Charter Communications gave no prior required notice that NBC cable channel 5 would not be available, commencing Feb. 2, 2018. As of today, April 11, 2018, that channel is still not available.

Charter has made no effort to credit or discount our cable TV bill; in fact, our bill has increased, and the quality of service has shown a huge decrease since the summer of 2017.

Charter has not offered to obtain another NBC station, such as KCWY channel 13 from Casper, Wyoming, or another NBC affiliate in the near region.

The cable TV viewers in the Jackson, Wyoming area have no options, other that dropping their service completely.

I understand price, tax and fee increases happen. I do not mind to pay a bill if the service is honest and credible. Charter Communication has not provided good or honest service.

EC Bartek

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4/11/18