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I have been experiencing nothing but problems with my internet and cable tv over the past few years. I've been trying to NOT have to buy a bundle of channels, but to get the speed that you can stream any videos, you have to purchase a higher tier, which I do not want. Then when I am forced into these bundles, the promotional price is always bait and switch like tactics. My price doubles to keep the speed needed to actually get use out of the internet.

My biggest complaint besides the price and the forcing of bundles I do not want, is the constant lies I get everytime I call. I am promised a "deal", then they say it will either be reflected on the next bill, or I will get a confirmation. !, I never get a confirmation, I call back and I know they have my info, but they say "Nothing like that is in the system..." which are blatant lies. I hang up and call back, then get an entirely different person who sees what the last person saw, it was marked in the system, but the operators lie about it. Then they say it will be "taken care of..." but never is. Horrible experiences with Comcast and it never ends. After hours on the phone to try and cancel, they finally just give me the price of the original "bundle" just to keep me.

this has to change. How many people and complaints have to happen to know these Oligopolies, (monopolies) can operate like they are? How many times do people have to be lied to and taken advantage of because the consumer has little to no choice. I have one HS internet provider and they know that they can charge whatever they want and give horrible service because there is nothing anyone can do about it.

PLEASE make the internet a utility, or the likes and allow competition. Open up the pipelines and these companies. Leave the internet open and free of metered billing that is only going to cripple America.