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As a Comcast cable customer I have had absolutely horrendous service. When they required us to get a cable box, I was unable to order it online though that was supposed to be an option. I tried calling over the course of many days to order one but could not get through. I was finally connected to a call center in the south but they could not help me. I then finally got through to a local Comcast service center in Pennsylvania. They sent me a cable box but it did not work. It turns out it was not compatible with my local network. All in all I made made 19 phone calls (yes, really) over the course of a few weeks before I finally got a box that would work. Imagine the amount of time and frustration that involved. I don't think Comcast can manage a merger and I don't think they should have a monopoly. I would have left them except that my options are limited. With even less competition they will not improve service and prices will likely increase further.