

I'm not a bot



I can't see that TCM is offered at all on Xfinity.....it moved from basic to "more entertainment & sports" in 2019, but my current listing of channels (everything is listed, but I don't get them all) and TCM is not in that list anywhere. What happened? Where is it?TCM was supposed to be part of my Digital Starter plan - it shows up on the computer when I search the list of channels in my plan -- but when I try to get it on the TV it tells me that I need a subscription. I have tried through about an hour on the phone with customer support and online to figure out what TV packages really include TCM, but the only list that I can find show 125 and 185 channels, but TCM is not included. Can anyone tell me what I really need to do to get it? I am beyond frustrated at this point.How much for a plan that has TCM?This post was created from this comment on different postI can't find it anywhere on the xfinity website. all i want ot do is get the TCM channel. I seem to recall it was moved into some kind of "package" with other channels and i can't find out which one it is in and what the other channels are. why do make it so difficult? I have tried "chat" and all I get is automated answers that do everything EXCEPT answer the question!Why on earth would Xfinity place TCM with a Sports channel lineup that charges \$10 extra per month. I don't watch Sports. I know this happened a few years ago and I am addressing it now, yet it makes no sense. I actually dropped the pkg last week with few other premiums. My bill keeps increasing and the quality and quantity of channels keep decreasing.Why cant I get an answer as to why TCM disappeared from my programming in Minneapolis without any explanation or notification?A few weeks ago I noticed that Turner Classic Movies (769) was no longer showing captions. I searched in the forum, but couldn't find anything. Also, there are two other channels that aren't showing captions any more but it's been awhile: Food Channel (652) and Cooking Channel (225). Please advise.How much extra would it cost to add just TCM to my channel lineup?Tonight before dinner my husband was watching a movie on TCM On Demand with no problems. After dinner, he went back to the movie and got a new screen saying that the movie was now only available as a subscription. What was part of our service vanished in just 20 minutes. What is going on? Tried to verify that both TCM and TCM On Demand were part of our subscription, but the Xfinity page for my account doesn't have details. Cannot find TCM in the channel line up. I want the TCM On Demand service restored immediately.I have been enjoying the TCM channel through my Sports and entertainment package. However, on Monday the TCM tv channel 33100 disappeared and so did support for the app. I cant authenticate my account for iPhone, iPad or fire tv cube. The message is just you no longer have this service.I contacted Xfinity support staff and they said its TCM. I contacted TCM and they told to me check my account.Does anyway have any recommendations?I tried resetting, turning off and on, deleting my app.Turner Classic Movies channel is having trouble with authentication of accounts?

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