

Zachary Monroe

From: WSPA - TV, Cable, Satellite & Broadband Issues <no-reply@wufoo.com>
Sent: Friday, April 6, 2018 6:02 PM
To: WSPA Broadcast Issues
Subject: Report TV, Cable, Satellite and Broadcast Issues [#199]

Name Robin Knupp

Email rdknupp@yahoo.com

Phone 8285456260

Your Location * Asheville airport area

How are you receiving our signal? Antenna

What is the problem you are experiencing? * We have an antenna in our attic. We've been receiving you fine for 4 years (better than WLOS). Suddenly Sunday night you are not there. I've rescanned channels and now you really aren't there. Did you move your tower? I'd like to watch the Masters tomorrow and we watch CBS on Sunday night 7-11. Also NCIS on Tuesday, as well as other shows.

Zachary Monroe

From: WSPA - TV, Cable, Satellite & Broadband Issues <no-reply@wufoo.com>
Sent: Friday, April 6, 2018 9:41 AM
To: WSPA Broadcast Issues
Subject: Report TV, Cable, Satellite and Broadcast Issues [#194]

Name kimberly

Email kimkingreports@gmail.com

Phone 8288085360

Your Location * biltmore park

How are you receiving our signal? Antenna

What is the problem you are experiencing? * good friday, rabbit ears in biltmore park have picked up your signal perfectly until about 3-4 weeks ago. I no longer can get wspa on the antenna. i was wondering if you could tell me if anything on your end has been changed that would impact the signal in asheville. thank you so much. feel free to call me if you have any suggestions. sincerely, kim

Zachary Monroe

From: WSPA - TV, Cable, Satellite & Broadband Issues <no-reply@wufoo.com>
Sent: Wednesday, April 4, 2018 7:39 AM
To: WSPA Broadcast Issues
Subject: Report TV, Cable, Satellite and Broadcast Issues [#146]

Name Neil Stephens

Email overandunder@charter.net

Phone 828-230-5268

Your Location * Asheville

How are you receiving our signal? Antenna

What is the problem you are experiencing? * Has your station stopped broadcasting to our area? A number of us have stopped receiving your signal as of a few days ago.
Please advise, and thank you.

Zachary Monroe

From: WSPA - TV, Cable, Satellite & Broadband Issues <no-reply@wufoo.com>
Sent: Thursday, April 5, 2018 11:24 PM
To: WSPA Broadcast Issues
Subject: Report TV, Cable, Satellite and Broadcast Issues [#190]

Name Frank Dosier

Email frank@musiciansworkshop.com

Phone 828-712-1352

Your Location * Asheville

How are you receiving our signal? Antenna

What is the problem you are experiencing? * I switched from cable to antenna 6 months ago and have been very satisfied. For the last week WSPA has disappeared from my Tablo receiver. I am still able to receive WYFF in HD. Is this a problem on my end or is your station off the air?

Zachary Monroe

From: WSPA - TV, Cable, Satellite & Broadband Issues <no-reply@wufoo.com>
Sent: Saturday, April 7, 2018 10:07 AM
To: WSPA Broadcast Issues
Subject: Report TV, Cable, Satellite and Broadcast Issues [#202]

Name	John
Email	jstewartnc@yahoo.com
Your Location *	Asheville
How are you receiving our signal?	Antenna
What is the problem you are experiencing? *	No signal since 4/1/18

Zachary Monroe

From: WSPA - TV, Cable, Satellite & Broadband Issues <no-reply@wufoo.com>
Sent: Tuesday, April 3, 2018 1:52 PM
To: WSPA Broadcast Issues
Subject: Report TV, Cable, Satellite and Broadcast Issues [#118]

Name Kim Mooney

Email Kmooney174@gmail.com

Phone 8284470587

Your Location * ASHEVILLE

How are you receiving our signal? Antenna

What is the problem you are experiencing? * Why the change? I can no longer channel 7. An yes I have rescanned and still don't receive 7.

Zachary Monroe

From: WSPA - TV, Cable, Satellite & Broadband Issues <no-reply@wufoo.com>
Sent: Tuesday, April 3, 2018 9:58 AM
To: WSPA Broadcast Issues
Subject: Report TV, Cable, Satellite and Broadcast Issues [#106]

Name George deWalder

Email dewaldg@charter.net

Phone 8287-645-4706

Your Location * Asheville

How are you receiving our signal? Antenna

What is the problem you are experiencing? * Still cannot receive Channel 62 even after doing a channel rescan just now on all TV's connected to my outdoor roof antenna.

Zachary Monroe

From: WSPA - TV, Cable, Satellite & Broadband Issues <no-reply@wufoo.com>
Sent: Monday, April 2, 2018 6:19 PM
To: WSPA Broadcast Issues
Subject: Report TV, Cable, Satellite and Broadcast Issues [#85]

Name Jill Bagwell

Email jilly47@aol.com

Phone 828-274-0357

Your Location * Asheville

How are you receiving our signal? Antenna

What is the problem you are experiencing? * What happened to my beloved CBS? On Saturday night I watched 48 Hours and all was well. Sunday all was gone Big blue screen with the words "No Signal". I have had my HD tv for several years and have lost the original remote. My simple Universal Remote has NO way to reprogram channels. What am I to do? 3/4 of what I watch is on CBS at night. I missed Madam Secretary last night and cried!! Well, I am a recent widow and have depression, so I can't really blame the TV...ABC has had this problem occasionally but is always back to normal within a short period of time. HELP!

Zachary Monroe

From: WSPA - TV, Cable, Satellite & Broadband Issues <no-reply@wufoo.com>
Sent: Monday, April 2, 2018 11:59 AM
To: WSPA Broadcast Issues
Subject: Report TV, Cable, Satellite and Broadcast Issues [#65]

Name Perry Brown

Email wpbgamer@gmail.com

Phone 8287786478

Your Asheville downtown

Location

*

How are Antenna

you

receiving

our

signal?

What is the problem you are experiencing? *

I used to be watching CBS WSPA via the SD simulcast of WYCW on 62.2, because since the transition from analog to digital, I never been able to pick up the main WSPA signal, and I know exactly why WYCW has signed off and is now part of the WSPA frequency. But from what read online, including from FCC records, I thought WSPA was when WYCW signed off, going to be switching to physical RF channel 11, which I was hoping would be a stronger signal so I could finally pick up the digital WSPA signal. This a big problem for me because of all the tv stations in this market, CBS WSPA is the channel I watch the most, and CW WYCW is 3rd most watched by me. You all really need to fix this before both levels of football start up again, followed by NCAA basketball. Not sure what will do about wanting to watch The Masters this weekend.

Zachary Monroe

From: WSPA - TV, Cable, Satellite & Broadband Issues <no-reply@wufoo.com>
Sent: Monday, April 2, 2018 10:40 AM
To: WSPA Broadcast Issues
Subject: Report TV, Cable, Satellite and Broadcast Issues [#63]

Name Jon Hardeman

Email jhardeman27@gmail.com

Your Location * Asheville,NC

How are you receiving our signal? Antenna

What is the problem you are experiencing? * I rescanned and it did not work What channel are you on in Asheville now?

Zachary Monroe

From: WSPA - TV, Cable, Satellite & Broadband Issues <no-reply@wufoo.com>
Sent: Sunday, April 1, 2018 10:23 PM
To: WSPA Broadcast Issues
Subject: Report TV, Cable, Satellite and Broadcast Issues [#44]

Name Charlie Dunlop

Email csdunlop@hotmail.com

Phone 828-299-3361

Your Location * Asheville

How are you receiving our signal? Antenna

What is the problem you are experiencing? * I can't get a signal from any of the 3 WSPA stations. How can I fix it? We miss you!!! You are our main source of entertainment.

Thanks,
Charlie Dunlop

Zachary Monroe

From: WSPA - TV, Cable, Satellite & Broadband Issues <no-reply@wufoo.com>
Sent: Tuesday, April 3, 2018 6:57 AM
To: WSPA Broadcast Issues
Subject: Report TV, Cable, Satellite and Broadcast Issues [#98]

Name Jim Theobald
Email jimtheob@gmail.com

Phone 828 424 7901

Your Location * Asheville, NC

How are you receiving our signal? Antenna

What is the problem you are experiencing? * No reception at all. We have been having no problem for over a year and now we cannot receive. We get a "No Program" or "Weak Signal" but no other stations give us this problem, including UNCTV and WYFF. Any suggestions?

Zachary Monroe

From: WSPA - TV, Cable, Satellite & Broadband Issues <no-reply@wufoo.com>
Sent: Monday, April 2, 2018 8:12 AM
To: WSPA Broadcast Issues
Subject: Report TV, Cable, Satellite and Broadcast Issues [#52]

Name	Nick Lanier
Email	nicklanier@hotmail.com
Phone	8282321663
Your Location *	Asheville
How are you receiving our signal?	Antenna
What is the problem you are experiencing? *	Rescanned several times yesterday and this morning and can't pick up your new frequencies. All other stations coming in just fine. Any help will be appreciated.

Zachary Monroe

From: WSPA - TV, Cable, Satellite & Broadband Issues <no-reply@wufoo.com>
Sent: Monday, April 2, 2018 6:21 AM
To: WSPA Broadcast Issues
Subject: Report TV, Cable, Satellite and Broadcast Issues [#47]

Your Location * Asheville

How are you receiving our signal? Antenna

What is the problem you are experiencing? * No signal for three days

Zachary Monroe

From: WSPA - TV, Cable, Satellite & Broadband Issues <no-reply@wufoo.com>
Sent: Sunday, April 1, 2018 10:16 PM
To: WSPA Broadcast Issues
Subject: Report TV, Cable, Satellite and Broadcast Issues [#43]

Name Janet

Email janetlgrant@hotmail.com

Phone 8282162475

Your Location * Asheville

How are you receiving our signal? Antenna

What is the problem you are experiencing? * I have always been able to receive a nice clean signal from WSPA through my amplified digital antenna. However, today I have not been able to receive anything. It either says "no signal" or "weak signal". Has something changed. I have three TVs with antennas and they all are doing the same thing.

Thanks,
Janet

Zachary Monroe

From: WSPA - TV, Cable, Satellite & Broadband Issues <no-reply@wufoo.com>
Sent: Sunday, April 1, 2018 3:26 PM
To: WSPA Broadcast Issues
Subject: Report TV, Cable, Satellite and Broadcast Issues [#26]

Name tim galvin

Email benhogan73@gmail.com

Phone 9196550434

Your Location * Asheville, NC

How are you receiving our signal? Antenna

What is the problem you are experiencing? * Unable to get any channel on 62.x. Is it working?

Tim

Zachary Monroe

From: WSPA - TV, Cable, Satellite & Broadband Issues <no-reply@wufoo.com>
Sent: Sunday, April 1, 2018 2:59 PM
To: WSPA Broadcast Issues
Subject: Report TV, Cable, Satellite and Broadcast Issues [#24]

Name	Christine Woolley
Email	wildeblume23@gmail.com
Phone	5125861897
Your Location *	Asheville
How are you receiving our signal?	Antenna
What is the problem you are experiencing? *	Your channel has disappeared. I have moved the antenna, rescanned for channels and nothing works. Where are you??

Zachary Monroe

From: WSPA - TV, Cable, Satellite & Broadband Issues <no-reply@wufoo.com>
Sent: Sunday, April 1, 2018 9:44 AM
To: WSPA Broadcast Issues
Subject: Report TV, Cable, Satellite and Broadcast Issues [#19]

Name vp

Email vivap@buncombe.main.nc.us

Your Location * asheville, nc

How are you receiving our signal? Antenna

What is the problem you are experiencing? * cannot get CBS channel {for me, it's 62.2} even after i rescanned. help!!

Zachary Monroe

From: WSPA - TV, Cable, Satellite & Broadband Issues <no-reply@wufoo.com>
Sent: Sunday, April 1, 2018 3:26 PM
To: WSPA Broadcast Issues
Subject: Report TV, Cable, Satellite and Broadcast Issues [#25]

Name Mike Hancock

Email hancock052@yahoo.com

Phone 8282302169

Your Location * Asheville, NC 28806

How are you receiving our signal? Antenna

What is the problem you are experiencing? * ME Tv change from 8.2 to 4.2 and can no longer receive you. I've moved my antenna to 4 different locations scanning after each move with no luck. Are there any plans for those of us who live in this area so that maybe in the future we will be able to receive your signal?

Many thanks, Mike

Zachary Monroe

From: WSPA - TV, Cable, Satellite & Broadband Issues <no-reply@wufoo.com>
Sent: Monday, April 2, 2018 10:32 AM
To: WSPA Broadcast Issues
Subject: Report TV, Cable, Satellite and Broadcast Issues [#61]

Name	Jon Hardeman
Email	jhardeman27@gmail.com
Phone	828-782-6281
Your Location *	Asheville,NC
How are you receiving our signal?	Antenna
What is the problem you are experiencing? *	I cannot receive your signal. What channel are you on now. I would like to watch the NCAA finals.

Zachary Monroe

From: WSPA - TV, Cable, Satellite & Broadband Issues <no-reply@wufoo.com>
Sent: Monday, April 2, 2018 7:29 PM
To: WSPA Broadcast Issues
Subject: Report TV, Cable, Satellite and Broadcast Issues [#91]

Name George deWalder

Email dewaldg@charter.net

Phone 8286454706

Your Location * Asheville

How are you receiving our signal? Antenna

What is the problem you are experiencing? * What happened to channels 62.1, 62.2, and 62.3? Off air since sometime on 4/1/18.

Zachary Monroe

From: WSPA - TV, Cable, Satellite & Broadband Issues <no-reply@wufoo.com>
Sent: Monday, April 2, 2018 6:31 PM
To: WSPA Broadcast Issues
Subject: Report TV, Cable, Satellite and Broadcast Issues [#86]

Name Georgena

Email georgena.millar@gmail.com

Phone 8282162975

Your Location * Asheville

How are you receiving our signal? Antenna

What is the problem you are experiencing? * I cannot receive your signal as of 3 day ago. Signal was great before that time; better than Channel 4.

Zachary Monroe

From: WSPA - TV, Cable, Satellite & Broadband Issues <no-reply@wufoo.com>
Sent: Wednesday, April 4, 2018 8:53 AM
To: WSPA Broadcast Issues
Subject: Report TV, Cable, Satellite and Broadcast Issues [#149]

Name David Carr

Email carrpe.diem23@yahoo.com

Your Location * Haw Creek – Asheville, NC

How are you receiving our signal? Antenna

What is the problem you are experiencing? * We've gotten no WSPA signal on any of our televisions since Sunday.
Until this time, we've never had a problem.

Zachary Monroe

From: WSPA - TV, Cable, Satellite & Broadband Issues <no-reply@wufoo.com>
Sent: Wednesday, April 4, 2018 2:49 PM
To: WSPA Broadcast Issues
Subject: Report TV, Cable, Satellite and Broadcast Issues [#157]

Name Marc Plantico

Email mplantico@chater.net

Your Location * 3 mi north of downtown Asheville

How are you receiving our signal? Antenna

What is the problem you are experiencing? * We completely lost our over the air signal sometime on 4/1 or 4/2 and it is still out. Is there a problem with the translator station for our area – just north of downtown Asheville?

Zachary Monroe

From: WSPA - TV, Cable, Satellite & Broadband Issues <no-reply@wufoo.com>
Sent: Tuesday, April 3, 2018 5:04 PM
To: WSPA Broadcast Issues
Subject: Report TV, Cable, Satellite and Broadcast Issues [#123]

Name Mike Donohue

Email Mike@ThatEmailThing.com

Phone 914-693-2706

Your Location * Asheville

How are you receiving our signal? Antenna

What is the problem you are experiencing? * I used to get 62.1,2 & 3
Are there three new numbers?
I do not know how to scan.
Thank you.
Mike

Zachary Monroe

From: WSPA - TV, Cable, Satellite & Broadband Issues <no-reply@wufoo.com>
Sent: Tuesday, April 3, 2018 6:56 PM
To: WSPA Broadcast Issues
Subject: Report TV, Cable, Satellite and Broadcast Issues [#126]

Name Alynn Woodson

Email alynnwoodson@gmail.com

Your Location * Asheville

How are you receiving our signal? Antenna

What is the problem you are experiencing? * On Sunday I lost all CBS reception. I never had any trouble in the past.
Has something changed? Please help!

Thank you!

Zachary Monroe

From: WSPA - TV, Cable, Satellite & Broadband Issues <no-reply@wufoo.com>
Sent: Tuesday, April 3, 2018 8:11 PM
To: WSPA Broadcast Issues
Subject: Report TV, Cable, Satellite and Broadcast Issues [#131]

Name	Beverly P. Lee
Email	Bplee62@aol.com
Phone	8285506952
Your Location *	Asheville
How are you receiving our signal?	Antenna
What is the problem you are experiencing? *	No signal period. Moved and rescan. No luck

Zachary Monroe

From: WSPA - TV, Cable, Satellite & Broadband Issues <no-reply@wufoo.com>
Sent: Tuesday, April 3, 2018 9:10 PM
To: WSPA Broadcast Issues
Subject: Report TV, Cable, Satellite and Broadcast Issues [#134]

Name Anne Walch
Email awalch9@yahoo.com

Phone 8282805478

Your Location * Asheville

How are you receiving our signal? Antenna

What is the problem you are experiencing? * On April 1st I stopped being able to receive your station. All other channels work.

Have you changed your transmitter? Do you have any suggestions for how I can receive your station again?

Thank you,

Zachary Monroe

From: WSPA - TV, Cable, Satellite & Broadband Issues <no-reply@wufoo.com>
Sent: Tuesday, April 3, 2018 9:21 PM
To: WSPA Broadcast Issues
Subject: Report TV, Cable, Satellite and Broadcast Issues [#135]

Name	Joan Mahery
Email	hamdog609@aol.com
Phone	8282986108
Your Location *	Asheville
How are you receiving our signal?	Charter
What is the problem you are experiencing? *	Break and repetition of audio, occasional loss of video

Zachary Monroe

From: WSPA - TV, Cable, Satellite & Broadband Issues <no-reply@wufoo.com>
Sent: Tuesday, April 3, 2018 10:23 PM
To: WSPA Broadcast Issues
Subject: Report TV, Cable, Satellite and Broadcast Issues [#142]

Name	Trip Browne
Email	tripbrowne@hotmail.com
Phone	828-231-2230
Your Location *	Asheville,28804
How are you receiving our signal?	Antenna
What is the problem you are experiencing? *	No picture. Weak signal.

Zachary Monroe

From: WSPA - TV, Cable, Satellite & Broadband Issues <no-reply@wufoo.com>
Sent: Saturday, April 7, 2018 5:19 PM
To: WSPA Broadcast Issues
Subject: Report TV, Cable, Satellite and Broadcast Issues [#205]

Name Marilyn Schneider

Email Schneiderm222@charter.net

Phone 828*687*3585

Your Asheville, Nc

Location

*

How are Antenna

you

receiving

our

signal?

What is the problem you are experiencing? *

I live at 138 Springside Rd., Apt. 222 Asheville, NC 28803 in a senior apartment building with 65 apartments. I do not have cable and watch my TV on a HD antenna. About two or three weeks ago, I lost the signal to your CBS station and despite running my stations a dozen or more time was not able to bring it through. I assumed the problem was somehow with my TV until yesterday when I found out that there are other apartments in the building that have also lost your signal and also miss CBS. Do you have a antenna down somewhere on a mountain top that you have not discovered? Please contact me with some feedback. I have, in the past, watched CBS more than ABC or NBC and miss it a lot!

Zachary Monroe

From: WSPA - TV, Cable, Satellite & Broadband Issues <no-reply@wufoo.com>
Sent: Sunday, April 8, 2018 6:15 PM
To: WSPA Broadcast Issues
Subject: Report TV, Cable, Satellite and Broadcast Issues [#214]

Name Ricky Knapton

Email rickyknapton@gmail.com

Your Location * Asheville

How are you receiving our signal? Antenna

What is the problem you are experiencing? * Two weeks ago on Sunday I was receiving your signal on 62-2. I lost the signal and unable to locate it. Did you drop this channel, reduce power, or switch frequencies? I'm getting NBC just fine. Thanks for any info

Zachary Monroe

From: WSPA - TV, Cable, Satellite & Broadband Issues <no-reply@wufoo.com>
Sent: Tuesday, April 17, 2018 4:15 PM
To: WSPA Broadcast Issues
Subject: Report TV, Cable, Satellite and Broadcast Issues [#259]

Name steve ferENCHIAK

Email sjf01@yahoo.com

Phone 3363020557

Your Location * Asheville

How are you receiving our signal? Antenna

What is the problem you are experiencing? * Since your station changed frequencies, I am unable to pick up your station. Before, I received WSPA on 62.1. I also received 62.2 and 62.3. Now nothing comes up on 7 or 62 and I've done the channel scan several times moving the position of the antenna. Before, I had trouble maintaining channel 4 but now I get it perfectly. However, I am unable to get WSPA anymore.

Do you have any suggestons?

Thanks.

Steve FerENCHIAK

Zachary Monroe

From: WSPA - TV, Cable, Satellite & Broadband Issues <no-reply@wufoo.com>
Sent: Tuesday, April 17, 2018 9:58 PM
To: WSPA Broadcast Issues
Subject: Report TV, Cable, Satellite and Broadcast Issues [#272]

Name	Rebecca
Email	rebjones107@hotmail.com
Phone	828 251-2517
Your Location *	Asheville. 28804
How are you receiving our signal?	Antenna
What is the problem you are experiencing? *	No signal. Went out three weeks ago. Have not been able to get WSPA at all. METV comes in, but not WSPA

Zachary Monroe

From: WSPA - TV, Cable, Satellite & Broadband Issues <no-reply@wufoo.com>
Sent: Saturday, April 21, 2018 12:14 AM
To: WSPA Broadcast Issues
Subject: Report TV, Cable, Satellite and Broadcast Issues [#277]

Name Regina

Email ncgirl64@gmail.com

Your Location * Asheville

How are you receiving our signal? Antenna

What is the problem you are experiencing? * It is just gone. We have a high power antenna as well. We get WLOS clear and WYFF (NBC) super clear. No WSPA or CW since March 30th.

Zachary Monroe

From: WSPA - TV, Cable, Satellite & Broadband Issues <no-reply@wufoo.com>
Sent: Sunday, April 22, 2018 11:25 AM
To: WSPA Broadcast Issues
Subject: Report TV, Cable, Satellite and Broadcast Issues [#278]

Name	William Moulds
Email	wmoulds@gmail.com
Phone	828-423-8317
Your Location *	Asheville NC
How are you receiving our signal?	Antenna
What is the problem you are experiencing? *	We used to get 62.1, 62.2, and 63.2 by antennae on our smart tv. For quite a while now, we can't get those stations. Are you having a problem broadcasting to Asheville? This is very upsetting.

Zachary Monroe

From: WSPA - TV, Cable, Satellite & Broadband Issues <no-reply@wufoo.com>
Sent: Sunday, April 1, 2018 4:36 PM
To: WSPA Broadcast Issues
Subject: Report TV, Cable, Satellite and Broadcast Issues [#27]

Name Christopher

Email armystrong5734@gmail.com

Phone 8287476102

Your Location * Asheville

How are you receiving our signal? DirectTV

What is the problem you are experiencing? * Not. Getting. It