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Comcast and TWC currently have among the lowest customer satisfactions of any companies in America. On their own, they're enough to ignore their customers' complaints without fear of reprisal as in many places there are no competitors for their services. In my area, Comcast is the only provider of high speed internet, and is able to respond to customer complaints about bandwidth caps with no more than offers to upgrade service to more expensive plans with The Exact Same bandwidth caps. In 2010 Comcast called TWC a competitor before acquiring NBCUniversal. They now claim they they don't compete at all. After a merger, Comcast/TWC would be the sole traditional cable provider to almost two thirds of U.S. homes. Please stand up to this monopoly before it lowers the already notably poor levels of service even further.