

Gentlemen,

The under signed states and affirms on his own personal knowledge the following:

Since Early February, 2018 various and serious defects have existed with the Charter/Spectrum (hereafter Charter) cable service to Jackson, Wyoming, particularly:

1) A system wide outage in early February shut off all Television and internet service for many hours. The cause of this outage is unknown.

2) That outage occurred at approximately the same time as the suspension of carriage of KPVI (TV) at Pocatello Idaho, an NBC affiliated station licensed to Northwest Broadcasting. The suspension of KPVI service continues to this day, approximately two months later.

3) The cable channel that normally carried KPVI now contains a text and aural message explaining a conflict between Charter and Northwest Broadcasting.

4) The ongoing disconnect from NBC network programming has been a heavy loss, specifically:

That outage would not allow watching the Super Bowl.

That outage would not allow watching the 2018 Winter Olympics, specifically the Alpine and other events, all of which are of high interest in the community of Jackson.

Attempts to watch through the internet, as suggested by the Charter on screen directions, were futile as no connection to the web page was allowed if Charter was selected on that page as the cable service provider. This same problems was described to me personally by several other residents and Charter subscribers.

Other suggestions from Charter are equally futile. The "NBC Sports App" is not available to me. As Charter suggested, "Watching NBC free with a TV antenna", is physically impossible in this valley community surrounded by high mountains.

The regularly scheduled NBC sports programming, such as hockey playoff games, etc. can not be seen.

NBC local and national news is sorely missed.

I have voiced my concern to Charter, as they suggest on the on screen crawl. The severity of the impact of this disruption has been made known to them by letters included in the return payment envelopes and by withholding a portion of the monthly cable service payments. Charter has been notified in those letters that a nominal amount will be withheld each month until the situation is resolved. They have yet to reply to any of those actions, other than sending "past due" notices for cable service payment.

I request that these comments be made a part of the proceedings in Docket 18-91 and

considered as may be appropriate in the FCC action and decisions that may result.

Respectfully submitted,  
Robert Culver & family  
Jackson Wyoming  
Cc, Town of Jackson officials  
Best Best & Krieger, LLP