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I have been a DirecTV customer for nearly a decade, and while their customer service has never been especially impressive, I have always been able to get my problems resolved in a reasonable amount of time. The last time I was an AT&T subscriber of any kind, I went without telephone service for over three months while they refused to dispatch a technician to resolve the problem because they insisted that I had done something to my own wiring to cause the problem. Once I finally managed to get someone to show up, he informed me that the problem was in their equipment and that he wasn't qualified to do anything about it. He left and AT&T continued to refuse to lift a finger to restore my now non-existent service--something they had no problem continuing to bill me for. I had to report them to the California Public Utilities Commission before they would even admit what their technician had discovered and it took several more months of complaints for them to reimburse me for all the months when I had no service.

If AT&T is permitted to take control of DirecTV then it is going to be an absolute disaster for consumers everywhere who will then be left with no choice but online streaming services which they have to access through Comcast.