

This is an open letter, published to my blog at <http://bigbaddad01.blogspot.com/>

Comcast's abysmal and consistent nation-wide reputation for poor customer service is evidence of monopolistic behavior. Consequently, I cannot imagine any concessions that could be demanded from Comcast that would eliminate the need for anti-trust action against the company, and I certainly cannot imagine any circumstance that would justify allowing Comcast to grow larger when most rural areas across the country, which account for 87%* of this country's population, already have no alternative for high-speed internet service other than Comcast or Time-Warner.

Many of Comcast's customers have no other company to turn to when faced with the arbitrary and cruel customer service personnel Comcast cultivates with its incentive programs that reward employees for not remedying fraudulent charges.** Comcast is the only realistic provider of internet services in much of the country, and in areas where there are more than one provider, Time-Warner is most commonly the only alternative high-speed internet provider.

While I have no personal experience with Time-Warner, I have read enough negative information about the company over the years to realize the company is second only to Comcast for its reputation for abysmal customer service. A merger between these two juggernauts should not be under consideration at all. Rather, the issue at hand ought to be how to best address abuses by both monopolies.

*13% of the US population live in cities and suburbs with combined populations of 500,000 or more, according to the 2010 census.

** I personally have years of telephone recordings that can document Comcast's consistent malevolent treatment of customers, its disregard for commitments made to customers, and its attempts to "negotiate" out of getting sued for its routine policy of fraudulent treatment of customers, which can also be demonstrated by all of the public recordings of customer interactions with Comcast that can be viewed by anyone on You-Tube and similar public media streams. These recordings also document comments by Comcast customer service that indicate Comcast penalizes customer service representatives for providing refunds, regardless of the validity of claims against Comcast.

See also:

Seven pages of Comcast Customer-uploaded videos of their horrific experiences with Comcast customer service (I have not uploaded any of my own recordings, but I've been storing recordings of these conversations on Evernote for years.)

https://www.youtube.com/results?search_query=comcast+customer+service

Similar yet much more vulgar recordings exist for Time-Warner's customer service. Due to the graphic nature of some of those recordings, I chose not to include a link to those recordings.