

Received the attached letter. On 1-23-20, via FCC Zendesk, received serve ticket # 3754531. Ticket was responded to via FCC Zendesk with a copy of response letter and resolution. I spoke with the customer directly and upon reviewing her account, I was able to lower her monthly bill. Customer was satisfied with result and ticket was closed.

[REDACTED]
Bristol, RI 02809
January 4, 2020

[REDACTED]
President & CEO
i3Broadband

RE: Pricing on Cable

Dear Mr. [REDACTED]

I would just like to know how you people sleep at night. You not only took over all the TV stations that used to be free over air, but you constantly raise the rates. People on a fixed income cannot afford this and end up giving up everything but basic then cable all together.

What right did you have to do this? 90% of the shows on cable are reruns and you dare to keep upping the rates. What cost is it when it is running things over and over. I would not choose you so don't thank me. I have no choice since the building I live in is wired for your company. Also not any of the other cable networks are any better. I am sure you all get together and raise the prices. As soon as I can find an alternative antenna or other method I will be history.

I cannot believe the FCC or the RI Div of Public Utilities let you get away with this, unless of course they make more money in taxes then they don't care. In fact today's politicians don't care about anyone but themselves, getting re-elected and making more and more money.

I am sending copies of this letter to the FCC, RI Div of Public Utilities and the President. I don't believe it is competitive business when you all get together and set prices so we have no choice. All the TV actors, Sports figures and news people make too much money on our backs already. And News used to be 15 minutes local and a half hour national. Now it is on so much and Breaking news is a joke. It is all repetitive. And it makes me laugh when they say you will only see it here on this channel and you change channels and there it is.

And the commercials for the most part are dumb. Especially ION TV. They have the same commercials over and over to the point that I shut them off and go to Catholic TV or PBS just to get away from them.

Sincerely,

[REDACTED]
[REDACTED]

cc: FCC, RI Div of Pub Utilities, President Trump

PS my bill went up over \$9.00
one more day I won't have food