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I'm a time warner cable customer who is frustrated. I have had Comcast before and their data usage caps. I am typically streaming a lot of movies from netflix, amazon, Hulu, YouTube, and backup a lot of personal data to the internet cloud services. My average usage is over 250GB a month and in the top "percentages" of users that would be affected by the data caps that Comcast would put in. The customer service is atrocious for both vendors as I have previously used them at different addresses. Upgrades are harder to come by even though data usage is increasingly what we have with all the internet based services. 4K TV and streaming will use up a lot more bandwidth than accounted for by Comcast and twc. Customer service is atrocious and ipv6 support is promised but not delivered. Upgrades are painful and data throughput rates are slowing to key providers of service over internet due to fights over peering congestion. Comcast was notorious for blocking and throttling BitTorrent traffic which I used for legit purposes such as downloading ISO files of open source software. DNS services are slow and I use google or openDNS for it. Everything is a premium for adding services like static ip(s) due to not enabling ipv6. Traffic routing and management across the network is not using best practices. The cost for the services keeps going up but service levels are still in the 1990s. Comcast and twc acknowledge issues but made no significant improvements. It's not a customer first and excellent service model. It's about revenue and not investing that money back into the business. Ultimately other countries will bypass us because of our anti competitive nature and slowing internet speeds on consumer side.

In closing, this merger should not be allowed and passed. Twc is better off by creating competition. Google fiber and other high throughput ISP are pushing the envelope but strategically to create more competition. We don't need less. We deserve more.