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June 10, 2014

Chairman Tom Wheeler
Commissioners Mignon Clyburn, Jessica Rosenworcel,
Ajit Pai, and Michael O'Rielly

President Barack Obama

FCC
445 12th Street, SW
Washington, DC 20554

Received & Inspected

JUN 16 2014

Re: Time Warner/Comcast Proposed Merger

FCC Mail Room

Dear Mr. Chairman, All Commissioners, and President Obama,

I am writing as a consumer (and professional in the entertainment industry) – with a long history of being a customer of the above companies – to state my objection to the proposed merger.

In various residences over many decades, I have had Comcast and my current provider Time Warner for cable and internet service. I wasn't happy with Comcast and likewise am continually displeased with T/W, as is everyone I know with T/W as their provider.

I grew up in Beverly Hills and have lived my entire life in Los Angeles. Since cable came into existence, and service became aggravated by phone company deregulation+, I have experienced the acute frustration of ongoing increasing costs and reconfigured programming "offers" at inevitably higher rates. Long ago I (and all consumers) lost any choice in companies, so every time I have moved, there has been only one (1) cable company having jurisdiction in any residential area throughout Los Angeles.

No competitive choices whatsoever – forced to subscribe to one corporation. Years ago that was Comcast. Now it's T/W. (I presently reside in a condo and the sole other option has been satellite installation. For many reasons, I have not been able to go with satellite, so am "stuck" with T/W.)

Re: cable reception, I have no reason to believe a merger would resolve or enhance these constant problems: **lack of quality service (including technical matters like TV frame freezing, random 100% loss of sound, black-and-white "broadcast" replacing color, ghost and tracking images interrupting the visual feed – and this occurs on T/W's current boxes with "excellent" internal and external reception, according to them).** Consumers are being required to lease more expensive equipment to meet the ever-changing technology (and on T/W's timetable, not on mine – and not at a time when I can afford it). No two repair people have the same answers regarding problems, nor do Customer Service reps. Enlarging a conglomerate would make matters worse, not better.

Time Warner "nickel and dimes" its customers by increasing costs as often as possible without informing us, which requires regular monitoring of statements and wasted time calling supervisors in its Customer Solutions/Retention Department to have yet another conversation about maintaining or reducing costs for the same categories of cable viewing I've had for years. I'm tired of begging for their consideration. There is little equitable "make-good" from T/W. (One example: as a "make-good" for the over-an-hour Super Bowl

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outage which occurred in L.A. this year, T/W offered a free movie. Not comparable. Due to its nondisclosure, I had to press for an answer and learned that the movie is immediately charged to one's bill when ordered and the "credit" for the "freebie" is given months later. Meanwhile, T/W earns interest on the extra money it's received by a customer paying for a movie. This stinks big time.

Today's T/W snafu (one singular example of how incompetency reigns supreme as does lack of communication there – and it's a communication company): I scheduled a repair two days ago for today, Tuesday, June 10. Yesterday I received the roto-call verification re: today's appointment, which I confirmed. I rearrange my work schedule, make sure I'm home hours before the appointed time, and move the physical set-ups of every room (four) in which I have a box to facilitate access to the wall connections for repairs. No one shows up. I initiate follow-up and T/W's automated system says my appointment is *Thursday*, June 12. I call Customer Service and then a supervisor to inquire what happened and hear a bogus excuse that "you weren't home earlier when the guy came out", which is untrue. Why would the repair person lie? I demand repair be attended to – as scheduled – today, which compromised my entire day's work schedule and other plans I had into this evening. **Final outcome: no one ever showed up or called with an explanation or apology**. You cannot convince me a merger would fix these major blunders and bad business practices.

Why would I think that merging with another conglomerate would change the above scenario when the proverbial T/W "right hand" doesn't know what the "left hand" is doing? I am not optimistic anything would affect the insufferable service and price gouging.

The attitude has clearly been that without competition, T/W can do whatever it wants. I strongly believe a merger would further impact this reality.

There is talk that "a few other companies provide competition" (like Verizon) ("few" being the operative word), but if I can't subscribe to those companies because they don't have jurisdiction in my residential area due to a monopoly, it means nothing.

I am anticipating a move this year and so looked forward to finally getting rid of Time-Warner. Ditto AT&T for my land-line phone service (I recently cancelled my cell service with it). Hoped to subscribe to DirecTV. Considering DirecTV and AT&T's deal, I sadly feel I now can't count on DirecTV – and I can't escape two companies which have consistently performed poorly in my experience. If Time-Warner and Comcast merge, I'm trapped yet again.

I trust you will listen to the analyses and consumers from coast and coast and decline the merger application. Thank you for your consideration.

Sincerely,

