

Eddie V. Garcia
1904 Adams Avenue
La Grande, OR 97850

(541) 236-2994
votenowus@gmail.com

September 22 2015

Room CC-5422
Bureau of Competition
Federal Trade Commission
600 Pennsylvania Ave., NW
Washington, DC 20580

Re: Complaint Against Charter Cable & Misleading Internet Speeds

FTC Chairwoman Edith Ramirez:
FTC Director David Robbins:

Congressman Greg Walden:

This morning I filed a complaint on the FTC website about Charter Cable's advertising that it offers not only 60 mbps in La Grande, OR., 97850, but according to its salesperson John Clarke, his unsolicited phone call to me from 1-888-848-6541 is appalling. On that call, Mr. Clarke not only assured me that in La Grande, Oregon we can receive 60 mbps of Internet speed, but he was adamant that I could get up to 100 mbps.

*from: no-reply@consumersentinel.gov
reply-to: no-reply@consumersentinel.gov
to: votenowus@gmail.com
date: Fri, Sep 18, 2015 at 9:30 AM
subject: Complaint has been submitted
mailed-by: consumersentinel.gov*

Complaint Submitted - Your reference number is: 66014842

Thank you for contacting the Federal Trade Commission. We have given your complaint the reference number listed above. Please use that reference number if you need to contact us about your complaint in the future. Once we have reviewed your complaint, you may receive another email with additional information that may further assist you.

Shortly thereafter, I received this email reply from the FTC:

no-reply@consumersentinel.gov <no-reply@consumersentinel.gov> Fri, Sep 18, 2015 at 12:28 PM
Reply-To: no-reply@consumersentinel.gov
To: votenowus@gmail.com

Thank you for contacting the Federal Trade Commission. We have reviewed your complaint and have determined that the following information may assist you.

[Shopping for High Speed Internet Service -](http://www.consumer.ftc.gov/articles/0022-shopping-high-speed-internet-service)
<http://www.consumer.ftc.gov/articles/0022-shopping-high-speed-internet-service>

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An August 13, 2015 conversation with a Charter corporate representative Katrina at 864-297-2281 prior to Clarke's (August 24, 2015) call assured me that in no way can 60 mbps be attained in my area. Furthermore is a NYTIME's article wherein Charter Cable boasts of 60 mbps all over the country.

In NO LOGICAL or FATHMOBLE way does this reply remotely address my complaint of misleading advertising. Instead, the country's foremost federal agency to protect consumers tells me to look at alternatives. FTC, are you kidding me? And these presidential candidates are asking for our vote?

No wonder there is so much apathy from Americans towards the federal government and Congress.

My complaint specifically addressed the misleading ads and direct mail from Charter (see insert of mailers). Surely, I didn't need the FTC to advise me on alternative Internet "shopping" ideas as I was filing a specific complaint.

Moreover, this inaction by the federal agency, FTC, mirrors the inaction of the another federal agency, FCC in its inaction to enforce the Cable Act as it relates to leased access.

Americans, have the right to offer our respective communities leased access programming, that is local programming designed to educate, inform and entertain our communities in the USA. However, the FCC, another ineffective federal agency, ignores the intent of Congress in mandating that cable TV operators ensure the playing field is fair and level for us, leased access programmers.

Americans are tired of inaction by federal agencies and are tired of these agencies laying in "bed" with corporations. We are further tired and exhausted that the very agencies mandated to regulate industry looks the other way. More alarming is that members of Congress, in positions of power (i.e.) Chairs of House & Senate committees are disinterested in ensuring the rights of Americans are protected.

I can't even get my own Congressman, Greg Walden, who is the chairman of the very House committee regulating the FCC to consider questioning the FCC on why, it [FCC] is willfully ignoring Congress.

The concern related to all this is that the current Charter/TWC merger, acquisition or whatever it may be "labeled" as -- is detrimental to American consumers.

http://www.nytimes.com/2015/05/26/business/dealbook/charter-time-warner-cable-deal.html?_r=0

But the government may still take a tough look, particularly since Comcast and the newly enlarged Charter will all but control the nation's landline high-speed broadband connections, according to Rich Greenfield, an analyst at BTIG.

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<http://www.nytimes.com/2015/06/26/business/media/charter-says-its-mergers-would-do-online-video-no-harm.html?ref=topics>

As an example of a consumer benefit, Charter said it would base the price of Internet service on its current model, which is cheaper than comparable offerings from both Time Warner Cable and Bright House. Charter now offers stand-alone Internet service at speeds of 60 megabits a second for \$39.99 a month. Time Warner Cable, meanwhile, charges \$34.99 a month for 15 megabits a second, and \$44.99 a month for 20 megabits a second.

When are we as Americans going to start believing and trusting in our federal government's ability to protect us and to stand up for us and NOT the corporations?

Regards,
/EDDIE V GARCIA

Eddie V Garcia
Oregon

FCC, Commission
La Grande, OR., The Observer
Washington Post
USATODAY
CNN
NYTIMES
Miami Herald



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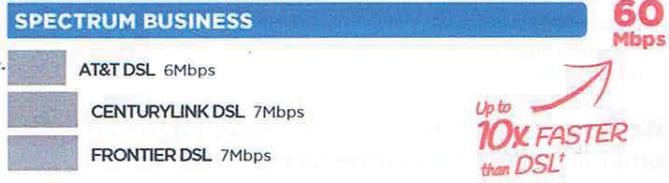
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**60
 Mbps**

Up to
10x FASTER
 than DSL!

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