

As a long time Comcast customer, I strongly affirm that the proposed merger is an unmitigated disaster that will result in increasingly worse service and higher bills for all those who fall in service areas of the combined company. Our service, prior to other purchases, had been with TCI and then AT&T Broadband. When Comcast purchased the AT&T property, they essentially bought a half built railroad—an infrastructure sorely in need of upgrade and completion. However, as they own virtual monopolies in the areas where they hold franchises, they have never completed anything near an upgrade and in most cases, have only applied regional or local band-aids when a problem arises. Due to the outdated state of the system, it is necessary to have a Comcast technician at our home every two months, if not monthly. There are problems with their wiring and their equipment as well as with amplifiers, underground pipelines and main plants. At the same time, though, our bill increases approximately 10% every year. Further, when we do call for tech support, we have to deal with people not in America. I understand that this may be a cost savings for the company, but given their history of poor service, inadequate systems and increased prices that have given rise to increased profits, it would be appropriate that customer service be provided by Americans. Instead, they have systematically laid off employees and moved more and more such services offshore. If this merger is allowed to go through, Comcast's monopoly will only increase and they will have even less motivation to do business fairly. I am thoroughly opposed to this merger and hope that your agency will stand by American consumers who deserve to receive a good product at a fair price, offered by a company employing American citizens in every capacity.