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To our DIRECTV customers,

As you may have noticed, KTVA (Channel 11), Anchorage's local CBS affiliate station, is currently unavailable in your channel lineup. In Southeast Alaska you may have noticed the same for KTNL and KATH. This is due to an ongoing contract negotiation between DIRECTV and those stations' corporate owner, Denali Media Holdings. As is their right under FCC regulation, Denali Media Holdings has chosen to prevent DIRECTV from broadcasting those stations until they can come to a new agreement. If you would like more information on this situation, follow [this link](#) and enter your zip code to see DIRECTV's statement on the issue.

As Microcom is merely a DIRECTV retailer, we have no input or say in these negotiations. That being said, we stand with DIRECTV in wanting to bring local channels to all Alaskans in an easy and affordable fashion. Until this situation is resolved, there are other options for those hoping to keep their DIRECTV subscription and still enjoy KTVA/CBS content. KTVA is a freely available over-the-air channel, which only requires an easily affordable antenna that can be purchased through Microcom or a number of other local retailers. If you follow the link provided above, DIRECTV offers some other alternatives under the section "How can I still see my favorite CBS/NBC series?"

We're sorry for this inconvenience and hope to see this issue resolved as soon as possible. In the meantime, if you have any questions about over-the-air channels or the situation between DIRECTV and your local station, we encourage you to call us at (907) 264-3474 or message us privately here on Facebook. Again, we thank you for your patience and will be here to offer help and information however we can.

Sincerely,

The Microcom Team

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FOR
MONTHLY
CHANCES
TO WIN!

"Behind the Scenes" @ Microcom



Microcom is dedicated to continually educating our staff to make sure they are on the cutting edge of best practices and can offer you the absolute best in customer service and installation expertise. In February, we brought our staff together from all over the state for one of these great training sessions!



Serving all of Alaska, Hawaii, and Idaho
(877)-696-3474 | www.Microcom.tv



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Locations & Hours:

Anchorage, AK Corporate Office & Warehouse

129 W. 53rd. Ave. Anchorage, AK 99518

Phone: 907-264-DISH (3474)

Monday-Saturday 9am-5pm, Closed Sunday

Fairbanks, AK Office & Warehouse

Anchorage, AK Showroom

129 W. 53rd. Ave. Anchorage, AK 99518

Phone: 907-264-DISH (3474)

Monday-Saturday 9am-5:30pm, Closed Sunday

Juneau, AK Office & Warehouse

975 Van Horn Rd. Unit #2, Fairbanks, AK 99701

Phone: 907-474-DISH (3474)

Monday-Friday 9am-5pm, Closed Sat & Sun

Palmer, AK Office & Warehouse

6491 E. Blue Lupine Dr., Palmer, AK 99645

Phone: 907-376-0444

Monday-Friday 9am-5pm, Closed Sat & Sun

5453 Jenkins Dr., Juneau, AK 99801

Phone: 907-789-1545

Monday-Friday 9am-5pm. Closed Sat & Sun

Soldotna, AK Office & Warehouse

35911 Kenai Spur Hwy #14, Soldotna, AK 99669

Phone :907-262-7926

Monday-Friday 9am-5pm, Closed Sat & Sun