April 5, 2018:

Here is what happened to me:

Charter/Spectrum Communications blocked our Silver Package Premium Channel of NBC programming and our ability to view NBS programs On Demand Programing without thirty days’ notice to us which timely enough also included the ability to view the 2018 Super Bowl and 2018 Winter Olympics. They ran a disclosure on the station which stated Northwest Broadcasting, the owner of this NBC channel, has removed their programming from your Spectrum line up. While we continue to negotiate in good faith to reach a fair deal, Northwest has pulled this channel to create hardship for our customers.

It appears they did this so they could use me the consumer to would work with them to put pressure on Northwest Broadcasting that provides the programing yet still charge me for a premium station and the associated On Demand Station. This has been going on since February 2, 2018. We pay dearly for this service, over $200 per month and we are very disappointed we were not able to view these treasured broadcasts in addition to NBC and the NBC Direct programming that we love.

Upon calling Charter/Spectrum on many occasions, my husband and I were both told we could access NBC programming through an antenna or web streams which did not work. Neither of us were able to down loan the app and where we live does not support the old tried and true rabbit ears due to being surrounded by mountains.

We are appalled they are trying to use the consumer to fight the fee disputes between Northwest Broadcasting and Spectrum.