FROM: Millard & Charlotte Jones

7854 E 38th ST

Yuma, AZ 85365

RE: Charter Communications/Spectrum

DATE: March 31, 2018

We are dismayed and frustrated by the cavalier attitude of Charter Communications/Spectrum in regards to their poor communication in pulling the NBC & CBS affiliates in Yuma.

We received no warning that these stations would be removed; we have a registered email account along with a hard copy account that could have been used to contact us beforehand.

We called customer service to ask about an adjustment to our bill since we are not receiving what we have paid for. I don't envy the Spectrum employees having to answer these questions, but do have to commend the company for giving them creative ways to beat around the bush with customers while telling us there will be no adjustment to the bill.

Since this fiasco we've noted that HD service comes and goes at random on some stations. One station this happens with is KCAL9 which is channel 22 on our service.

Life is always better if you can find a humor even in the frustrations. Spectrum did that for us the other day. We went to their local office to return a receiver we are no longer using and noticed five cameras in place along with a security guard. Made us ponder just how upset Yuma customers must be and gave us a good laugh.

We ask that Charter Communications be forced to provide the services we are paying for or to adjust our bills for the period we are without the services.