April 26, 2018

Marlene Dortch

Secretary

Federal Communications Commission

445 12th Street SW

Washington, DC 20554

Re: Charter Communications Inc. Falcon Telecable Time Warner Cable Pacific West LLC, and Bresnan Communications, LLC MB Docket No 18-91, MB Docket No. 18-101.

Madame Secretary,

I am a resident of Jackson Wyoming and subscribe to Spectrum (Silver). On February 2, 2018 Spectrum stopped providing the NBC channel and posted a message about failed negotiations with Northwest Broadcasting who apparently provides the NBC feed to Spectrum for our area. After two and half months we still do not have the NBC channel.

I recently called Spectrum to discuss my dissatisfaction and was surprised the customer service representative was not even aware we were not being provided the NBC channel. I had to educate the person as to the situation. I noted that when I signed up for my cable subscription the monthly fee included NBC which has not been provided for over two months. I wanted an adjustment to my subscription fee until NBC was provided. The Spectrum representative stated that “NBC was one of the free channels and therefore there was no fee to reimburse.” I again emphasized that Spectrum’s subscription fee included NBC in the list of channels provided. Spectrum has not provided the promised package of channels but still enjoys my full payment. Again I was told since this was a fee channel I wasn’t really paying for it so there was no adjustment to the monthly subscription fee. VERY FRUSTRATING.

Obviously I am not party to the negotiations or timeline of issues between Spectrum and Northwest but what appears to me is the NBC is supposed to be a free broadcast channel. If so, why is Spectrum paying Northwest a fee while NBC collects money from advertisers. If NBC is a free channel does that mean that if Spectrum has to pay Northwest more for the NBC feed we will not see an increase in subscription costs? We the consumer are the losers. Something is not right and merits the attention of the FCC.

Thank you for your attention to this matter,

Kent Van Riper

1227 Melody Creek Lane

Jackson, WY 83001