

For the past year I have experienced an on-going decline in Comcast's ability to serve its customers. From my being able to simply call a number to activate a new internet account, to most recently spending one hour, on the phone, with three different departments to simply activate a seasonal account that has been established for several years. In addition to this, I requested that all of my contact information be updated.

The result: I'm unable to create an online account so that I may pay my bill. I'm told that the account number, service address and phone number do not match. This is after confirming my correct information.

I believe the Comcast/TW merger can only harm the customer.