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TO MR. RODNEY McDONALD

FR JOSEPH W. SHARBAUGH

MY NAME IS JOSEPH W. SHARBAUGH AND I RECEIVED A LETTER FROM COMCAST MY TELEPHONE SERVICE PROVIDER IN PENNSYLVANIA. THEY HAVE INDICATED THAT THEY WILL DISCONTINUE ALL DIGITAL PHONE SERVICE TO MY AREA BY APRIL 29, 2008 OR SHORTLY THERE AFTER. THEY HAVE REQUIRED ME TO SELECT A NEW PROVIDER OR SWITCH TO THEIR IMPROVED HOME SERVICE "COMCAST DIGITAL VOICE". TO ASSURE CONTINUED SERVICE AND MAINTAIN USE OF MY CURRENT TELEPHONE NUMBER, I MUST CHOOSE BY MARCH 31, 2008. THEY STATED THAT IF I WISH TO OBJECT, I SHOULD FILE MY COMMENTS TO THE FCC AS SOON AS POSSIBLE. I OBJECT.

I AM VERY FORTUNATE IN THAT I HAVE TWO HOMES. DURING THE WINTER, I LIVE IN FLORIDA. IN THE SUMMER (MID MAY TO MID OCTOBER) I LIVE IN PENNSYLVANIA. THIS SITUATION HAS CREATED MY PROBLEM WITH COMCAST. IN ORDER FOR ME TO COMPLY TO THEIR REQUIRED ACTION IT WILL BE NECESSARY TO HAVE SOMEONE AT MY PENNSYLVANIA HOME TO LET THE SERVICEMAN MAKE THE NECESSARY CHANGES. AT THIS WRITTING THERE IS NO ONE LIVING IN THE HOUSE TO ADDRESS THE SERVICE CALL. I HAVE NO PROBLEM COMPLYING WITH THEIR REQUIREMENT IF I COULD SCHEDULE THE SERVICE CALL AFTER I GET BACK TO PENNSYLVANIA (EST 5/11/08). I WOULD THINK THAT THERE ARE MANY HOUSEHOLDS IN THIS SITUATION. THIS IS A MAJOR MOVE ON THEIR PART EFFECTING MANY CUSTOMERS. I'M SURE THIS PROJECT REQUIRED A GREAT DEAL OF PLANNING, SCHEDULING, MANPOWER AND PROCUREMENT. THEY HAD TO KNOW ABOUT THIS MOVE LONG BEFORE

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THEY SET OUR REQUIREMENTS, WHY MUST WE BE REQUIRED TO ACT IN SUCH A SHORT PRODUCTION TIME WINDOW TO ACCOMPLISH THEIR PROPOSED ACTIONS. IT APPEARS THAT THEY HAVE LITTLE REGUARD FOR THEIR CUSTOMERS INTERACTION TO HELP THEM ACCOMPLISH THIS CHANGE-OVER EASILY AND WITH THE LEAST AMOUNT OF CUSTOMER DISRUPTION.

IN TRYING TO WORK WITH COMCAST TO SOLVE THIS PROBLEM, I HAVE BEEN TOLD THAT IF I DON'T COMPLY BY 3/31/2008, I WILL LOSE MY CURRENT NUMBER. I HAVE HAD THAT NUMBER FOR OVER FORTY YEARS AND SEVERAL PHONE PROVIDERS, IN THE PAST I HAVE BEEN TOLD THAT I COULD SHUT OFF MY SERVICE WHILE I WAS IN FLORIDA BUT WOULD ONLY BE GUARENTEED TO MAINTAIN MY NUMBER FOR 90 DAYS, I HAVE NEVER DONE THIS, I HAVE CONTINUED TO PAY FOR PHONE SERVICE EVERY MONTH EVEN THOUGH NO ONE WAS IN THE HOUSE TO USE IT.

IT APPEARS TO ME THAT COMCAST HAS ESTABLISHED A SCHEDULE WITH LITTLE REGUARD OR INPUT FROM THEIR LOYAL CUSTOMERS, IN FACT THE LETTER AND MY CONVESATIONS WITH THEM GIVES ME THE IMPRESSION THAT THEY ARE ATTEMTING TO BULLY THEIR CUSTOMERS INTO COMPLYING I SEE NO FLEXIBILITY IN THEIR ACTIONS.

I HOPE YOUR OFFICE CAN HELP THE SITUATION. IN THE MEANTIME, I AM TRYING TO GET SOMEONE TO BE AT THE HOUSE IF I CAN'T GET HELP WITH THE SITUATION.

FCC-MAILROOM
MAR 11 2008
RECEIVED & INSPECTED

THANKS

Joseph W Sharbaugh

DAYTONA BEACH
FL 321
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"LET US DARE
THINK, SPEA
John Adams,
powerofthe

FEDERAL COMMUNICATIONS COMMISSION
WIRELINE COMPETITION BUREAU
COMPETITION POLICY DIVISION
WASHINGTON, DC 20554
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ATT RODNEY McDONALD

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