TO: The Federal Communications Commission

DATE: April 1, 2018

COMPLAINT AGAINST: Charter Communications dba Spectrum

COMPLAINTANTS: Howard J. and Nancy T. Blitz

COMPLAINT: Charter Communications willfully violated the 30-day notice requirement contained in the Commission’s rules by failing to provide any advance notice of its intent to remove local channels from the cable line-up in Yuma, Arizona.

PERSONAL TESTIMONY: Charter Communications pulled local NBC and CBS channels in Yuma, Arizona and El Centro, California without ANY notification on Sunday, February 4, 2018. In the meantime, each billing cycle continues to reflect full charges for services without a decrease in monthly price for failing to provide access to two of our local stations, the stations which are the ones primarily watched by members of this household. Charter Communications continues to include advertisements and literature in each billing for special programming being offered on the local NBC and CBS affiliates, even though everyone in this area has been cut off from both these stations for two full months with no resolution in sight.

Howard and Nancy Blitz, complaintants, seek equitable reimbursement for services advertised and charged but withheld due to Charter’s inability to come to an agreement with Northwest Broadcasting, the parent company of both the NBC and CBS affiliates in Yuma, Arizona. We do not typically watch the majority of channels that are part of our ‘package,’ but we do watch the local NBC and CBS channels – or we did regularly until February 4, 2018. We ask for total reimbursement of all services not provided.

Howard J. and Nancy T. Blitz

1936 W. 15th Place

Yuma, Arizona 85364