Federal Communications Commission

Washington, D.C.

Commissioners,

I am writing to express my dissatisfaction with service provided to me at my home in Yuma, Arizona by Spectrum, the cable television and Internet provider that resulted following the federally approved merger between Time Warner Cable and Charter Communications.

I arrived home from work on Feb. 2, 2018 to find the cable service that I pay for no longer was carrying any programming from locally transmitted stations KYMA (an NBC affiliate) and KSWT (a CBS affiliate). In their place was a constantly looping message from Spectrum offering their side of the story concerning an obviously stagnant negotiation between Spectrum and the owner of KYMA and KSWT, Northwest Broadcasting (also the product of a merger within the last two years). The message also included – conveniently and suspiciously, since this service interruption was the first and only form of notice Spectrum provided me concerning this service interruption – a website where I could go … to voice my concern with Northwest, not Spectrum.

Subsequent local coverage of this issue provided in the Yuma Sun indicated Spectrum is most likely in violation of their franchise agreement with the City of Yuma, which stipulates Spectrum is required to provide me, their customer, 30 days’ notice before removing these channels from my service. Instead, as I indicated, there was no advance notice whatsoever; the channels were simply pulled.

Furthermore, public statements made by Northwest Broadcasting’s Brian Brady indicate they dispute the story that Spectrum is running instead of their channels that claims it was Northwest who pulled their channels from Spectrum. When asked by local media for comments and response to Northwest’s side of the story, Spectrum instead continues to repeat the same initial statement it is running in place of the channels, including in the March 28 print edition ([March 27 online posting](http://www.yumasun.com/news/yuma-joins-cities-in-filing-fcc-complaint/article_77fb73c6-324f-11e8-a506-b3eca6918745.html)) of the Yuma Sun.

The date with which Spectrum secured the website they advertise in lieu of running KYMA and KSWT programming, “NorthwestFairDeal.com,” indicates their decision to pull Northwest’s channels from their Yuma lineup was premeditated, yet they failed to provide me the required 30-day notice prior to altering my service.

Since Spectrum stopped offering KYMA and KSWT without sufficient notice, in addition to missing numerous local newscasts, I and my family were not able to watch the Super Bowl. We were unable to expose our children to any events at this year’s Winter Olympics. And instead of watching my alma mater make the NCAA Final Four on my large living room TV, I watched that happen on my 4.7-inch phone screen. My son has not been able to catch up on the NBC Tonight show; I have been missing the occasional CBS Late Show; my wife can’t if her number has been called during “Wheel of Fortune.” First World problems, sure; however, I pay Spectrum to receive the channels that carry these and other programs, and they are not delivering them to me.

Cable TV is the only means to access the channels of the local city and county governments on television. Satellite TV providers do not carry these channels and those channels do not transmit so as to be received via antenna. While these channels can be accessed via the Internet, we have our computers in different rooms of the house than our TVs.

We have tried the consumer model “leaf” digital TV antenna; however, in the room of the house where our one digital TV resides, the only channels we can pick up on that antenna are Spanish-language stations. I do not speak Spanish, nor do my children.

Competition for Internet service, while not specifically at issue here, was a factor in our family signing up for Spectrum. Competitor Century Link provided service that was incapable of supporting streaming video and limited the number of persons in our home who could access the Internet at the same time. In our last correspondence before switching to Spectrum, Century Link indicated they had no plans to expand their service offerings in our neighborhood, even though a company map shows a fiber optic trunk line rests a mere four blocks from our residence. The bundled rate for TV and Internet offered by Spectrum did allow us to keep television, as having multiple providers for Internet, phone and television services is currently cost-prohibitive for us.

Commissioners, you can see how our household feels stuck between the proverbial rock and a hard place: Our current choice is essentially between a combination of services that either offers us mere dial-up quality Internet access or does not offer all the local channels, for which a sufficient antenna is currently not an option.

I request the Commission do whatever is in its authority to direct Spectrum to uphold the terms of its franchise agreement with the City of Yuma, and to ensure that its customers in Yuma are compensated or credited appropriately on their Spectrum bills for the two-months-and-running outage of our local CBS and NBC affiliates.

Sincerely,

David Nash

Yuma, Arizona

Cc: Rep. Raul Grijalva