We have been Charter customers for over 11 years and are very frustrated with the elimination of NBC from Charter’s lineup, especially since there was no coverage of the Super Bowl and the Olympics. Many of our favorite shows are on NBC and the channel has been out of service for about 3 months with no end in sight. We have received no email or letter correspondence from Charter regarding this issue. We have neither seen nor heard of any attempt to negotiate a settlement that will return NBC to the line-up. In 2017 NBC was the second most watched network with 7,284,000 viewers while CBS was in first place with 7,996,000 viewers. Charter has taken away our primary TV station and we are fed up with no prospect of a settlement. They have not credited our account to compensate for our loss of service. Charter has not offered us any restitution for our inconvenience and unhappiness of not being able to access our daily shows. As the customer we are not being fairly treated by Charter and have no recourse.