

For several weeks now we have been hearing online about Comcast horror stories - rude customer service representatives changing customer's names to A*hole Brown and super b*tch for wanting to make changes to their service. Each time a situation like this emerges embarrassing Comcast the company issues a public apology, while taking no direct responsibility for the situation they blame a private contractor who they have hired to take Comcast customer service calls - or often a rogue agent at such a call center saying they will be disciplined and dealt with. Yet these horror stories keep repeating which suggests it is the culture in the company and its call centers that are to blame. Comcast is so big already and faces minimal competition in most service areas that it can get away with abusing customers. The Time Warner Cable merger will only make things worse cementing its already dominant position further. Comcast's market power and reach will expand - their broadband dominance will only grow with this merger and other companies trying to keep up will pursue merger deals of their own (case in point AT&T-DirecTV and Rupert Murdoch's failed bid for News Corp., to acquire Time Warner Inc.)

Comcast call center employees are paid based on sales closings. Losing a customer can result in lost pay. So Comcast call center representatives are instructed to do everything they can to stop consumers from canceling service - arguing with the customer when he or she calls in - demanding to know why they want to cancel - consumers wanting to cancel one service but keep another to lower their bill are ignored and/or insulted. When Comcast reps are unable to persuade customers whose minds are made up to not cancel they have a history of just disconnecting the phone line to the customer. The culture does not encourage reps to service customers but to harass them. Now news reports indicate Time Warner Cable reps are also changing customer names to expletives also. Both companies have lousy customer service and merging the two companies will not result in any better customer service. Case in point after Comcast and TWC Cable acquired parts of the bankrupt Adelphia Communications customer service was awful.