04/24/18

Dear FCC,

I am contacting you to complain about the appalling conduct by Charter/Spectrum in the town of Jackson, Wyoming, since 02/02/2018 and before.

On Feb. 2, 2018, with ZERO advance notice, Charter discontinued providing the NBC network channel, one of the three primary networks in our country. There is a power struggle between Charter and Northwest Broadcasting about the price increase to have access to NBC.

Interestingly, Charter set up an anti-Northwest Broadcasting website about 2 weeks prior to 02/02/2018, so they expected issues, yet failed to notify their customers of any issues. I believe this is a violation.

This is coincidentally the same day as our month Charter billing cut-off. Interestingly, Charter increased my bill by $3.00 a month, on the same day they cut off one-third of our network service.

For the first time in my life (53 year old guy), I had NO access to the 2018 NFL Superbowl! We are still without NBC access as of today. So also for the first time in my life, I had no access to the 2018 Winter Olympics! THREE local athletes were competing in the Olympics this year and I was unable to see any of my community members compete.

Charter remains ignorant and arrogant in their treatment of those of us in Jackson, Wyoming and in other markets where they are fighting with Northwest Broadcasting. Their pre-recorded message on the NBC station cable channel has not been changed since 02/02/18. Additionally, they suggested remedies that do NOT work here, such as ‘get an antenna’ and ‘watch NBC.com on your laptop’, INSULTING! No information has been provided regarding the negotiations with Northwest Broadcasting, IF there are even any negotiations underway.

Even before this disaster, Charter’s service is marginal at best. I encourage you to look at my call history with Charter. They provide an undependable service. A combination of faulty hardware and/or software results in very regular outages and issues, requiring regular support calls. Sometimes the fix is good for only a very short time, before it reoccurs. Channels that I pay for often do not work in a timely fashion. Given we are a small town, Charter is our only cable option, or I would have flushed them down the toilet long ago and moved to another cable provider.

I would like to see all Charter customers in my community compensated for the loss of service and blocked access to some of our countries most cherished sporting events and programing.

Please protect the general public! Big business, and government for that matter, continue to provide less of most products and services, while extracting a higher price for the reduced services.

Sincerely,

Kurt Gries

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