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## Charter Internet Issues (Tuesday Afternoon Update)

2013-12-08 - Brad Christ - [Comments \(0\)](#) - [General](#)

Over the past few days, Charter Communications has been experiencing issues with their router and cable modem network. This is resulting in slow and intermittent access to the SOU website and certain SOU online services. Charter is aware of the issue, but was unable to give us an ETA on a solution.

Our friends at NERO provided the following update this afternoon:

Charter customers in Southern Oregon may have difficulty in reaching NERO-connected customers. This appears to be the result of an outage Charter experienced over the weekend. Charter has asked that affected customers call their support line, reference ticket number 5264503, and report that they are having problems access NERO connected sites. The affected customers may be asked to provide a traceroute that illustrates the problem.