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May 11, 2018

Dear Spectrum,

As you know, our cable television services have been limited by Northwest Broadcasting since early February 2018. We have not been able to watch shows on NBC or CBS, including the Superbowl, the Olympics, or many of our favorite shows.

I understand you are in negotiations and may not have the ability to provide these channels at this time. However, you do have control over what you are charging your customers. I suspect Spectrum has not continued to make payments to Northwest Broadcasting for services they are not providing. However, you continue to expect your customers to pay for services you are not providing!

On March 1, 2018, I called your billing department to see if they would prorate my bill for the month I had not been able to watch CBS and NBC. I simply requested that they not charge me the network fee for the month, which was $23.99. This is only a small portion of my ridiculous $185.63 monthly charge. They told me they were instructed not to give any discounts, as they were still in negotiations. There is no reason Spectrum can’t prorate our bills for each month our services have been reduced.

I have been a Charter/Spectrum customer for over 20 years and am willing to be patient while you negotiate for the lost channels. However, I am not willing to pay for services I am not receiving. I was hopeful that when I received my next bill, Spectrum would have done the right thing and prorated our bill. I was wrong. I just received my new bill and you continue to charge for services not rendered.

On May 5, 2018, I received my monthly bill. It shows that although you accepted and credited my account for the prorate amount I sent last month ($164.97), you continue to charge me for the full amount ($188.96) for this month, even though our services are still reduced. Additionally, you indicate I am past due for the amount of $47.98, and are threatening me with “collection activity” and “interruption of service.” This is a poor way to treat a long time customer!

Until my services are restored, I will continue to prorate my payment to you by $23.99 per month. If Spectrum refuses to accept my prorated payment or choses to charge me a late fee, I will seek an alternative for my cable and internet services. It’s a shame that as Charter/Spectrum has grown nationally, the bottom line has become more important than your customers.

Sincerely,

John Kubicek

Account #8752-19-020-0144584