

Mayor Tim Kaumo and
Rock Springs City Council
212 D Street
Rock Springs, WY 82901

RE: Inferior, repulsive cable TV service

To Mayor Tim Kaumo and City Council Members

I am a citizen of Rock Springs. Our family moved here 43 years ago. In contrast to my native San Diego County life for 23 years, we have grown to love Rock Springs and Wyoming. California has seen healthier days since we left there in the 50's. Surely there will be a continued influx from the West due to increasingly impossible living expenses along the west coast. We will feel that migration gradually undoubtedly.

However, the local cable service here could chase people away. For over 40 years, Sweetwater Cable was so dependable. But now with the new All West service, we do not know when we will pleasantly see and hear channels. There is far too often garble – technical difficulties that last continuously for hours. We do not pay for, nor do we deserve such poor service.

Now it has been explained to me this problem lies beyond the local office. The source seems to come from Utah, where the company's main operations are. Their attempts to transmit the service from that location is not working as a solution. We have made attempts to address these issues directly with All West, to no avail. They act as if this is their norm for service. There is so much irritation from many citizens here, with no evidence of the problems being resolved any time soon.

I am asking the City Council to address this issue with All West Cable Company and insist they provide quality service to the citizens of Rock Springs. We, along with many others do not wish to leave cable, as the other options do not serve our needs and wishes. We deserve service we are charged for and a commitment to the best quality possible.

Thank you all for your service and dedication of your time and efforts. We appreciate it greatly.

Kind regards,

A handwritten signature in cursive script that reads "Tressie Parsons".

Tressie and Carl Parsons
307-382-6460

