Testimony on the Proposed Merger of Comcast and Time Warner Cable

By

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I am **STRONGLY OPPOSED** to this merger.

Not only should this merger be stopped, but Oceanic Time Warner Cable ("OTWC") should be provided closer scrutiny and increased regulation.

They should be required to improve their equipment, reliability, customer service, and management, before they are allowed to even contemplate a merger.

OTWC HAS LOUSY EQUIPMENT, LOUSY RELIABILITY, LOUSY CUSTOMER SERVICE, AND LOUSY MANAGEMENT.

I have had to replace my DVR many times. I am on my ninth one right now. Tomorrow, I will be forced to waste my valuable time and effort to obtain my tenth DVR. I have had the ninth one for only a few weeks and I am forced to reboot every morning to get it to work.

These DVRs require excessive numbers of reboots and work poorly even when they are working.

Often functions of the DVR freeze, or do not work at all.

The DVRs have significantly less recording capacity than those from Hawaiian Telcom. Even well before they are 100% full, they do not allow additional recording. The DVRs also fail to record scheduled shows and have lost (deleted) a number or recorded programs.

The recordings are often of poor quality with excessive pixilation, freezing, and, at times, lack of synchronization between the sound and picture.

OTWC reliability is also very poor. This poor reliability includes internet service and email service through Roadrunner. Frequent dropped signals require a reboot of the modem and router. Frequent inability to access emails (both send and receive).

Internet speed is incredibly slow at times and is unable to support continuous streaming of services such as Netflix.

OTWC customer service is a joke.

Of particular concern is their online chat. OTWC's chat personnel are poorly trained and not very knowledgeable.

Their standard "assistance" apparently consists of reading from a one page, cheat sheet.

"Check all of your connections." "Reboot your DVR." "I am sorry, I can't help you, you will have to exchange your DVR." "I will have to schedule a technician, the earliest time is [one+ week from now]."

Similarly poor customer service occurs when you call them.

When you do schedule a service call, you have to wait at least a week, and stay at home all day waiting for them. The "fix" is then temporary, at best. This is ridiculous.

Finally, OTWC management is the worst. They do not respond to emails. They do not respond to complaints. And, rather than spending money to improve their equipment, reliability, and customer service, they waste it telling everyone how wonderful they are and advertising additional, unlikely-to-work-well services.

"The American Customer Satisfaction Index has pegged Time Warner Cable Inc. as the nation's most unloved company.

Based on phone and online surveys, it rated Time Warner Cable's Internet service as 236th out of 236 companies in customer satisfaction – a list that included Coke, Campbell Soup, Nissan, Allstate and Verizon Communications. Time Warner Cable's TV service rated 25th.

Comcast Corp.'s Xfinity Internet service placed at 234 out of 236 and its TV service landed at 232 in the list released in May." (http://www.pressherald.com/2014/06/05/time-warner-comcast-internet-services-vie-for-bottom-of-list/)

When you merge one large, lousy company with another large, lousy company, you get an even larger, and lousier company.

DON'T LET THIS MERGER HAPPEN.

FIX Oceanic Time Warner Cable.

Thank you for this opportunity to testify.