

Dear FCC Chairman Wheeler and Commissioners,

I am against allowing the merger / transfer of licenses of Comcast and TWC for the following reasons.

1. These 2 companies have the worst customer satisfaction ratings of any companies doing business in the US. Letting them merge will create a customer service disaster that they will have \*NO\* less incentive to address which brings me to...
2. While it is true that they do not compete in any markets but they \*may\* compete in markets in the future if they are prevented from merging. Allowing them to merge will cement their monopoly with government stamped approval and eliminate any hope of future competition between the 2. Comcast has even argued that " We already face enough competition." <http://apps.fcc.gov/ecfs/document/view?id=7522145519>  
In this filing Comcast points to competitors and says it's easy to switch providers. This is simply a lie, because, for most Americans there is no choice. Also we see how hard it is to switch when the companies have "Customer Retention Departments" specifically to make it difficult for customers to leave. Comcast mentions competition from municipal broadband networks however, the telecom industry (supported by much Comcast and TWC \$\$) has pushed state governments to pass laws that restrict municipal broadband growth. Instead of wasting money on lobbying politicians to allow them to continue their poor service and customer service practices, why are they not using this money to upgrade their networks? Comcast also mentions competition from phone companies, which are upgrading DSL to fiber and appear well-positioned to offer highly competitive broadband speeds well into the future. However, the truth is, that this is happening very slow and only in very select lucrative markets. This statement is VERY disingenuous!
3. A larger Comcast will be more able to overcharge rivals for programs, demand network connection payments like the did to Netflix, and block competition from entering their territory. Also, and this is very important, Comcast will likely force controversial data caps on "unlimited plans" on TWC customers, as it already does to its customers.

The following comments are in response to Comcast's submission, September 23, 2014 "Comcast TWC Opposition and Response" which can be viewed here:  
<http://corporate.comcast.com/images/2014-09-23-REDACTED-Comcast-TWC-Opposition-and-Response.pdf>

4. In this document Comcast admits there is no competition, so the merger won't change anything, and then goes on to say that competition is helping to drive the improvements they are claiming over time in ISP service!! This is their own language from their own submission! Do they really believe we are this stupid?
5. David Cohen, Comcase Executive VP writes, "Virtually all commenters recognize and concede either explicitly or through their silence that the transaction will deliver substantial consumer welfare and public interest benefits to residential and business customers and in the advertising marketplace."  
Let me specifically and categorically refute this idea of 'consent by silence' and state that silence or ambiguity should be interpreted to benefit of the consumer and the most good, not for the benefit of the corporation who makes billions in profits, they need no assistance. This, at its heart, is a terrible statement and shows the kind of devious thinking and bending of the rules these companies resort to in order to get their way by all means possible.

Finally, I close by asking the commission to consider these companies' past FCC filings for concessions and merger approvals. They agreed to concessions in the past and promised better service in the past in filings but most agree they have not lived up to their promises in any measurable way. Take, for example their "Internet Essentials" program which is touted by so many politicians who are on the companies' payroll and have submitted comments in favor of the merger / license transfer citing the Internet Essentials program as an example of them being a good corporate citizen but a quick search of the web will tell you when the actual users think about the

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program, if they can even find it. They bury the sign up for the program and deliver a lower quality of service to people on the low cost program. This is yet another example of how they use substantial amounts of money lobbying to prevent regulation and maintain the status-quo, continuing their poor service, putting the US farther and farther behind other countries in nearly every category of broadband, instead of using their money to improve their networks and be competitive!

Please, I ask the Commission to say no to this proposal in the strongest possible manner. Thank you for your consideration.

--Eric Case  
Bremerton, WA