April 5, 2018

I live in Jackson, WY. I am writing to ask that declaratory relief be granted to customers of Charter/Spectrum TV. We Charter/Spectrum customers had our NBC channel cut off abruptly on February 2, with no advance notice and with no refunds to customers who are paying for a TV package that includes.

We missed the Super Bowl, all of the Olympics and all NBC news and other programs from Feb. 2 thru the present.

Charter/Spectrum lied to its customers about what happened and why they cut off the NBC channel. They also told us we could hook up an antenna to get the signal or use NBC website and sports apps.

None of this is true. For starters, an antenna does not receive any TV signal in Jackson, WY. The NBC Sports App and the NBC Olympics website denied Spectrum customers access as Spectrum coded us as not having as a subscription. When we entered our Spectrum account credentials we got a message that we have no subscription. The same happened to us when we tried to watch On Demand NBC programs. Access denied.

I have not missed watching the Olympics in my entire life. Here in Jackson we had 3 athletes competing and could not watch them compete. Furthermore I am a regular NBC viewer for Nightly News, the Today Show, Meet the Press and Saturday Night Live.

I have been a continuous Charter/Spectrum customer since 2007 and have always paid my monthly invoice on time.

I hope the FCC will fine Charter for this violation of its contract with its customers and refund us for each day we have not been able to view NBC even though this is a part of our cable package. Furthermore, I hope Charter/Spectrum is required to restore the NBC channel and our credentials for use of NBC apps as paying subscribers.

Thank you.

Joan Anzelmo