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FCC Mail Room
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April 27, 2014
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Federal Communications Commission
Consumer & Governmental Affairs Bureau
Consumer Complaints
445 12th Street, SW
Washington, D.C. 20554

Citizen Complaint Center
Antitrust Division
950 Pennsylvania Ave., NW
Room 3322
Washington, DC 20530

Office of Policy and Coordination
Room 7117
Bureau of Competition
Federal Trade Commission
601 New Jersey Ave, NW
Washington, D.C. 20580

Re: Comcast should be broken up and should not be permitted to merge with Time Warner. Comcast should be penalized for its terrible service

Gentlemen:

I am a Comcast customer and Comcast's service is TERRIBLE. I pay a lot for Comcast Internet service that is sporadic. Outages are frequent and there is no telling when service is restored. Comcast Tech support says one has to remove power from the cable modem and router, wait 10 seconds, power up the modem and wait till it stabilizes then restore power to the router. This only works when there is viable Internet service on the cable but there is no way to determine if there is viable service. Outages could be a day, hours or minutes. In spurts, there are frequent short outages during the entire day. Although Tech Service is friendly, there is always a long telephone wait for Tech service. It is my belief that Comcast intentionally makes the wait long so as to discourage people from calling. Yet if one wants to add service, there is no wait.

Comcast advertises Internet speeds that are usually good and I pay for it. I do not stream movies or any intense traffic. Yet Comcast Internet service frequently sporadically grinds to a crawl and responses to a web page at times takes

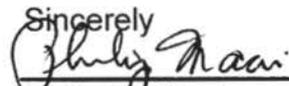
forever. Then a few minutes later, it may improve dramatically. For years, I have been paying for net neutrality and am willing to continue to do so. Yet Comcast pockets that money and now is forcing content providers to pay for being able to send content over its network while not providing what it advertises to consumers. I have a suspicion that Comcast deliberately throttles Internet service hoping to put the blame on content providers so that consumers will complain to the providers and thus put pressure on providers to pay Comcast to stream their content on its network. I firmly believe that Internet neutrality is necessary for innovation and important for providing a competitive environment. It has done wonders for the US economy. For me, the Internet is indispensable. I use it for almost all of my information and livelihood needs. It is incredibly empowering and productive. Shutdown the Internet and you shutdown the United States.

Comcast TV service is also bad. While watching the TV screen it becomes blotchy and Comcast programming is abysmal. Although Tech Service is friendly, there is always a long telephone wait for it. Then there is the dreaded trip to a Comcast Service Center to exchange a device. I have had to go there three times and the wait time has never been less than two hours.

Comcast record keeping has much to be desired as well. I live in a gated community, Rainberry Bay, that has a TV contract with Comcast. Under the contract with Rainberry Bay, Comcast provides Basic TV and HBO to all Homeowners but I was not getting HBO channels. When I called Comcast they told me that had no record of this fact. To get the matter resolved our Comcast community representative had to become involved. Letting Comcast expand it's service will only solidify its belief that it can continue to get away with worst than lackluster service and inflict it on additional consumers. Comcast should be broken up so that its anti competitive size is shrunk and maybe then competition can have a chance and service will be reasonable.

I also have a residence in New Jersey and had Comcast service. I experienced the same rotten Comcast service in New Jersey. So when Verizon offered service in my area, I jumped at the chance. All of the service problems disappeared. Only after Verizon began offering service did Comcast start to improve its service with actions rather than friendly sounding Tech support.

I lived in Florida for four years now and Comcast Service has not improved and maybe has deteriorated somewhat. I rarely complain about anything. But I am fed up to the point that I for the first time in my life, I am writing letters about it. Please do something as I am not the only one who has the same Comcast Complaints.

Sincerely

Philip P. Macri