

April 26, 2018

To: <https://www.fcc.gov/ecfs/filings>  
[John.gaspaeini@bbklaw.com](mailto:John.gaspaeini@bbklaw.com)  
[Martynlaw2000@aol.com](mailto:Martynlaw2000@aol.com)

From: Ronald and Sandra Thiesen

Re: Charter dba Spectrum


On February 2, 2018 Spectrum, our cable provider, arbitrarily removed two of the three major networks (ABC, CBS, NBC) from our cable lineup without the 30 day notice requirement contained in the FCC rules.

This removal caused us to miss the Super Bowl and the Olympics on NBC. We also regularly watch Sunday Morning and 60 Minutes on CBS. By decreasing the number of local and national stations we can access, this removal has amounted to an increase in the rate we are paying for television services.

There must come a time when we will have to discontinue our patient, passive acceptance of the status quo and change to another service provider. In order to hasten the day when we must choose, we seek the following remedies:

1. We would like to know whether negotiations are actually proceeding by means of a weekly summary of the progress or lack of it. This could be posted on the two network channels that are currently notifying our Yuma community that we are being denied the services that we are paying for.
2. We'd like specific details of the financial stakes involved, the dates and times of the negotiations, what the sticking points are and how each side suggests that the matter be resolved.
3. Finally, we'd like a refund of \$60.00 per month or \$2.00 per day for every day we are unable to access CBS and NBC local and national programming.

Sincerely,

A handwritten signature in blue ink, appearing to read "Sandra Thiesen", is written over a printed name of the same person.

Ron and Sandra Thiesen  
11322 S. Ave. 12E, Lot 21  
Yuma, AZ 85367