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May 21, 2014

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FCC Mail Room

Dear FCC,

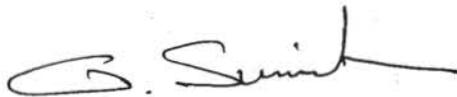
I've been a residential customer with both ATT, and also Comcast, for over seven years now, and always pay my statements in-full, and early. During that time, I've had many dealing with their customer service departments, and have been ably assisted by some genuinely hard-working, dedicated and caring employees at each of those companies; but, my *overall* customer service experience, with both firms, has been routinely stressful, and unacceptably time consuming. As such, I urge the FCC to block all merger attempts, by either corporation.

In my opinion, the current level of customer service, at both companies, is already so diminished, that I don't see how creating even larger telecom-giants could help improve things for the average consumer?

Additionally, I wish to voice my support for Net Neutrality, so that information can continue to move freely across the internet, and be charged for at a rate that the average, low-to-middle income, American family can afford.

Thank you, FCC, for making it possible for me to add my voice to your upcoming deliberations on these important matters.

Sincerely,



Grant Sumich
P.O. Box 1895
Rancho Cordova, CA 95741