I am a Senior citizen writing in regard to Spectrum stopping my access to my local NBC and CBS programming. They are continuing to bill me the full amount but I am not getting the full service I agreed to receive. Even after dropping my two main local channels my bill increased $2 a month. I have called twice to get reimbursed for the loss of the channels but have been denied. I had to go purchase an exterior antennae in order to see the Super Bowl, Olympics, local news, and recently the stage production of Jesus Christ Superstar. I am 72 years old and I have always had a cable company as my provider. I do not understand the satellite systems provided by other companies so I am hesitant to drop Spectrum and commit to a contract with them. Please intervene and make them restore the programming I signed up for. Furthermore, make them reimburse me for my losses.

Cheryl F. Smith