Despite Charter's claims that the Charter TWC-Bright House Networks merger(s) will be in the public interest, and that New Charter will offer better customer service, and cheaper prices history disproves this. Every time a merger is floated in the cable industry the merging parties claim ***new efficiencies*** and ***merger synergies*** – ***cost savings by merging can be passed*** on to ***consumers but it never happens*** and customer service actually worsens. As bad as Comcast's customer service is and that of Time Warner Cable together it would be a lot worse. The same could be said in this case for this proposed merger. Charter has reportedly had its own share of customer complaints – though not as horrible as TWC or Comcast's yet New Charter would be worse. Keep in mind Charter is ***promising to cut costs*** for ***consumers*** but is willing to **go into debt to finance this takeover**. Charter would ***rather borrow and spend billions of dollars t****o* ***take out a bigger cable company than improve its own services*** for their ***existing customers***. Charter only cares about its customers when it faces competition. Also assuming the deal is ***successfully consummated Charter would then to have to restructure this debt and pay it off***. The likely scenario is they will ***keep prices high for cable TV and Internet service*** – that is instead of ***lowering prices costs will remain the same*** (as high as they are now***) if not increase higher***. New Charter ***would dispose of Time Warner Cable's Everyday Low Price Internet*** for ***$14.99 a month*** and the ***starting price for New Charter's basic tier of broadband service*** will be ***more costly as Charter's lowest speed offering will be higher*** than ***Time Warner Cable's lowest speed offering***.

Regulators need to ***carefully scrutinize the proposed deals*** that ***will make Charter bigger and more powerful***. Do we really want ***cable to be an oligopoly of*** *just* ***a few big companies*** controlling the market?! Even worse, ***if cable consolidation continues*** it could ***eventually become a duopoly*** with ***just 2 big cable companies***. ***Time Warner Cable's standalone Everyday Low Price Internet at $14.99 a month should remain optional in the long run*** whether ***this merger happens or not.***

When Adelphia went bankrupt and Time Warner Cable and Comcast acquired different parts of that company (including former Adelphia customers in different regions) the ***integration process was anything but simple*** or fun for the consumer – ***certainly not painless***. There ***were plenty of complaints about service degradation*** – and the ***call centers in business to handle Comcast and TWC customer calls*** were ***under-staffed to handle*** the ***huge increase*** in ***calls generated*** by ***former Adelphia customers upset with service problems*** which began, ***since being forced*** to ***switch to Comcast or TWC***. The situation would likely be the same this time around also. One merger concession ***Comcast and Time Warner Cable both made*** to ***secure regulatory approval*** for their ***now scuttled deal*** was to **divest some customers or subscribers** they ***already had to another cable company***. ***Comcast pledged to divest a few million subscribers to Charter which*** had tried ***and failed earlier to buy Time Warner Cable***. The ***divestiture agreement*** Comcast ***proposed did not end there***. They ***proposed additional divestitures*** and ***the formation of a new cable company GreatLand*** which ***would also acquire some divested customers***. During the transaction review for the now defunct Comcast TWC Charter also made a side deal to buy Bright House Networks which seemed at the time contingent on the Comcast-TWC deal closing. When that did not happen some speculated the Charter-Bright House deal was dead. However, Charter ***re-negotiated the terms*** of ***that deal*** and is now ***seeking to buy both Time Warner Cable & Bright House***.