Elizabeth Tennant

5646 E. 39th Lane

Yuma, AZ 85365

April 20, 2018

RE: Spectrum and City of Yuma

MB Docket 18-9

On February 2, 2018, the CBS and NBC affiliates were removed from Channels 13 and 11 on Spectrum Cable in Yuma, Arizona. There was no notice. We are two and a half months down the road and still no resolution.

The stations were removed on the Friday before Super Bowl Sunday and which allowed very limited time to make other plans for Super Bowl weekend and little information was provided on alternative ways that might be available to Spectrum subscribers to access the Super Bowl.

I contacted Spectrum via phone to ask about refunds for failure of Spectrum to provide the coverages I subscribed to. I was told that billing adjustments might be made after the matter was resolved. Overall, no sympathy or concern that I was missing the television stations.

I filed a complain with the FCC on 2/23/18 (Ticket No 2260377). I received a call from a Charter communication PR person who provided the same propaganda that is running on Channels 13 and 11 about how Northwest communications is bad and Spectrum is protecting us. He was unable to provide any information about settlement or billing adjustments. I received communication from the FCC on March 30, 2018 that indicated that the FCC had reviewed the provider’s response and based on the information submitted that the FCC believed Spectrum has responded to my concerns. This is to inform you in no uncertain terms that Spectrum has resolved nothing and that the FCC is wrong in the assertion that Spectrum has responded to my concerns in any effective way.

During this process of not having access to CBS and NBC, my Spectrum bill has actually increased while coverage decreased. Spectrum is presumably not paying Northwest Communications during this blackout. I feel the fees that would normally be paid to Northwest Communications should be rebated to the consumers not receiving the coverage. I see no reason that Spectrum should actually benefit from this situation which is causing hardship to their customers. Spectrum acknowledges the hardship that the customers are experiencing in their propaganda spiel running 24/7 on Channels 13 and 11.

Further, this is a regulated industry. I feel that Northwest Communications and Spectrum should be ordered to restore coverage to the effected cities while these negotiations proceed and to make appropriate billing adjustments to the customers.

Sincerely,

Elizabeth Tennant

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