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FCC Mail Room

June 4, 2014

Chairman
Federal Communications Commission
445 12th Street SW
Washington, DC 20554

Dear Sirs,

I am submitting this complaint directly to your attention since your commission is currently considering an additional Comcast merger request. I am firmly against allowing Comcast to increase its market share based on the following negative experiences.

I must use and pay Comcast since the Property Owners Association which governs my community has repeatedly contracted with them for community cable services. At no time in my period of ownership has the Comcast service been satisfactory. Since the transition to digital, and the addition of more advanced equipment, such as DVRs, the service has further deteriorated.

A review of Comcast's own records will show that due to erratic, disruptive and complete service failures we have found it necessary to contact Comcast between 25-30 times in each of the past several years. Sometimes their corrective action, either by phone or by a technician's visit, has lasted several weeks or only until the next day. The problems are never fully resolved.

The events this past week illustrate their lack of regard for their customers. On May 29 we encountered a problem with our DVR. I contacted Comcast and spent several hours on the phone without success in correcting the problem. Ultimately the Comcast representative concluded that the DVR was defective. He asked how long we had this DVR unit. I replied approximately six months. He stated that the refurbished DVRs furnished by Comcast only have a useful period of 4 years. He told me that I would have to disconnect the DVR and take it to a "local" Comcast store and exchange it for another refurbished DVR.

I did so the next day and spent 3 hours waiting in the Comcast store until I was served. I connected the replacement DVR. It would not operate. I now spent an additional 2 hours on the phone with a Comcast representative trying to get it to operate. To no avail. Finally, he concluded that the replacement refurbished DVR was not operable. So, Comcast had replaced a faulty refurbished DVR with another faulty refurbished DVR.

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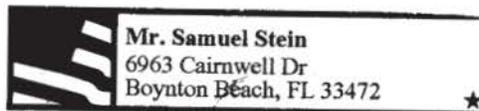
It should be noted that we pay a monthly rental fee for the DVR. We do not own it, they do. This is in addition to the monthly service fee. However, when the equipment that Comcast owns fails, or any other service failure occurs, the customer becomes an unpaid service technician for Comcast. If the item has to be replaced, it is the customer that must obtain the replacement unit and reassemble the equipment and try to get it to operate. The equipment provided by Comcast is never new. It is always refurbished with a finite life span. So, the customer is paying for unreliable equipment.

Through your prior merger approvals your Commission has allowed Comcast to become so big that they are immune to customer considerations and Government constraints. They have been allowed to become a monopoly. If you allow the current merger to proceed you will be allowing the current unmanageable situation to become worse. Your Commission is supposed to protect the consumer from communication company excesses. Certainly, with regard to Comcast, you have failed this responsibility.

Very truly yours,



Samuel D. Stein



cc: Comcast Corporation Headquarters
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