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I would like to share with the FCC a few of my Comcast posts to my Facebook community over the past year. This is an excellent summary of the horrible service they provide and not even a complete representation of the HOURS of time I've spent on hold and talking to their "customer service" reps. I cannot in good conscience claim they actually have any customer service skills therefore I put the title in quotes.

"Most everyone I know has had at least one but more likely many Comcast horror stories to share that have been similar to the recent viral audio file blazing its way through the web. With the Comcast proposed merger/take over of Time Warner we can only expect more terrible service from a company that will basically be a monopoly. They won't care about the customer, service will drop, internet speeds will be throttled to a stand still and they will keep demanding more and more of our money to access what is and should be a system set up for net neutrality. Write the FCC, your congress representative, your senator, join this group, donate a buck (hey you can go without half a Starbucks today) and stop this total crap company from ruining a great thing."

"I've said it before but here goes again... I HATE COMCAST!!! Apparently when moving and requesting that they set up my account EXACTLY as it had been with eBill and auto pay is not clear enough for them. Come home tonight and have no internet with a "walled garden" nonpayment notification blocking all websites. So I call them and now to reinstate have to pay a fee to reconnect and a processing fee for the payment. Wow no surprise that year after year they have the lowest customer service rating. Comcast executive board you will be receiving a letter shortly."

"Thanks Comcast for getting my internet transfer date wrong even though I repeatedly said December 5th on the call a week ago. No internet = no bueno."

"Year after year it comes as no surprise that Comcast is rated with one of the lowest score in customer service. I just received my latest bill. A monthly modem rental fee of \$7.00 has been applied. Funny thing is I'VE OWNED THIS MODEM FOR YEARS!!!"

PLEASE PLEASE PLEASE do not approve the merger with Time Warner Cable. We need to keep our options open and not incent a company with historically bad service to grow into an even bigger beast no one can control.