**Request #2260377 Spectrum/Northwest Communications**

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**Elizabeth Tennant** February 23, 2018 12:23

Without notice and certainly without 30 days notice, Spectrum dropped NBC (KYMA) and CBS (KECY) in Yuma Arizona. It is my understanding that stations were also dropped in Wyoming and California. No information has been provided on status of negotiations with Northwest Broadcasting except for 24/7 propaganda they are running on the channels which were NBC and CBS. No information about billing adjustments have been provided.

Spectrum is in violation with their contract with the City of Yuma which the City of Yuma has provided them notice regarding.

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**Elizabeth Tennant** February 26, 2018 15:49

I just received a call from Charter PR representative. He said standard line which in reality said nothing.

I would like to pursue any avenues available to me to be compensated for what Charter and Northwest have deprived me of. The City of Yuma should also be compensated based on the penalty clause in their contract with Spectrum.

Elizabeth Tennant

928-314-1488

5646 E. 39th Lane

Yuma Arizona 85365

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**FCC Consumer Help Center** Friday at 05:44

Hi Elizabeth,  
  
Thank you again for your submission to the FCC. The FCC's role in this process is to facilitate a conversation between you and your provider. We received a response from your provider to your Ticket No. 2260377.  
  
Here's what happens next:

* + We reviewed the provider's response and based on the information submitted, we believe your provider has responded to your concerns.
  + Your provider is required to send you a written copy of its response by postal mail. Keep in mind it could take up to 10 days for you to receive the response.
  + Please review your provider's response. If the issues you raised in your ticket remain unresolved, you can reply directly to this email with a short description of the problem.
  + Keep in mind that billing adjustments or other actions by your provider could take time to implement.
  + If we do not hear from you within 30 days, your ticket will be closed.
  + If you have new issues with your provider, you can file an additional complaint by going to: consumercomplaints.fcc.gov.
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**Elizabeth Tennant** Friday at 08:06

Absolutely nothing has been resolved. I don't have CBS or NBC as my cable package was to provide. My bill went up during this time. I have not been told any timeframe for my service being restored nor any credits to my bill for my lack of service.

My problem is not resolved. My case absolutely should not be closed.

The City of Yuma, AZ; El Centro, CA; and Jackson Hole, WY have filed a complaint with the FCC regarding this matter also.

The citizens of these cities require action. It has been 8 weeks.