMER PROTECTION](#), [QUEENS](#)



NEW YORK – Senate Deputy Leader Michael Gianaris is calling on Spectrum to refund home security subscribers for the cost of now defunct equipment once their home security services go dark.

“Spectrum has locked consumers out of hundreds of dollars they paid for a valuable service. These consumers should be able to transfer their equipment or receive a refund,” said **Senate**

Deputy Leader Michael Gianaris. “I urge Spectrum to do the right thing by New York consumers and refund these customers.”

Spectrum announced in December it would shut down its home security service. It cost up to \$1,000 or more to install the home security system in a customer’s home. Spectrum sold customers devices that are firmware coded, meaning they are not compatible with other services. Once Spectrum ends this service, these devices are rendered useless.

Senator Gianaris’ letter to the President/CEO of Charter Communications is below:

January 17, 2020

Thomas Rutledge, President & CEO

Charter Communications

400 Atlantic Street, 10th Floor

Stamford, Connecticut 06901

Dear Mr. Rutledge,

It has come to my attention that Charter Communications, parent company of Spectrum, plans on shuttering its home security service on February 5, 2020. At this time, Spectrum home security customers are not being awarded refunds for the expensive home security equipment they purchased from your company. This is distressing and must change.

Spectrum Home Security provides a valuable service for many New Yorkers, a service that is expensive for residents seeking an added layer of protection for their homes. The equipment Spectrum installed cost customers up to \$1,000. That equipment, because of firmware coding, is useless as of February 5th. Your company should do the right thing and refund these purchases since the equipment is

incompatible with other services.

I hope you will see the appropriate course of action in this situation and address the needs of your customers. Please do not hesitate to reach out should you have any questions.

Sincerely,

Senator Michael Gianaris

Deputy Majority Leader