Charter/Spectrum in Jackson

My experience with Charter/Spectrum service in Jackson has been pretty poor. Here is what I have experienced:

1. On Demand service is extremely limited. No service is available at all for 2 of the 4 major networks, (3 if you now count NBC). What is available is in most cases not available in HD. I honestly thought there was something wrong with my service but when I spoke to their customer service person they said no, that’s the way it is.
2. I had experienced numerous random shutdowns of my DVR. At each event, it took over 15 minutes to reboot. When I called customer service initially they said that “All the good DVR boxes were in Bozeman” and there was a known problem with the boxes we had. They were working on a software fix and would notify me when one was available. Many months passed and the shutdowns became more frequent (2-3 x per day) which was no longer a minor inconvenience. I called customer service again and they said there was a software fix for the problem that required elimination of a few service features. No one ever bothered to notify us of this. Other than this software patch, there is no plan to swap out these “Bad boxes” that I am aware of.
3. In January of2018 NBC was removed from our service, including on demand offerings without prior notice from Charter/Spectrum. Upon receipt of my next bill I contacted customer service seeking a refund for the NBC service not provided. They said they could not provide a refund since they had no idea how long this would go on. This has now gone on for close to 3 months and there has been no refund or reduction in my bill from Charter/Spectrum. In my opinion, making a customer pay for a service not provided is unacceptable but other than DirecTV, there is no other option.

In addition to these real problems it should be noted that service provided by Charter/Spectrum is woefully out of date when compared to the state of the art. The on-screen menu and guide are consistent with product provided 15-20 years ago in other markets. Features like multi-room DVR or voice commands are not available here. Further, internet speeds are extremely slow and there are no options available to improve that here in Jackson. There are times during the day when page loads are painful. It would appear that Charter/Spectrum does not provide enough bandwidth to accommodate the traffic in our area.