

Charter-Spectrum sold me a TV package of channels that included NBC and I have promptly paid each month. In February 2018 they removed the NBC channel from the lineup, without any advance warning and without any reduction. They have told us that we can purchase an antenna that will allow us to pick up the closest NBC channel. However, due to our location in the mountains, we are not able to pick up the NBC network with an antenna. We purchased the Charter-Spectrum system because it is the only way we can pick up the 3 major TV networks. (ABC, BBS, NBC) Charter-Spectrum has sold me, and all the other members of the Jackson, WY community, a false promise of goods and should be required to return NBC to the channel line, compensate us for overpayment, and not be allowed to charge a higher rate to include NBC in their lineup.

**Linore Wallace**

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