We were planning on having a Super Bowl Party 2018, but found out a few days before that the Super Bowl on NBC was not going to be available to customers in Jackson Hole, WY. I contacted a local hotel, the Wort Hotel in Jackson, and they informed me that only their bar which has satellite TV will be broadcasting. Their hotel rooms were on cable so no broadcast. At great expense were watched the Super Bowl at their bar. In addition, we also missed the entire 2018 Olympics too. I called Spectrum to complain after two months of no NBC requesting a goodwill credit after being a customer for nearly 3 years at $1,800 per year. The first several representatives did not know what I was talking about. Finally, they offered me a one-time credit of $10.? Also, they claimed this NBC issue could go on forever too? After requesting to speak with an executive, someone call me from Wisconsin to only offer me the same $10. I told them of my disgust, and of another ongoing problem where their OnDemand for Jackson Hole has never worked correctly for ABC and CBS for the past 3 years, and their workaround is to go to the internet versus my tv. Her advice based on my concerns is that maybe I should find a different servicer. I said, no way, not that I have now identified their scam on the Northwest, I am going to contact the FCC, my neighbors, local newspaper, etc.