

Congresswoman Kuster
FCC
CFPB

I am writing to voice my objection to Charters acquisition of Time Warner. I do not believe it is in the consumer's best interest and should be disapproved by the FCC. I live in Lincoln NH. In my town, Time Warner advertises phone and internet for 14.99. I have a mailing from Fairpoint Communications offering phone and internet for 16.99 locked in for 4 years. But T-W is the only choice I have for cable in Lincoln, and today, they offer for a basic cable TV and internet package for a reasonable fee. I also worked for a short period of time in Milwaukee. I had Direct TV cable for \$27.99 and a local internet provider for \$8.99 a month.

I own a second home in Holden MA which I am in the process of selling. In August of 2014, after Charter raised my triple play costs to \$164.99, I cancelled the cable and bundled phone and internet for \$27.98. They said it was a 6 month rate, a rate that is double the rate T-W and Fairpoint offer in NH. In Holden, Charter is a monopoly for internet service. In February, Charter raised my phone and internet costs to \$77.20. I immediately called Customer Service to request a lower rate. I was told that Charter cannot make money at that lower rate. Yet, on my bill and in subsequent marketing mailings, was a special advertisement for 12 months of cable, internet and phone for \$29.99. How can they be losing money and offer that rate? On May 28th, 2015, I arrived at my home in MA to repair a few items required to sell the house. I found the phone and cable service out. I had no email from Charter alerting me to the problem. It meant my home alarm system was down. I called immediately and was told they were working on it by the customer service computer. There is an outage in my area. I work from home. I need my access to email. Service was out all day. Day 2, I called again and tried to reach a representative to repair my service and credit my time without phone or cable. The service was restored after 5pm that day, but I needed to call back after the service technician diagnosed the problem. On June 2nd, after a long call, I received a credit of \$4.31 for my inconvenience. Apparently Charter needs the money to pay off the loans to acquire T-W. Charter today is ?customer non-service?. What will they be tomorrow when they add Brightscope and T-W customers? Their phone number is 1 888 GET CHARTER. Perhaps it should be GET RID OF CHARTER.

I went on line and found the names and emails of Charter executives. I wrote them requesting their help in obtaining a reasonable seasonal rate, noting I was preparing the house for sale and that phone and internet were used only 6 days out of 30. I said I did not need 15 mbs for streaming, as I only needed access to email. They did not respond to my request to establish a lower tier in their internet pricing. I still receive in the mail every 3 weeks, a Charter solicitation for the triple play at \$29.99. All I have to do is play the game and have cable (which I do not need). Everything is on-line today; state unemployment and applying for jobs. Connectivity is a must, not something optional. And it must be affordable. The cable industry should be a regulated industry like electricity and phone. The Charters and Comcasts are driving consolidation in an industry where the consumer has no other choice but to pay their exorbitant fees, especially in areas where there is no competition. Billionaire John Malone is the only one who stands to benefit from this proposed merger. I urge you to reject their request. Send Mr Malone a message. No! Not on my watch.

Lawrence Sweeney