To whom it may concern

The current situation with Spectrum is unacceptable. We have not been able to view the Super Bowl, 2018 Olympics and all regular broadcast shows of NBC and CBS. Reduction of services with no reduction of fees is unacceptable. Now, to add insult to injury, our rates have been raised. When called, Spectrum says “your rates have not been raised, just your equipment rental fees”. Are you kidding me? That is ridiculous. As I understand it Spectrum is not paying to broadcasr NBC and CBS, so where is my refund?