

I have never had a positive experience with Time Warner. Never. Almost everyone I know who has them as their carrier, whether for television or internet, would change carriers *if they could*. Not everyone has access to satellite carriers (apartments, obstructions blocking access to satellite), so the one local cable company is all they have.

Competition means people have a choice. Don't tell me they have competition; in the areas they serve they don't. There is no overlapping of cable coverage that I know of. That makes it a monopoly. And while I have never had any dealings with Comcast, all I know about them is they compete with Time Warner for the worst customer service. *And they want to merge?! Don't reward terrible service.*

Example. A friend had horribly slow internet with Time Warner. As a lawyer/professor/mother of two young children (one with special needs) she couldn't find the time to slog through the phone tree to talk to someone in customer service. Finally, out of desperation, she had to take the time. It turns out they just needed to flip a switch to increase the speed, and her fees wouldn't increase! Why? Well prices went down a long time ago. Why didn't she get the price break? "We give that to customers who call in and stay in touch." Are you kidding me? You have to struggle to get a human on the phone and ask if prices have changed? You know when prices go up (as they do regularly) they have no problem informing customers.

The other issue is access to programming. More and more carriers are signing exclusive contracts for channels and content, and being as large as Time Warner and Comcast are, let alone after a merger, they already have extraordinary clout. I currently use Dish Network, and I can't watch the Lakers, my local basketball team, on TV because in order for Dish to carry their channel, Time Warner requires that Dish pay a fee for every Dish subscriber, not just those who want that particular channel. Dish, to their credit, refuses. So, no Lakers.

This merger would be a nightmare for consumers.