April 23, 2018

Carl Pelletier  
Kelly Biscombe  
PO Box 3786  
Jackson, WY 83001

Greetings,

I am submitting this letter as public comment for my service experience with Charter/Spectrum in Jackson, Wyoming.   
  
Charter/Spectrum removed the NBC station from the cable offerings. This was very disappointing on a personal level as we missed the Super Bowl and the Olympics (as well as other news and entertainment programming). We were unable to watch either of these events with a streaming device (the message mentioned that this was not available in our service area) nor with an antenna as Spectrum/Charter suggested as an alternative solution. We wasted time and money on equipment (antenna) and phone calls to Charter without any resolution.

In addition, we rent out 2 of our bedrooms on Airbnb. We have a business license to do so. We have had several guests complain that that they are looking for programming on NBC. I do my best to explain the situation; however, we have had 3 guests request money back due to lack of service (once during the super bowl and twice during the Olympics). So, not only has this been a personal inconvenience, it has also been a cause of lost revenue. Revenue that my wife and I depend on to make our mortgage each month. Revenue that should not be jeapordy because we pay our Spectrum / Charter bill each month on time and without hassle. We pay for services that are promised. We have not been receiving our service.

This is what happened to us. Thank you for taking the time to review these letters of public comment.

Sincerely,  
  
Carl Pelletier and Kelly Biscombe