**Filing a Comment with the Federal Communications Commission:**

My name is Mark A. Fiorella and I am writing a comment on behalf of myself and my family regarding the Spectrum/Time Warner complaint filed with the FFC Proceeding # MB Docket No. 18-91.

This is what happened to my family:

On February 2, 2018, two days before Super Bowl LII, Spectrum/Time Warner Cable pulled channels from my line-up without any prior notification. We called Spectrum and asked if we would be reimbursed for the channel services that we were no longer receiving, which was no fault of our own. Each Spectrum representative we spoke to transferred our call several times to different people and entities within Spectrum. Finally, they just hung-up without even attempting to solve the issue. We pay about $200 monthly for Spectrum services and have never even had as much as a late a payment, and yet they terminate our services for NBC, CBS and Estrella without any compensation or reimbursement of services lost.

We have been financially harmed by the loss of our paid-for services and have felt cheated, mentally stressed due to loss of shows we follow and most importantly for the loss of relevant News channels that could potentially put us at risk during an emergency.

Respectfully submitted,

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