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Public Comment regarding Charter Communications / Spectrum

I am a “legacy” customer of Charter Communications / Spectrum after the acquisition of Optimum after their acquisition of Bresnan Communications.

I have a service agreement with Charter Communications / Spectrum for cable service providing:  
 Spectrum TV  
 Spectrum Internet (for both home and business)  
 Spectrum Voice (two telephone lines for both home and business)

On February 2, 2018, on the eve of the Super Bowl NBC network service was disabled both over Charter / Spectrum and also through the airwaves by NBC affiliate KPVI in Pocatello, Idaho because of a stated fee dispute between Northwest Broadcasting and Charter / Spectrum.

This breach of service continues to this day; and, there is no indication of any resolution. To date all Charter / Spectrum TV customers to date have been denied any regular NBC national network service of any kind, most especially to include:  
 The Super Bowl  
 The 2018 Winter Olympics  
 PGA Golf (final rounds)  
 Jesus Christ Superstar - live TV special on Easter evening  
 The Voice – one of the most popular shows on television

Moving forwards, based on Spectrum advertising on other channels we will miss:   
 The Triple Crown Horse Races  
 The Stanley Cup  
 The Tour de France

Additionally, we miss all of the other NBC national network programming and news.

I have called and spoken with two different customer service representatives regarding this situation. The first representative listened to my concern; and, allowed that he was unaware of what I was talking about. I was put on a long hold and was greeted by a second representative. He initially tried to be my friend and allowed that HE watched NBC all the time and didn’t know what he would do without it. He then announce that good news. As I was a “legacy” customer origination way back with Bresnan Communication he could offer me a new package at a better rate. When I asked about NBC, he said he couldn’t do anything about NBC; yet, he could save me $30.00 / month (which was actually $28.06). I made it clear that I was not calling about a new rate package; I was calling about the Charter / Spectrum break of their service agreement; and, what they might have available as some sort of restitution. He said that if I didn’t like the service package that I had or the new one he was offering me, he could disconnect my service. Now there was an option.

I have Charter / Spectrum cable service for both the internet and two phone lines for both my home and my office. I also pay an additional $123.93 for the Spectrum TV package. I am not left in a position to make a challenge to the TV rate with my check book without jeopardizing my entire cable package.

Let me be clear, I will be terminating my Charter / Spectrum TV service as soon as I am able to make the proper arrangements. I will also be switching to a new cable provider as soon as one becomes available in my rural area outside of the Town of Jackson.

Since February 2, 2018 Charter Communications / Spectrum has been in breach of their service obligation. No offers of any kind have been made over the TV, through their customer service representatives or through the “Spectrum News” printed on the cover sheet of each monthly bill. The only display is a sickening typed message and sacrin voice over on the NBC channel blaming everything on Northwest Broadcasting.

The arrogance of Charter Communications / Spectrum will result in no more customers that I know of in this region just as they are on a major national advertising campaign. In the meantime their existing customer are being inexcusably fleeced.

As the regulator of this company I call on the FCC to take the appropriate action.

Regards –

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Dennis S. Emory