

Colleen Crouch

To: Todd A. Lopes

Subject: RE: We got an atta-boy!

-----Original Message-----

From: Charles Snider [mailto:homedaleid@frontiernet.net]

Sent: Thursday, December 08, 2005 3:52 AM

To: info@cocolatv.com

Subject: RE: TV Station KKJB in Boise, Idaho; ATTN: Coleen Crouch

Dear Ms. Crouch,

Thank you for your response and I did notice that your station went off the air for a while.

When it came back on the aforementioned glitch in your picture was eliminated.

Thank you for being so responsive and to your station Management for quickly recognizing and repairing the problem.

Charlie Snider

✉ 2336 Lower Pond Lane

📍 Homedale, Idaho 83628

📞 208-867-9558

☎ 208-337-6154

📠 208-337-6152

📧 HomedaleID@frontiernet.net

-----Original Message-----

From: info@cocolatv.com

Date: 12/07/05 10:55:51

To: 'Charlie Snider'

12/12/2005

Subject: RE: TV Station KKJB in Boise, Idaho

Dear Mr Snider,

Thank you for advising us of the problems you have been experiencing with KKJB. Our engineers are aware of the problem and are working to repair it. This moment the station is being shut down for approximately two hours to perform necessary maintenance which we hope will correct all of the technical issues which have been affecting picture quality.

Thank you again for your interest and for taking the time to contact us.

Colleen Crouch
Cocola Broadcasting Companies
706 W. Herndon Ave
Fresno, CA 93650-1033
559-435-7000 ext. 3003

-----Original Message-----

From: Charlie Snider [mailto:homedaleid@frontiernet.net]
Sent: Wednesday, December 07, 2005 9:39 AM
To: info@cocolatv.com
Subject: TV Station KKJB in Boise, Idaho

Dear Sir or Madam;

I think you have a great TV station and your programming needed and wanted in our area.

What I cannot understand is why you would let your static continue airing without repairing the glitch you have approximately every 5-10 seconds with your Picture. No doubt you are aware of the fact that your picture freezes momentarily every 5-10 seconds. It is probably a software problem but it is very annoying and almost impossible to watch.

You had a boxing show on last evening and as you know boxing is constant and fast motion. The glitch was so disruptive that I couldn't watch it and switched to another station.

The problem reflects on the quality of your station and I would think that you would want to not let it continue.

Please, get it repaired

12/12/2005

Thanks you...

Charlie Snider

- ✉ 2336 Lower Pond Lane
- 📍 Homedale, ID 83628-3392
- ☎ 208-337-6154 (Home)
- 📱 208-867-9558 (Cell)
- ☎ 208-337-6152 (Fax)
- 📧 HomedaleID@frontiernet.net