

I am opposed to the Comcast-Time Warner merger.

I have been a Comcast customer for approximately five months. My service includes internet, TV and telephone. In the short time I have been a customer, I have not had one, single problem-free day with any services or billing.

Regarding internet access, my speed is slower than my previous carrier, AT&T. Comcast falsely advertised internet access would be quicker and I relied on this claim when I made my very regrettable decision to become a Comcast customer.

In June, my internet access was even slower than usual. I called Comcast for assistance, was told there was nothing wrong with my speed and after two hours of "tech support," lost access to Mozilla-Firefox web browser.

My concern with allowing this or any other merger of companies the size of Comcast and Time Warner is that internet access will be controlled by a very few companies who will not hesitate to take advantage of consumers by keeping internet access slow, inefficient and unreliable, as mine is now, unless customers pay additional fees.

Making fast and efficient internet access available at higher prices will create an internet world of have and have nots. The Have Nots -- people with fixed or limited incomes -- will have the slowest, most inefficient internet access while the Haves will have allegedly quicker service. Additionally, allowing companies to become monolithic as this merger would accomplish, will impede, stifle and deter the ability of small companies with good inventions from coming to the marketplace. The internet is an essential tool of American life and access should not be left in the hands of a very few companies -- let alone, a company with a history of false advertising, fraudulent billing practices, and unreliable service.

Despite concerns over net neutrality that are being raised, Comcast is already proving my Have-and-Have-Not point by advertising quicker internet speeds in two of its product packages. Comcast's roll out of this service fuels government distrust held by many citizens and begs the question: Has the merger been a done-deal all along?

On billing issues, Comcast deliberately creates confusion. The on-line information in my account does not match with Comcast's most recent charges. I have been told by billing department representatives that there is a five day lag between what appears on my on-line bill and what is in Comcast records. In a day and age, when financial information can be synced to minute-by-minute accuracy, there is no legitimate reason for deliberately creating a 5-day delay in providing customers with billing information. The most recent example of Comcast illegitimate billing is a failure to include a promised \$20 credit as an apology for equipping me with my third defective DVR.

Other problems that Comcast delivers include unreliable telephone and television service. On the telephone, voices break up, sometimes I have to make three or four outgoing calls to succeed at a connection. Caller ID works sometimes. Television service includes multiple defective VCRs, recordings that erase even though there is 30-40% available space, shows that do not record, do not record completely or record and on playback stop and ask for instruction to continue, and "mute" that randomly stops working and broadcasts sound.

All of these problems require time spent calling Comcast, getting passed around from one department to another, and one supervisor to another because the people who answer the phone can't solve my problem. On one occasion, I asked a supervisor to transfer to his manager and was informed the manager did not take calls from customers.

I wrote a letter to the company president about the hours and hours of time I have spent on lousy service and false billing to no avail. He forwarded it to someone who thanked me for telling Comcast about my problems -- not a word about improving

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service, providing me with a "go to" department, individual or phone number so I wouldn't spend hours and hours of my time solving problems Comcast created.

It is obvious from my short experience with Comcast that obfuscation, lies and fraud is standard operating procedure. Comcast does not provide reliable internet access or any other service. I believe Comcast will hold hostage dependable, quick internet access unless consumers and the companies pay exorbitant fees.

The internet is too much a part of daily American life to be left in the hands of a small number of companies, let alone, a company that has proven itself to be dishonest, fraudulent, and unreliable. The FCC should do everything in its power to promote net neutrality. This merger will not accomplish that.

Sincerely,

Joan E. Ettlinger