We support the City of Yuma’s complaint against Charter Communications concerning the removal the local affiliates of NBC and CBS from the Yuma cable lineups.

Charter Communication has stated you can receive those channels over the air. That is simply not true across the board. We tried several antenna’s and so have some of our neighbor to no avail.

Charter Communications has stated that they did this due to the high cost Northwest Broadcasting wants to charge for their programming. We pay $250.00 + for Spectrum Cable services, and now have degraded services. I believe it is Charter Communications that is the one overcharging their customers. We have received no compensation on our bill for the reduction in services. One of our neighbors said the called Spectrum and was treated very rudely and was only offered a $5.00 reduction per month. That does not seem fair.

Charter Communications has caused us great inconvenience by shutting down the local Channels especially with no notice. Our NFL team, The Philadelphia Eagles, were in the Super Bowl and we had a planned a party inviting about 20 people to come enjoy the game with us. We bought and prepared food and drink for the party. That might not seem like a big deal to Charter Communications, but it cost a lot of money. We ended up having to cancel the party and go to a local bar to watch the game. A lot of the food went to waste, and we ended up paying for our food and drink at the restaurant. It was a double financial hit for us.

We had also planned on hosting some parties to watch the Olympics which we had to cancel. We wanted to watch our USA athletes compete in the great games and the only way we could was to go sit in a bar. We missed most of the games because of this.

A group of my girlfriends and I used to get together every Monday and Tuesday to watch The Voice. Now we have missed the whole season. This may not seem important to Charter Communications, but it is to us.

We cannot get local news, weather and sports which affects our community.

We have not cancelled our service in hopes that this dispute will be resolved. We hope that we will be compensated for the service we paid for and are not getting. We hope that Charter Communications will compensate its customers, in good faith, for the degradation in services and inconvenience it has caused its subscribers in all the cities that they pulled programming from.

John and Jennifer O’Neill

5371 East 33rd Place, Yuma, AZ 85365

[JONEILL@roadrunner.com](mailto:JONEILL@roadrunner.com)

218-969-9725