

First Name	Last Name	Mailing Address (Line 1)	Mailing A	Mailing Address (City)	Mailing	Mailing	Feedback
Doug		27 Eastern Ave		Greenfield	MA	01301	I have re-scanned many times (as recent as 7/29)and still am not able to connect with any of the WGBY on air channels.
William		10 Barr Ave		Greenfield	MA	01301	After many try's to scan for new WGBY frequency on two different antenna we remain unsuccessful as of today 7/24.
MARK		376 WEST CENTER ROAD		OTIS	MA	01253	JULY 25,2019: NO SIGNAL. ANTENNA AIMED AT SPRINGFIELD... I RAN AUTO-SCAN ON MY SONY MODEL KDL-26S3000 AND IT DID NOT FIND ANY SIGNAL FOR 57.1-57.4, BUT IT DID FIND 13.3-13.6 PBS ALBANY.
Jamillah		16 Washington St., Apt. 418		Westfield	MA	01085	Member still can't get Channel 57, etc.
Conrad		109 South Street		Plainfield	MA	01070	When WGBY was broadcasting on RF CH 22 my reception has been weak but usable during the winter months. Since summer with trees fully leafed out recen ly it has been unusable. Now, with the frequency change, I re-scanned at 6:30 PM today (7/24/2019) and signal is too weak to register. I understand that a contributing factor is that my OTA antenna is UHF design, so gain for VHF ch 13 will be less. My question is the station currently transmitting at it's final full power? Or, might it be increased in the near future? Thank You, Conrad
David		19 James Street		E. Longmeadow	MA	01028	FYI, tried rescanning a few time with no luck.
Ken		450 Washington Street		Middletown	CT	06457	I grew up with perfect reception of WGBY as an analog station. Upon the switch to digital, I lost WGBY except on rare occasion when the signal would sputter now and then. Wi h the "repack", I again have WGBY though not full-time. A possible increase in power or adjustment to the antenna system might help. (same for WGGB, except they are gone all the time now, WWLP is fine)
John							
Tamara		61 Arden St		Springfield	MA	01118	I have re-scanned my tv with antenna several times and I am still unable to find the pbs/wgby signal. My kids are extremely upset to say the least.
john		14 virginia drive		ellington	CT	06029	I did a re-scan On 7-24-19 and was able to get the 4 WGTBY stations on my station ID, but the signals are too weak to watch or hear so I no longer will be able to watch your station after living here in Ellington, CT for over 40 years of viewing WGBY. I have the latest "rabbit ear" device that is available at Best Buy or other Big Box Electronic Stores.
Jane		9 Dragon Circle		Easthampton	MA	01027	Can no longer get channel 57 channels, either before or after rescan! Get 'no program', or 'Weak Signal'. What has happened?? Before, I got all 4 ch57s clearly and consistently.
Julia and Robb		96 King Richard Dr.		Becket	MA	01223	Directions to accomplish "scanning" were very helpful. However, 57.1 is restored but not .2, .3, or .4 !!! So, no broadcast of "World" we got on .2 or .4 "Create". HELP!!
Jack		350 Deming St		South Windsor	CT	06074	I am no longer able to receive WGBY on my first floor TV. I am still able to on the second floor TV.
John		33 Cotswold Way		Avon	CT	06001	I no longer receive WGBY after the freq change and rescan of my tv sets.
Janice & Randy		321 Montague Road		Shutesbury	MA	01072	Rescanned and now did get channels 57 (1,2 &3) back (but we lost channel 24)
Kathy							
Karen		162 Converse Ave		Meriden	CT	06450	I am no longer able to receive your signal! It was fine before the change!
Karen		17 Pleasant St		Cummington	MA	01026	Before the frequency change we were able to receive WGBY through our antenna without difficulty. We have done the rescan many times and now we do NOT have any WGBY station.
Kimberly		266 Loudville Road		Easthampton	MA	01027	Will not pick up channel 57 all the time now it is very spotty, we never have had this problem before. It is very upsetting as we enjoy the channels very much and it is the one channel my granddaughter can watch without us worrying!
Gail		126B Ashfield Mountain Road		Ashfield	MA	01330	member still cant a signal. has tried several times. Requesting call back

						<p>---2019/07/24 18:30 UPDATE---</p> <p>After hearing back from Tuesday's phone call to 1-800-781-9429 suggesting channel swapout was hoped to be completed by Wednesday Afternoon, called 1-800-781-9429 before 5pm inquiring re status, got no callback. Left Msg still out and noted WGBY Web site's comment feature was inoperable. I then ran rescans on the Magnavox. Still get no signal on 57.1 - 4. Good atmospherics, signal from 40.1 & 40.2 slightly stronger than yesterday. called 1-800-639-5057 24-hour hotline about 18:25. Was answered promptly, but the rep answering did not know status of the channel change and told me all I could do was wait for callback from the 9-5 number, or call Customer Services @ 800-781-9429 9-5 tomorrow!</p> <p>-----</p> <p>I have 2 TV sets which used to receive WGBY, now neither do at all.</p> <p>Set #1 a Visio Digital set. I rescanned channels about 2:45 AM on the 22nd. Seemed to go well and I watched "A Year in Space" on 57.1 3:00am. Unsure if the switch had yet happened though, or if I had just rescanned the old frequency system.</p> <p>Got home from shopping after July 22nd 7pm to discover that my other TV set, an RCA CRT with great color that will not die hooked to a Magnavox DVR had recorded 3 shows of dead air starting with DW 17:30 from 57.2, Newshour from 57.1, then NBR from 57.2.</p> <p>I ran the Magnavox through a rescan, which went OK, still recognizes channels 57.1 - 57.4, BUT I CAN'T GET A FLICKER OF PICTURE OR SOUND ON ANY OF THEM.</p> <p>I went back to the Visio, and found that it no longer receives Chan 57 either.</p> <p>On both I do get channels 40.1 and 40.2, which I understand are (or used to be) on the same tower or very adjacent, NW of me.</p> <p>I rescanned the Visio again. Still no 57.</p> <p>Tuesday July 23rd -</p> <p>Antenna is an 8-bay Bowtie on chimney with rotor. removed splitters cabled direct to Magnavox, which has a signal strength display. Tuned Channel 40.1/2 and ensured optimized orientation. Reran Channel scan on Magnavox. Still no channel 57.</p>
Laurence	132 Kibbe Rd		EAST LONGMEADOW	MA	01028	<p>We cannot get any public television channels when we follow the directions. We've gotten a lot of new channels but NO WGBY.</p>
Leslie	230 March Rd		Ashfield	MA	01330	
Lidia	201 Narragansett blvd.		Chicopee	MA	01013	<p>I cannot receive WGBY over the air. I used to be able to do it before the frequency change but I've tried auto programming several times but it will not work.</p>
Maria	37 Butler Place	#1 Front	Northampton	MA	01060	<p>I tried re-scanning several times since the frequency change and can no longer receive any of WGBY's channels. Physical antenna is set to where I had service previously. (WGGB still comes in as before.) Please advise.</p>
Michael	31 Scott Lane		Windsor	CT	06095	<p>After rescan, no signal or pixelated that changes back to no signal and pixelated again. Prior received all 4 (51.1-4) and now none.</p>
Patricia	20 Maple Street		Plainfield	MA	01070-9	<p>I followed the instructions as written to rescan my tv many times. It didn't work and I lost WGBY 1, 2, 3, and 4. I called a few times and every one tried to help me but I am still without WGBY. I am disappointed that I won't be watching your programs. any more.</p>

							I have contacted WGBY 3 times in the last week for help with rescanning. The instructions above do not work. No one I have spoken to has been knowledgeable about this problem. I am totally shocked that at a time of this kind of change, you do not have a technical support person available. Even the person on the supposed 24 hour hotline knew nothing more than what is on your website. I have been a supporter of WGBY for years and do not understand why you would not want to help viewers like me.
Olivia		124 Depot Rd.		Leverett	MA	01054	I have had to contact and pay another tv support person. He would like to know what channel you are broadcasting on. I don't mean that channel can I get GBY on, I know I will still be able to get GBY on 57 but what is the new frequency, or channel that you are broadcasting on that then comes through to me as 57? Please let me know. thank you!
Olin		217 Tumblebrook Drive		South Windsor	CT	06074	I used to get WGBY using my antenna in the attic, but after the frequency change I get nothing. Have rescanned several times over several days, but still nothing.
Priscilla		318 Lincoln Ave.		Amherst	MA	01002	Rescanned TV still not picking up station
							All channels are poor quality, 57 is only a blue screen. By the way news is not the only thing people want to see so online sources are not the answers. Many people such as myself do not own my home and are not allowed to add any antenna to outside of building. Everyone making money and saving money in this proposition are helping phone services to convince the public we need to pay higher prices yet for new 5g and the more expensive phones that comes with it stop already!The power required to work should have been guaranteed with deal on day one, what bad business.
Linda		190 Briar Way		Greenfield	MA	01301	
							Confirmation Code [REDACTED]
Rob		124A Montague Rd.		Leverett	MA	01054	As Before: "I had signal for all four (57.1, 57.2, 57.3, and 57.4) at about 80% signal strength on 7/21/19. I did a full auto rescan and cannot connect with any of the new four signals."
							I have re-scanned at 8 AM, 10am, and 1pm today. I believe that you must increase signal strength.
Roger		22 Cronk Rd		Sandisfield	MA	01255	I haven't been receiving a consistent signal since the change. I had video last night (8/2) but have no images today (8/3)...only a blank screen.
Ronald		39 Rachael terrace		Westfield	MA	01085	I did not have any issues with your previous setup.
							No signal for a week, even after rescan
							Longmeadow is in a difficult position. There are more stations broadcasting from Connecticut than from Springfield, so my antenna is pointed toward Connecticut and I pick up the signal from Mt Tom through the back of the antenna. With a stronger signal, I am more likely to watch WGBY than Connecticut Public Television. Please increase your signal strength
Steven		292 Pinewood Dr		Longmeadow	MA	01106	Unable to receive any transmissions from WGBY. Was able to view all 4 sub channels of 57 prior to the frequency change. I have re scanned several times without any success. Very disappointed.
Stacie		159 Longview Avenue		Hinsdale	MA	01235	
Terry		85 Juggler Meadow Road		Leverett	MA	01054	
							Cannot get Channel 57 (WGBY). Cannot get channels 24, and 65 anymore. Rescanned three TVs: no reception. Too bad. Have homemade antenna and used to get these channels.
Charles		15 Citron Dr		Chicopee	MA	01020	
Laura							
Eileen		119 Churchill Rd		West Springfield	MA	01095	can't get reception
Daniel		37 Pease Farm Road		Ellington	CT	06029	After the frequency change, I couldn't get any of the WGBY channels anymore.
							Caller is having trouble connecting to network. Has an antenna. Is trying to rescan and nothing is working.
Barbara		99 Pease Road		E. Longmeadow	MA	01028	
Irene		52 Prospect St.		Ludlow	MA	01056	can't get reception
Jean		19 Lynn Dr		Southampton	MA	01073	57.1 low signal (daughter to try)
Douglas		5 Berkshire Avenue		Southwick	MA	01077	I still cannot get 57 on my antenna. I have rescanned My tv's and DA converter every day. I still get the other Springfield MA TV stations. Do I need to buy a new antenna to get 57?

Maurice		10 Sibley St.		Three Rivers	MA	01080	Tried rescanning and still doesn't work
Quentin		162 King St Ext		Westfield	MA	01085	can't get reception
Joyce		94 Heggie Dr.		Westfield	MA	01085	generic GE remote. Called antenna company to scan for her
Candance		Broadland Ave		Wilbraham	MA	01095	can't get reception
Gloria		61 Townhill Rd.		Sandisfield	MA	01255	Can get Channel 13 57.1 but not 57.2.3.4.
Albert		792 Guelphwood Rd.		Southbridge	MA	01550	can't get reception
							After the change over I can not receive any of the 45,10,17,55 channels. Before I could get channels 2,10,13,17,45,55,and all there sub channels. Only ones I receive now is 2,13,23. Lot of expense for nothing.
Larry		4334 State Highway10		Saint Johnsville	NY	13452	
Richard		454 Middletown Ave	Unit 4	New haven	CT	06513	not able to receive... is the new transmitter in the same location?, same power output?, same radiation pattern? have you checked your SWR?
John		41 High Hill Rd.		Bloomfield	CT	06002	Rescanned but still no signal.
Dawn				Northampton	MA	01060	lost signal on August 13th after having us since the rescan
Rebecca		43 Hiltbrand		Bristol	CT	06010	can't use remote
							We live a few miles from Springfield, Mass. Until a week ago or so, we enjoyed all the WGBY 57 channels. Now, even after re-scanning several times, we receive none of them. We miss them! Is there anything else we can do?
Nancy		1602 Meadowview Drive		East Windsor	CT	06088	
Claudia		215 Ed Clark Rd.		Colrain	MA	01340	We suddenly cannot find WGBY no matter how we face the antenna or how often we scan. This station has completely disappeared.
							I would like to report that I have once again lost your channels 57.1-4. We were trying to watch tonight and we practically had to hold the remote down to get it to stay and even then the signal was very jumbled.
Julia		31 Glen Road		Leyden	MA	01301	
							We get our channels via an antenna and ever since you upgraded your tower or whatever it was WGBY and it's sister stations did, Aug. 1, 2019, we can no longer get program
Roger		167 Batchelor Street		Granby	MA	01033	informa ion for any of the sta ions you provide
Sandra				Windsor	MA	01270	Sorry, but no donations for now. We still have no signal.