

To whom it may concern:

I am writing to you today to illuminate the practices of Cox Communications located in West Warwick Rhode Island. I have recently had my bill for Internet service raised. Like other times previously, I called Cox to inquire/complain about the further increase to my bill that seems to raise by 8-12% every six months. I spoke to four different individuals who blamed the federal government for the rate increases. As seems to be the new norm with Cox Communications, they offer a customer a rebate that entitles the Consumer to a discount for a certain amount of time. I was told by one customer service representative that in my area Cox is the only service provider and what other companies may offer for service is a moot point. After the third phone call I was offered the third and final price with a 30% discount that will last for one year. The first offer was for 15% for one year. The second offer was for 30% for six months. I have three issues that I was hoping you could shed light on for me.

Why aren't my bills from Cox Communications broken down to list any and all state and federal fees like it used to be? Are there mandatory guidelines for a company that falls under the federal trade commission's jurisdiction to openly disclose federal fees on a bill?

Is it not unlawful for Cox Communications to offer different pricing for the same services offered in different areas? Shouldn't all residents have the same price for services? If I never called to question my bill I would have never been offered the rebates on my service.

Thirdly, is it lawful for a company to set pricing knowing that there is little or no competition? Should I be subjected to different criteria for billing because there is no competition in my town as opposed to the adjacent town that has other options for Internet providers?

It is my opinion that Cox Communications is taking advantage of the residents it serves here in Rhode Island. They have been granted a near monopoly here in Rhode Island and use that to manipulate rates. They do not disclose federal and state fees and in fact blame excessive rate increases on those fees. As the oversight committee that deals with telecommunications I hope that you can shed some light on these questions I have and take a look at the questionable practices of Cox Communications here in Rhode Island.

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