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Received & Inspected

MAY 30 2014

FCC Mail Room

May 10, 2014

Mr. Brian L. Roberts
Chairman and Chief Executive Officer; President
Comcast Corporation
One Comcast Center
Philadelphia, PA 19103-2838

cc: Chairman Tom Wheeler, Federal Communications Commission
Ms. Renata B. Hesse, Antitrust Division, U.S. Department of Justice
U.S. Senator Al Franken (D - MN)
Ellen Bloom, Senior Director of Federal Policy and the Washington Office,
Consumers Union
Harold Feld, Senior Vice President, Public Knowledge
Susan Crawford, Visiting Professor in Intellectual Property, Harvard Law School

Attn: Mr. Roberts:

I am addressing you directly given that you by far have more power than any other individual over the operations and overall culture of *Comcast Corporation*, as you by far have the greatest extent of the company's individual voting power (as you individually possess 33 1/3% of the combined voting power of your company's two classes of voting common stock, according to your company's most recent *Form 10-K* Annual Report). I imagine that no matter how hands-on and attentive you may be as the chief executive, it is hard to be aware of all the on-goings of the front-line operations of what is a vast, sprawling and continuously growing empire. Hence, in writing this letter about our unfortunate experiences with your company, I hope that I'm informing you of on-the-ground practices by your company of which you may be unaware. I would like to believe that the only reason we've had such an unfortunate experience with your company is because you are unaware of such practices, which may be a byproduct of the vast size of your company and its large number of employees. I especially hope this is the case given that the treatment we've experienced is contradictory to the *Xfinity* ads I frequently am exposed to being a part of the 20 to 34 year-old male demographic that is heavily targeted by advertisers (with offerings such as those of your company). Additionally, given that my neighborhood is virtually all African-American (if not completely African-American), in light of the dynamics concerning the matters at hand, there is reason to believe that discriminatory practices may be responsible for the insufficient customer care we've been subjected to by your company. I wanted to address these issues with you

directly before addressing them to your principal shareholders of *BlackRock, Inc.* and *The Vanguard Group*.

Our Experience Portends Potential Disadvantages that Consumers May be Subjected to if Your Pending Acquisition of Time Warner Cable is Allowed

Your neglect of us as customers is indicative of the power of effective competition and the pitfalls of the opposite. Although our household only contributes to a very small percentage of your organization's overall revenues and profits, our treatment by your organization is a strong case for preventing it from having any extent of monopoly power; especially considering the substantial consolidation of media properties and infrastructure your company already possesses. *Especially* in light of your pending \$45 billion acquisition of Time Warner Cable, which will make your company an even more vast and sprawling empire, with even more monopolistic consolidation and power. The pitfalls to consumers of your company having such power is exhibited by scenarios like the one our family endured. It is an incident that should certainly be considered by the applicable regulatory bodies in your pending acquisition. This is certainly applicable since the key objections to said expansion are that it will provide little (or otherwise dangerous) levels of competition for consumers.

One of the issues at hand pertains to all of the services that are *supposed to be* provided to us by your organization—these include cable, Internet and phone. They were all totally out of service during the past Labor Day weekend of August 30 – September 2, 2013.

I yet to go as far as professing that "*Comcast is the communications equivalent of Standard Oil*," as has Susan Crawford, Harvard professor and former aide to President Obama. Nevertheless, I too see the potential dangers of your organization's increasing consolidation of media/communications-related properties, content and infrastructure. These concerns have been augmented by the dismissive treatment we have received from your company and certain of its representatives, whom we interacted with concerning the relevant matters.

Your victory last year whereby the U.S. Supreme Court ruled in your favor against the Philadelphia cable TV subscribers who pursued class action litigation against your organization is attributable to what is widely considered a very business-friendly (albeit a very slight) majority in the Supreme Court. In any case, I would hope this hasn't led your company into being unwisely emboldened to believe that it doesn't have to effectively service its customers. This belief would be mistaken and based on the false assumption that consumers who desire cable TV (and your other offerings) have little reprieve against your company's offenses. This in itself makes the case for the need for viable and effective competition. Furthermore, Philadelphia is just one city—who's to say the issues that resulted in the 5-4 (very slim) majority ruling by the Supreme Court would work out equally as favorably in other potential class action lawsuits filed against your company in other locales across the U.S.

The behavior of your company shows why consumers need effective competition when it comes to the provision of cable, phone and Internet services. Furthermore, it shows the disadvantages and potential harms that will inevitably happen to consumers if the government allows your company to be the only "game in town." If your company doesn't engage in adequate efforts to amend your customer disservice in regards to us, I will be morally compelled to publicly convey these sentiments, along with the specifics of our experience, in order to encourage similar sharing by the many other customers who've experienced dissatisfaction with your company. Again, this will particularly be pertinent in regards to any future circumstances where the government is determining whether or not to allow your company to acquire or merge with other entities if doing so might limit fair and effective competition (for instance, your pending acquisition of Time Warner Cable).

Coercing Us to Switch to Technology As a Means to Gouge Us for More Money?

Another infraction we've suffered from your company that puts into perspective its uncaring customer service, along with its exploitation of its monopolistic power, pertains to our being instructed by your company to change the modem (used for our phone and Internet service) to the new series of modem to which your company has converted. We were told it would improve our service. Contrary to this enticing incentive and stated promise, it has hurt our service. For instance, the wireless signal isn't as strong as it was prior, and the speed doesn't seem to have increased (if anything it's slowed down). The wireless signal's strength doesn't extend as far throughout our house to the extent it did prior to the modem conversion. When we called your company regarding this matter, we were told we would have to pay around \$39 for a technician to come to our home to attend to this matter. This reeks of customer gouging. **Think about it.** After we were misled about the benefits of converting to your new modem (and encouraged to spend our *own* time to do so), when your claims subsequently turned out to be false, we were informed we have to pay more money to fix a decline in service that came about from what your organization promised would be an enhancement. It's clear that converting to the new modem's technology is more for your benefit than ours, and yet we still have to pay around \$40 for your company to attend to the problem brought about by that which you claimed would be beneficial. This doesn't seem fair, let alone ethical or customer-friendly. It again attests to the dangers of monopolistic power, as it provides your institution great leverage in gouging customers (for instance, doing things like providing customers with replacement technology that they have to self-install, and then subsequently forcing them to pay for your company's assistance when the self-installment doesn't work out as you promised).

Were We Disserved Due to Race-based or Other Discriminatory Practices?

In reference to our initial complaint relative to the lack of service we experienced over Labor Day weekend, unless you are able to prove otherwise (which should be no problem based on your documented operational data), a strong case could be made for your

behavior toward us being discriminatory (at least economically and geographically, and possibly racially). Your company should be eager to dispel any claims of discrimination (especially since if they aren't true, they should be easy to disprove based on your company's relevant data). In any case, your organization's choice to not attend to us with appropriate timeliness was a business decision. Thus, it is inferable that, at a minimum, your company is understaffed. Otherwise, why were you unable to attend to us sooner than three days after we reported that our phone, Internet and television services were down (unless, of course, you made a choice to consciously dismiss us as customers)?

Is the Problem A Matter of Your Organization Being Willfully Understaffed?

The implicit reality is that your company opted to save money by hiring less technicians. Therefore, in the spirit of good business, we should be compensated for the proportionate amount of money you saved. This pertains to savings you reaped by not hiring the extra technician that presumably would have been available to serve us, based on your determination of what constitutes half of three day's wages for one of your technicians.

In any case, in the spirit of good customer service, your company should hire more technicians—unless you're willing to express you feel it is acceptable for customers to have to wait three whole days to restore all three of the services you provide. If this is the case, you should state this as a disclaimer in all of your marketing materials, since it's pertinent information that prospective customers have a right to know (especially if your competition comparatively has more customer-attentive policies). Our being inconvenienced saved you money (as it obviously was a byproduct of your company being understaffed). It's hard to logically conclude that your company isn't understaffed since your company didn't resolve the problem until three days after it was reported. If you don't agree, you should publicly declare this so customers are clear on the standards you have as a business when it comes to serving your customers (it's pertinent information that should be revealed to your customers and prospective customers, especially if they have—or are considering having—cable, internet, and telephone services all provided by your company). Having to go up to three days without any of your services being attended to when they're down will likely impact whether or not consumers decide to indulge in your products and services.

Shouldn't We Be Compensated for Your Company Saving Money at our Expense?

Our inconvenience, presumably caused by your company being understaffed, saved you money. Thus, it is fair—since we suffered hardships as a result—that we proportionately share in the savings generated from the poor service we received. We recommend (as specified earlier) crediting us with a prorated amount of the applicable savings. In other words, we ask that, on top of whatever credits we've already received concerning this matter, we receive at least half of the three day salary for a Comcast technician. This will cover the savings for your company not having **one** technician available to service us for a three day period. Since our hardship contributed to the savings your company generated

from not having an adequate number of technicians available for sufficient customer service, it is logical and fair that we should reap our share of the savings our inconvenience helped yield for your organization.

Shouldn't You Apply the Business Philosophies You've Greatly Profited From?

It may be somewhat reasonable to ascertain that you may *not* need to hire more full-time employees, being that the storm that occurred is hopefully an aberration; so our share in the savings is simply a prorated amount of what you would have paid a technician if he or she would have been available to serve us in a manner more in tune with the reputation for customer service you extol in your prominently promoted ads. From a business perspective it is still just a fraction of the cost of hiring additional technicians, and it would be fair recompense for the money you saved by not serving us effectively. Furthermore, it would make a strong case for you organization truly being about customer care and service.

As a U.S. based business, as long as you operate within the confines of the law, you of course have the right to conduct business as you best see fit. However, you also are accountable for the business practices you choose to engage in—so you should pay the necessary costs attributable to those practices as you will undoubtedly reap the associated gains.

Another experience I had with your company worth reporting is that when I contacted your company in the latter part of last year I was told that for existing Comcast customers there is a discount available from Verizon if they are also Verizon customers. When I followed up several times with Verizon and Comcast no one knew about this deal. Hence, I shouldn't have been told inaccurate information (assuming this is the case). It caused me to needlessly waste my time in following up to no avail, which I would have had no need for if given accurate information by your employees.

Why the Incessant Price Increases?

Last but not least, please provide justification for your continuously increasing prices. Over the past years (as well as ever since you acquired the cable company that initially served us) you've incessantly raised our prices without our requesting additional services (and often not even *noticeably* enhancing our services). Given that your company apparently already engages in the practice of increasing its prices at will, why would it cease doing so after it has the even greater leverage it will have if the pending acquisition of Time Warner Cable is permitted? Regularly and arbitrarily increasing prices without specified justification doesn't appear to be in the public's interest, which is the benchmark for the Federal Communications Commission determining its approval of your pending acquisition.

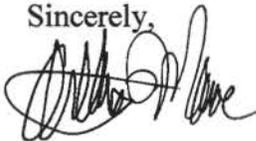
On May 10 around 12:36 PM I spoke by phone to Comcast customer representative Jerry Reyes (employee ID \$a1), who said he was working from Miami. I asked for a decrease

in our over \$300 monthly bill since we received no specified justification for the increased price. He said he was unable to decrease the price by any amount without decreasing our level of service (although our prices had been increased without any noticeable, specified, or requested increase in our level of service). We pleaded that Mr. Reyes relay our request to his supervisor. His supervisor, Frank (employee ID O?A) also rejected our request, and did so without even providing the courtesy of personally speaking with us. In fact, we only obtained the supervisor's answer after we repeatedly insisted that Mr. Reyes relay our request, as Mr. Reyes kept stressing beforehand that his supervisor's answer would be no. This is indicative of it being standard company policy to reject such a request.

Whenever you increase your prices, I propose that all of your consumers be given individual and specific notification of *why* they have increased. If the justification entails an enhancement, or proclaimed enhancement in service, consumers should be allowed to choose if they want the enhancement if it's feasible for consumers to individually opt out (and thus not have to pay the increased rate). While it is understandable that in certain instances it may be impractical to exempt consumers from overall infrastructural enhancements and the like, even so, at a minimum consumers—especially if they request it—should be provided financial documentation specifying the price increases *passed on* to consumers. Consumers have a right to know why they are being charged higher prices for no ostensive increase in the services and products provided; especially if no additions in services or products were requested. Without making such data available, your company could increase prices at will with no justification other than a lack of competition. A lack that gives consumers few alternatives for the services your company provides—even when consumers are dissatisfied.

I may be reached at (773) 636-4505.

Sincerely,

A handwritten signature in black ink, appearing to read 'Anthony Moore', written over a horizontal line.

Anthony Moore
Comcast Customer (for the time being)
