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I was a customer for 23 straight years without ever changing service providers. Originally it was Time Warner until Comcast took it over in Houston. Over the years Time Warner would give us special coupons because we had such a long and good record with them. Once Comcast took over they IMMEDIATELY raised our rate. I spoke to them numerous times to no avail. I finally sent a letter to the executive offices and all they did was send it to the local office for review. A very rude 'supervisor' called and essentially told me my attempt to get it reduced did not work. I was appalled. No sense in complaining any longer so we changed providers. I told the woman that we would and she couldn't have cared less. A couple months later they called to try to win us back with a discount but it was too late. They offer new customers a great deal but poop on the loyal good paying customers. Please don't let them merge. All they care about are the big profit