

To Whom It May Concern,

This notice is to formally log a suspected retaliatory action following a documented request for ADA accommodation made to Spectrum representatives in March 2025. My name is Robert B. Hanson, EMT-P (Ret.), and I am a recognized disabled individual currently receiving SSDI benefits. My accommodation request related specifically to the replacement and upgrade of communications technology necessary for both health and business continuity purposes. As of the morning of April 2, 2025, my mobile services appear to have been suspended or terminated without resolution or clear communication, despite prior outreach and an ongoing effort to work through proper ADA channels. The timing of this disruption raises concern, especially given the active discussions and documentation related to ADA compliance. Please consider this a formal entry in my documentation trail. I am preparing reports for the Department of Justice and the Federal Communications Commission and am giving Spectrum this opportunity to acknowledge and correct this action before escalation. If this action was taken in error, I request immediate reactivation of services and written confirmation. If not, please provide written explanation for the decision and its timing in relation to my ADA engagement.

Respectfully,

Robert B. Hanson, EMT-P (Ret.)
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