



Paul Ehman
<ehman1@icloud.com>
07/10/2014 10:32 PM

To "cabletv@dcca.hawaii.gov" <cabletv@dcca.hawaii.gov>,
cc
bcc
Subject Comcast purchase of Time Warner

Aloha.

I am unable to attend the public meetings so would like to request that you please consider requiring the following as a conditions of the pending cable company merger:

1. Guarantee that Comcast matches or exceeds the best public benefits it provides to any other location in the nation.
2. Please require more money and equipment for public access.
3. Cablecast Akaku channels with the same format and signal quality as local broadcast channels. Keep them easy to find and repeat them in HD.
4. Make Cable TV and high speed, affordable internet available to every resident of Maui Nui.
5. A five year rate freeze.
6. Provide free Wi-Fi in all county parks, libraries and community centers.
7. Live TV studios for Molokai, Lanai, Westside and Hana.
8. No restrictions on cable funds.
9. Conduct a DCCA technical audit of cable system before sale.
10. Require "net neutrality"

Thank you for your consideration.

Aloha,
Paul Ehman
Haiku, Maui
808-870-4732



Kihei Community Association

"Working together to shape our Community's future"

July 13, 2014

Aloha DCCA,

Please consider our testimony regarding the merger or takeover which will join Comcast with our current cable company Oceanic Time Warner (OTWC). It's interesting to note that *Consumers Reports* describes the two giant corporations as "bottom feeders," ranking 15 and 16 out of 17 for such entities. While we do not expect anything can be done to stop this proposed monopoly in our state, we do hold our state government "watchdog" to at least impose conditions on it.

The ONLY local television we have in Maui County is *Akaku, Maui Community Television*, and as a nonprofit all volunteer community association, the Kihei Community Association (KCA) strongly supports *Akaku* in their years long struggles with *OTMC*. *Akaku* will certainly offer testimony to you on this proposed action, and we strongly request you follow their suggested conditions.

Beyond television, presently OTWC is the major ISP for Maui County. We expect with this gigantic merge, corporate expenses will decrease, and this savings should be passed onto the consumers, who have suffered consistent rate increases for years with no improvement in service. In addition with this increased capability service levels should increase dramatically. Why should Maui and all of Hawaii receive lesser service than offered in other area of the USA?

Mahalo,

Mike Moran President



Shawn Michael
<shawn@akaku.org>
07/14/2014 12:34 PM

To cabletv@dcca.hawaii.gov,
cc
bcc

Subject Re: Time Warner + Comcast Merger

Please ensure the protection and guarantee that public access television and access to media will remain unhindered like it currently is. A community that can only communicate when they can afford to is not a place we should be raising children.

--

Shawn Michael
Director of Programming
Akaku: Maui Community Television
333 Dairy Road
Kahului, HI 96732
(808) 871-5554
shawn@akaku.org

This email is free from viruses and malware because avast! Antivirus protection is active.
<http://www.avast.com>

DATE: 11/11/13
BY: No Box!

ORAL TESTIMONY

I _____ am speaking on behalf of the Hana Broadband Committee, a sub-committee of the Hana Business Council, of Hana, Maui. In addition to my statement the Hana Broadband Committee is submitting to the Department of Commerce and Consumer Affairs (DCCA) a much larger in depth document. Copies can be provided for any interested party.

The Hana Broadband Committee in principal opposes the transfer of Oceanic Time Warner Cable's franchise to Comcast Corporation on the grounds that competition is the cornerstone of free enterprise capitalism and combining the largest, of the top four cable-companies, is counter to that ideal. However we also recognize that Oceanic currently has no cable-company competitors in Hawaii and therefore, regardless of the outcome, it is imperative that the DCCA insist that Oceanic, a monopolist, be held to a strongly written agreement that protects the consumer and provides for better and equal service.

We understand that the management of Oceanic seeks to create profit for their investors and that the DCCA is charged with regulating cable operators in order to best serve the public good, to protect consumers, and to ensure that local needs and interests are met. From this perspective, the Hana Business Council wishes to support and inform the DCCA in their efforts to ensure that residents and businesses of East Maui are well served.

In 2001 a hybrid fiber-coaxial distribution plant was built. The existing last mile coaxial cable was not replaced at that time, and many of those date back to the late 1970's. In 2002 internet became available using "Wave" internet service. While this was an improvement, the system was not well maintained. The older cables were not being upgraded, and the microwave dish facility was beginning to suffer corrosion from exposure to the salt air. During the last months of 2011, Hana's private and business consumers suffered through a series of TV and broadband outages that lasted for several days, caused much frustration and lost revenue to struggling businesses. The microwave dish was by now in total disrepair and outages were becoming frequent and long. Hana Business Council was told that Oceanic was doing the best they can, but current microwave dish technology did not allow for improvement in service. By this time the "Hana Youth Center" was dropped from the Office of Hawaiian Affairs on line Hawaiian culture educational program because they could not meet the connectivity requirements.

After much complaining, efforts to upgrade the system began. New equipment and a larger broadband dish was installed at the airport. In February 2013, the old "Wave" broadband was switched over to "Time Warner Cable Internet" and replacement modems were distributed. Again there were several outages but capacity and dependability, eventually improved. Much of the old last mile cable has not been serviced and the system is still inadequate and inferior compared to the rest of the island. The broadband needs of Hana School were not being met and in May of 2013 service was so deficient that the fiber INET link for the school and library was switched over to the University of Hawaii microwave dish.

During the previous franchise period Hana subscribers paid a higher rate than other communities while receiving service which was far less reliable. Customer service was limited to one day a week which is intolerable for both customers and businesses. Internet subscribers in Hana still complain that they cannot reliably stream HD movies, nor make quality video calls and internet and video service is frequently lost altogether. Television subscribers, as well, complain about the quality of their service. Customers often lose HD picture quality and many Smart TV features are not usable with the current Oceanic cable service. Our committee took a survey in March of this year and found many customers dissatisfied with both past and current TV and Internet customer service.

ISSUES:

From our investigations we have found serious technical issues that need to be addressed, and with respect are formally requesting an independent audit be conducted to review both the technical and management practices of Oceanic. This would allow for a complete record of the cable system serving East Maui with particular focus on the technical specifications for TV and broadband customer service that is actually provided to the residents of East Maui. We feel that if Oceanic's franchise is transferred to Comcast, that all parties should have knowledge as to the condition of the physical and technical assets being transferred.

NON-COMPLIANCE:

If Oceanic's franchise is to be transferred to Comcast assurances that issues of non-compliance to the franchise agreement be addressed and rectified.

1. I-Net Connections - The fiber end to end for community anchors including dedicated INET links to County, State and community-based organizations that support public safety, public health, public education, public media, public works, economic development and civic engagement in East Maui are out of compliance. Currently Hana School has to rely on the University of Hawaii microwave link for quality connectivity and reliability.
2. Technical Performance of Cable TV System – Per our technical system analysis, as submitted, outages and signal loss are out of compliance.
3. Customer Service Requirements (FCC Customer Service Standards) - Terms & Conditions #241, Section 9.4, are not being met. Customer service is available only one day a week on Wednesday, and at times repairs are not completed and are passed to the following week. Per “Decision & Order #241, Section IV”, an exception was made for Molokai and Lanai. No such exception was made for Hana, therefore Hana should have the same service as Central Maui which is to comply with the “FCC Customer Service Standards”.
4. Service Rates - Terms & Conditions #241, Section 9.4, are not being met. FCC “Customer Service Standards” states that “prices and options of programming services and conditions of subscription to programming and other services” must be provided at installation of service and annually to all subscribers. As bundled with television or purchased separately Oceanic billed Hana customers for their “Standard Internet Plan”. This plan was advertised at up to 15Mbps download, yet the company, by its own admission, had capped the download speed at 10Mbps. The customers were never informed that they were being charged for a plan that wasn't being provided. The “National Broadband Map” lists Hana, as advertised by Oceanic, at between 10-25 Mbps download and 768kbps-1.5Mbps upload. The FCC would conclude from this that Hana is being well served. This false advertising violates consumer protections for east Maui residents and for other communities relegated to second class service.

RECOMMENDED REQUIREMENTS FOR TRANSFER:

With particular reference to the Hana District and broader East Maui, we make the following submission of requirements before the transfer of Oceanic's franchise to Comcast is accepted by the DCCA.

Because our private and business community is dependent on fast and reliable television and internet access, we feel strongly the DCCA require, as conditions of a franchise transfer, that Hana residents, businesses and community anchor institutions be provided with equivalent quality, speed, functionality, and price of service for unrestricted (ie. open & unmetered) internet access as is available in the City of Honolulu. Also that FCC technical and customer service standards, as intended, be implemented and enforced, and where service is available or to be made available, that these services be extended to all of East Maui.



The Senate

STATE CAPITOL
HONOLULU, HAWAII 96813

July 15, 2014

Cable Television Division
Department of Commerce and Consumer Affairs
P.O. Box 541
Honolulu, Hawai'i 96809

Attn: Keali'i Lopez, Director; and Catherine P. Awakuni, Cable Television Administrator
Hawai'i Department of Commerce and Consumer Affairs (DCCA)

RE: Time Warner – Comcast transfer of franchise; Effect on Broadband Media Access for East Maui, Moloka'i and Lāna'i

Franchise Obligations

I request that DCCA ensure that all public interest obligations and consumer protection requirements of the current franchise are met or guaranteed prior to approving the franchise transfer application of Time Warner – Comcast.

The DCCA has the responsibility to ensure full compliance with current franchise conditions on every island. For many of the residents, businesses and community anchor institutions in my district spanning three islands, the full benefits of the cable franchise obligations have not been met and we clearly need better informed regulatory oversight.

To ensure full compliance with existing franchise obligations, additional public hearings, workshops and technical reviews should be conducted in the least served communities across the State – particularly on Moloka'i, Lāna'i and for East Maui.

This transfer proceeding is distinct from ongoing franchise renewal proceedings, it is critically important for the DCCA to also complete its separate franchise renewal proceeding(s) with complete review of the current Time Warner/Comcast cable franchises that are pending renewal at this time (including Counties of Maui and Hawai'i). In this regard, I support the ongoing work and vision of Akaku: Maui Community Media and strongly endorse the HBC's call for a technical and management audit of cable operations for East Maui as a pre-condition of any franchise renewal.

Non-compliance Issues

I am very concerned about current non-compliance issues raised by the Hana Broadband Committee (HBC) in a letter to you and in their comments for this proceeding. So, I formally request that the DCCA address those issues in this transfer proceeding.

Further, I request that DCCA show evidence of full compliance with cable franchise obligations statewide, and provide full disclosure regarding future commitments from Time Warner/Comcast. We need to understand how enforceable obligations in the renewed franchises will ensure that Comcast provides enhanced broadband media services and connectivity to meet future local needs and interests. This is particularly important for least served, remote and rural communities.

Most Favored Community Status

A key requirement for future franchise agreements is a "most favored community" status – telecom and cable operators who choose to serve our community must provide comparable (or better) services, including customer service, at comparable prices to any other community they serve. This may mean that the cable operator needs to commit substantial capital investments, or that local customer service representatives will need to live in the local communities they serve.

Policy Concerns and Fair Treatment

The people of our Islands deserve universal access to world class open networks that are robust, resilient and locally accountable. We expect the DCCA to ensure that our broadband media services meet and do not harm the public interest – including public safety, public education, public health, public media, public works, transportation, economic development and civic engagement.

DCCA and other State agencies must also look for opportunities to bring public resources from Universal Service programs such as the FCC's newly announced "Rural Broadband Experiments" program to support community based efforts in Hawai'i that are designed and managed to meet local needs and interests.

Next Steps

With Comcast coming into the Hawai'i market, we will need to understand the national and international broadband media landscape to appreciate the risks and rewards of their absentee ownership. So, I encourage the DCCA to conduct a series of workshops with national experts to inform County and State policy makers regarding the potential liabilities and opportunities of working with Comcast and to share successful alternative approaches, such as the Digital Redwoods initiative of Access Humboldt in California.

July 15, 2014
Page 3 of 3

Finally, I look forward to working with DCCA and the cable operators serving my district to ensure that local residents, businesses and community anchor institutions have good, quality and reliable broadband media services.

Sincerely,

A handwritten signature in black ink, appearing to read "J. Kalani English". The signature is written in a cursive style with a large initial "J" and "K".

J. Kalani English
Senator, 7th District
Hāna, East, and Upcountry Maui
Moloka'i, Lāna'i, and Kaho'olawe



It's Completely Absurd How Hard It Is to Cancel Comcast (<http://gizmodo.com/its-completely-absurd-how-hard-it-is-to-cancel-comcast-1605040001>)

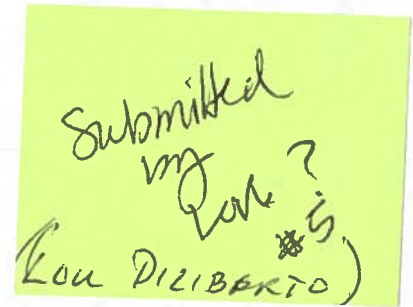


Ashley Feinberg (<http://ashleyfeinberg.kinja.com>)

129,305 37 ★

(<http://ashleyfeinberg.kinja.com>)

Filed to: [COMCAST \(/TAG/COMCAST\)](#) Yesterday 9:22pm (<http://gizmodo.com/its-completely>)



Have you ever tried to cancel your cable service? Have you ever *successfully* tried to cancel your cable service? It may very well be one one of the hardest things you ever have to do—just ask Ryan Block. Or better yet, listen to the whole, infuriating 8 minutes for yourself. Holy. Shit.



ryan.block
Comcastic service disconnection

SOUNDCLOUD



1,490,600

[Cookie policy](#)

(<https://soundcloud.com/ryan-block-10/comcastic-service>)

Block and his wife had already been on the phone for a good 10 minutes (<https://twitter.com/ryan/status>)

(488828933622595584) before he even started recording, so we can only imagine how he must have been feeling at that point. And honestly, we're amazed he managed to keep his cool as much as he did with what may be the most relentless customer service rep we heave ever seen. Some choice quotes from our tenacious representative:

Being that we are the number one provider of internet and TV service in the entire country, why is that you are not wanting to have the number one rated internet service available.

So you're not interested in the fastest internet in the country?

You don't want something that works? ...So why don't you want something that's good service and something that works?

I'm really ashamed to see you go to something that can't give you what we can.

I could save you \$100...actually more than \$100 per month!

And the clincher:

I'd like to thank you very much for being a great part of Comcast. Have a wonderful day.

What's more, it's not like this is an isolated incident. Comcast (not to mention major cable monopolies in general) have a long, storied history of never letting go.



Jesse Lehrich
@JesseLehrich

Follow

Comcast: Where even canceling your service is nearly impossible.

12:56 PM - 30 May 2014

4 RETWEETS 3 FAVORITES



nicholas rivero
@nicholasrivero

Follow

Dear @Comcast, thanks for billing me the entire month after I spent an hour and a half on the phone canceling my account 5 days ago. //nick

11:09 AM - 14 Jul 2014

3 RETWEETS 6 FAVORITES

Update 7/15: Comcast has released the following statement.

We are very embarrassed by the way our employee spoke with Mr. Block and are contacting him to personally apologize. The way in which our representative communicated with him is unacceptable and not consistent with how we train our customer service representatives. We are investigating this situation and will take quick action. While the overwhelming majority of our employees work very hard to do the right thing every day, we are using this very unfortunate experience to reinforce how important it is to always treat our customers with the utmost respect.

Like  1k

37  801  [Reply](#)

Ashley Feinberg's Discussions (<http://gizmodo.com/its-completely-absurd-how-hard-it-is-to-cancel-comcast-1605040001>)

All replies (<http://gizmodo.com/its-completely-absurd-how-hard-it-is-to-cancel-comcast-1605040001/all>)



[Eric Limer \(http://ericlimer.kinja.com\)](http://ericlimer.kinja.com) ▸ Ashley Feinberg

Yesterday 9:23pm (<http://gizmodo.com/this-is-the-worst-breakup-ive-ever-had-the-misfortune-o-1605041502>)

<http://ericlimer.kinja.com>

This is the worst breakup I've ever had the misfortune of having to witness.

BUT WHY DON'T YOU LOVE ME I AM THE BEST?!

136  4  [Reply](#)



[Gerry Lopez \(http://gerrylopez.kinja.com\)](http://gerrylopez.kinja.com) ▸ Eric Limer

Yesterday 10:05pm (<http://gizmodo.com/comcasts-new-album-ryan-drops-next-week-1605059689>)

<http://gerrylopez.kinja.com>

Comcast's new album, Ryan, drops next week.

183  6  [Reply](#)



[ThisIsWhatMenDo \(http://thisiswhatmendo.kinja.com\)](http://thisiswhatmendo.kinja.com) ▸ Ashley Feinberg

Yesterday 9:24pm (<http://gizmodo.com/this-is-illegal-1605041871>)

<http://thisiswhatmendo.kinja.com>

This is illegal

31  11  [Reply](#)



[Profliq8tor \(http://profliq8tor.kinja.com\)](http://profliq8tor.kinja.com) ▸ ThisIsWhatMenDo

Yesterday 9:40pm (<http://gizmodo.com/comcast-does-engage-in-clear-violations-of-the-numerous-1605048444>)

<http://profliq8tor.kinja.com>

Comcast does engage in clear violations of the numerous "bait and switch" prohibitions in Consumer Protection Statutes, which basically spell out, ""No statement for illustration should be used in any advertisement which

violated if the first contact or interview is secured by deception."

Standard practice for Comcast is to advertise one price, in my case \$54.95 for "Performance Internet" 20/4. When you call the product shows on the sales rep's screen as \$66. They claim to not even know the advertised price. While there are no published restrictions and the offer is directed to my street address, their Rep says, "well, this must not be available in your area." Then concludes with, "there are other information which is not printed, or discussed online."

When I had a good deal, Comcast cancelled my service. When I called in to ask why (bill paid up) they flipped me into a higher level of service. Yes, it is illegal and good luck trying to justify arbitration (as required in their service agreement) or suing them for what amounts to a \$20 a month screw job. It's too damn hard to fight them.

56 ★ 5 [Reply](#)



[ThisIsWhatMenDo \(http://thisiswhatmendo.kinja.com\)](http://thisiswhatmendo.kinja.com) ▶ Proflig8tor

Yesterday 10:26pm (<http://gizmodo.com/i-meant-recording-the-phone-call-1605068638>)

<http://thisiswhatmendo.kinja.com>

I meant recording the phone call

2 ★ 18 [Reply](#)



[Stang70Fastback \(http://stang70fastback.kinja.com\)](http://stang70fastback.kinja.com) ▶ Ashley Feinberg

Yesterday 9:28pm (<http://gizmodo.com/i-dont-always-want-to-strangle-someone-through-the-tele-1605043671>)

<http://stang70fastback.kinja.com>

I don't always want to strangle someone through the telephone, but this guy definitely had me there within 60 seconds...

...and it doesn't help that he sounded like someone from Big Bang Theory. I hate that show.

29 ★ [Reply](#)



[Cottage Darling \(http://jacksdarling.kinja.com\)](http://jacksdarling.kinja.com) ▶ Ashley Feinberg

Yesterday 9:33pm (<http://gizmodo.com/a-few-years-ago-my-husband-had-gotten-laid-off-his-job-1605045466>)

<http://jacksdarling.kinja.com>

A few years ago my husband had gotten laid off his job. I tried to do the responsible thing and called everyone we had bills with to try and work out deferments or let them know we'd be late. Everyone, except Comcast, was really great. Comcast said there was nothing they could do unless I chose to renew for another couple years. I said I thought that was irresponsible because my husband had been laid off. The customer service guy said I must not have a lot of faith in his skills. I hung up. A week later... A WEEK later(!!!!!!), before the current bill was even due we got a notice of collections. I called the number and they said Comcast had sent us to collections because I said we couldn't pay. It was a \$54 bill and it wasn't due for another two and a half weeks. When I explained to the collection agency this would constitute harassment, they apologized. I confirmed our Comcast was canceled and then told the story to every single one of our friends and also quotes them the latest sweet deals from the other local cable providers. Many of my friends switch. We now don't have cable and I will NEVER do business with Comcast ever again.

**Vauntie** (<http://devonry.kinja.com>) · Ashley FeinbergYesterday 9:33pm (<http://gizmodo.com/i-just-called-to-take-my-tv-off-of-my-security-and-inte-1605045688>)<http://devonry.kinja.com>

I just called to take my TV off of my security and internet account, because I never watch live TV, and the dude kept asking me if 'anyone else came over to watch cable'. The fuck would it matter if they did? They're not the ones paying for it!

75 ★ 3 [Reply](#)**I. C. Weiner** (<http://smilewithme.kinja.com>) · Ashley FeinbergYesterday 9:33pm (<http://gizmodo.com/at-1-32-he-tells-he-guy-to-keep-asking-him-questions-a-1605045748>)<http://smilewithme.kinja.com>

At 1:32 he tells the guy to keep asking him questions. All he had to say was No Thanks, I just want to cancel. Arguing with the guy was his fault, not comcasts.

10 ★ 9 [Reply](#)**OT.level7** (<http://ot-level7.kinja.com>) · I. C. WeinerYesterday 9:41pm (<http://gizmodo.com/he-told-the-guy-to-move-the-process-forward-and-not-to-1605048947>)<http://ot-level7.kinja.com>

He told the guy to move the process forward and not to continue to ask the same question a different way 35 more times. Nice try, though.

70 ★ 1 [Reply](#)**Prismaticist** (<http://canadianben.kinja.com>) · Ashley FeinbergYesterday 9:37pm (<http://gizmodo.com/this-guy-really-needed-to-yell-swear-and-threaten-mor-1605047222>)<http://canadianben.kinja.com>

This guy really needed to yell, swear, and threaten more, and the absolute idiot he was talking to needs to be fired, then have his vocal cords removed.

9 ★ 3 [Reply](#)**HeroOfCanton** (<http://heroofcanton.kinja.com>) · Ashley FeinbergYesterday 9:39pm (<http://gizmodo.com/when-i-worked-for-comcast-dont-judge-me-it-was-a-dark-1605048383>)<http://heroofcanton.kinja.com>

When I worked for Comcast (don't judge me, it was a dark time in my life) and people wanted to cancel, I just did it. A simple, 'are you sure? there will be reconnect fees', they say yes and it was done. Fuck turning it over to the sales team for this bullshit, customers don't cancel Comcast because it's a happy, non-abusive relationship, why sit and fuck with them?

poor guy.

50 ★ 3 [Reply](#)**Chris R Arendt** (<http://chrisarendt.kinja.com>) · Ashley FeinbergYesterday 9:43pm (<http://gizmodo.com/i-ended-my-service-when-i-moved-two-months-ago-i-got-a-1605050139>)

I ended my service when i moved two months ago. I got a bill for an extra month of service (instead of pro-rated), and they told me to ignore it because I would get a refund. I got another last week for a 2nd extra month, so I called to cancel. Of course Comcast didn't have any proof of me canceling in the first place, and since I can't prove it either I've paid for 2 months of service for the previous tenants. Called and cancelled (again) last week after getting the bill. Just received a bill for a 3rd extra month! Called them again and they reassured me that I don't owe them any money for this 3rd extra month and that I'll be getting a refund.

Pretty sure I'll be paying for internet for my last residence for the rest of my life...

22 ★ 7 [Reply](#)



[greg94114 \(http://greg94114.kinja.com\)](http://greg94114.kinja.com) ▶ Ashley Feinberg

Yesterday 9:44pm (<http://gizmodo.com/i-tried-to-cancel-my-turbo-boost-internet-service-sin-1605050538>)

<http://greg94114.kinja.com>

I tried to cancel my "Turbo Boost" internet service since it was pretty much worthless. I tried to to it over the Comcast website. I can't believe they're worse than TWC. At least i could cancel services on the TWC website. On Comcast, you can only add services. I even tried to add service just to see what would happen, and when i hit the button, i got an alert that the website wasn't working and that I needed to call them. Finally get through, and of course to remove service I have to be transferred to a different department. And guess what? that department was closed for the day. I bet if I wanted to add services I would've gotten through right away. I bet that department doesn't close. Thank god we have so many alternatives to Comc... FUCK!

16 ★ 1 [Reply](#)



[tidymaze \(http://tidymaze.kinja.com\)](http://tidymaze.kinja.com) ▶ Ashley Feinberg

Yesterday 9:46pm (<http://gizmodo.com/never-had-to-cancel-comcast-thank-cthulhu-and-all-the-1605051270>)

<http://tidymaze.kinja.com>

Never had to cancel Comcast. Thank Cthulhu and all the Old Ones.

Time Warner was annoying until the idiot realized that I was moving out of their service area. Which I knew. And told him multiple times. He *insisted* on getting my "new address" so I could transfer my service. I finally just gave him my ZIP code. Then he was all apologetic that they didn't have service there. No shit, Sherlock.

18 ★ 1 [Reply](#)



[greg94114 \(http://greg94114.kinja.com\)](http://greg94114.kinja.com) ▶ Ashley Feinberg

Yesterday 9:46pm (<http://gizmodo.com/i-hung-up-in-frustration-on-comcast-just-the-other-day-1605051386>)

<http://greg94114.kinja.com>

I hung up in frustration on Comcast just the other day. And much to my surprise, as soon as I put the phone down, I got a call back from Comcast. I guess they thought we got disconnected and some automated system called back. And it was a person on the other end! Talking to me in Spanish. Just A-number-1 customer service.

6 ★ 1 [Reply](#)



[Robusto68 \(http://robusto68.kinja.com\)](http://robusto68.kinja.com) ▶ Ashley Feinberg

Yesterday 9:47pm (<http://gizmodo.com/i-would-have-gone-with-i-can-no-longer-afford-cable-be-1605051625>)

<http://robusto68.kinja.com>

That guy is a saint. I would have snapped at one point and calmly said: I can no longer afford cable because of

the medical bills I have since I caught herpes and syphilis from your mother the 2 dollar prostitute.

40 ★ 4 [Reply](#)



[HerezAThought \(http://herezathought.kinja.com\)](http://herezathought.kinja.com) Ashley Feinberg

Yesterday 9:47pm (http://gizmodo.com/https-www-youtube-com-watch-v-upw-3e_pzqu-feature-kp-1605051728)

<http://herezathought.kinja.com>

8 ★ [Reply](#)

[Selurvar \(http://selurvar.kinja.com\)](http://selurvar.kinja.com) Ashley Feinberg

Yesterday 9:48pm (<http://gizmodo.com/i-have-had-the-best-luck-twice-in-cancelling-my-cable-s-1605052140>)

<http://selurvar.kinja.com>

I have had the best luck twice in cancelling my cable service(Adelphia and TWC)

My method involved just taking the cable boxes back to the local offices or stores and telling them that I cannot afford service at this time and want to cancel my service on the spot.

At the time, Adelphia didnt question that.

Back on June 6, I went to TWC with both of my cable boxes, mentioned that my budget didnt allow for cable service, the girl who I was canceling with offered to lower the price to the service I still had, I declined and mentioned that as a heavy tv watcher, I would most likely return at some point in the future and she accepted that and canceled my services right then.

(Bonus points that a month and a half later, they have not disconnected me from the grid so I still have basic cable service)

14 ★ 4 [Reply](#)

[GR1NG0 SU4V3 \(http://qr1ng0_su4v3.kinja.com\)](http://qr1ng0_su4v3.kinja.com) Ashley Feinberg

Yesterday 10:01pm (<http://gizmodo.com/i-worked-for-a-call-center-that-had-direct-tv-as-a-clie-1605057620>)

(http://qr1ng0_su4v3.kinja.com)

I worked for a call center that had Direct TV as a client, and there was an entire division called "Retention" that only took calls like this. I cannot imagine a worse Hell... No one WANTS to bully/guilt/trick you into keeping your service, it's their job. An incredibly crappy, soul shattering job. With pay based on commission. I feel bad for both parties typically, but this operator seemed a bit TOO good at their job.

18 ★ 2 [Reply](#)

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Comments to gizmodo.com re: comcast service disconnection 7/15/14

Proflig8torThisIsWhatMenDo

Yesterday 9:40pm

Comcast does engage in clear violations of the numerous "bait and switch" prohibitions in Consumer Protection Statutes, which basically spell out, ""No statement for illustration should be used in any advertisement which creates a false impression...Even though the true facts are subsequently made known to the buyer, the law is violated if the first contact or interview is secured by deception."

Standard practice for Comcast is to advertise one price, in my case \$54.95 for "Performance Internet" 20/4. When you call the product shows on the sales rep's screen as \$66. They claim to not even know the advertised price. While there are no published restrictions and the offer is directed to my street address, their Rep says, "well, this must not be available in your area." Then concludes with, "there are other information which is not printed, or discussed online."

When I had a good deal, Comcast cancelled my service. When I called in to ask why (bill paid up) they flipped me into a higher level of service. Yes, it is illegal and good luck trying to justify arbitration (as required in their service agreement) or suing them for what amounts to a \$20 a month screw job. It's too damn hard to fight them.

Cottage DarlingAshley Feinberg

Yesterday 9:33pm

A few years ago my husband had gotten laid off his job. I tried to do the responsible thing and called everyone we had bills with to try and work out deferments or let them know we'd be late. Everyone, except Comcast, was really great. Comcast said there was nothing they could do unless I chose to renew for another couple years. I said I thought that was irresponsible because my husband had been laid off. The customer service guy said I must not have a lot of faith in his skills. I hung up. A week later... A WEEK later(!!!!!), before the current bill was even due we got a notice of collections. I called the number and they said Comcast had sent us to collections because I said we couldn't pay. It was a \$54 bill and it wasn't due for another two and a half weeks. When I explained to the collection agency this would constitute harassment, they apologized. I confirmed our Comcast was canceled and then told the story to every single one of our friends and also quotes them the latest sweet deals from the other local cable providers. Many of my friends switch. We now don't have cable and I will NEVER do business with Comcast ever again.

SeluryarAshley Feinberg

Yesterday 9:48pm

I have had the best luck twice in cancelling my cable service(Adelphia and TWC)

My method involved just taking the cable boxes back to the local offices or stores and telling them that I cannot afford service at this time and want to cancel my service on the spot.

At the time, Adelphia didnt question that.

Back on June 6, I went to TWC with both of my cable boxes, mentioned that my budget didnt allow for cable service, the girl who I was canceling with offered to lower the price to the service I still had, I declined and mentioned that as a heavy tv watcher, I would most likely return at some point in the future and she accepted that and canceled my services right then.

(Bonus points that a month and a half later, they have not disconnected me from the grid so I still have basic cable service)

ChrisRArendt

Yesterday 9:43pm

I ended my service when i moved two months ago. I got a bill for an extra month of service (instead of pro-rated), and they told me to ignore it because I would get a refund. I got another last week for a 2nd extra month, so I called to cancel. Of course Comcast didn't have any proof of me canceling in the first place, and since I can't prove it either I've paid for 2 months of service for the previous tenants. Called and cancelled (again) last week after getting the bill. Just received a bill for a 3rd extra month! Called them again and they reassured me that I don't owe them any money for this 3rd extra month and that I'll be getting a refund.

Pretty sure I'll be paying for internet for my last residence for the rest of my life...

SLAAshley Feinberg

Yesterday 10:17pm

"why don't you want the faster speed?" I'll fucking tell you why. We had the comcast blast 105/30 service. It never mattered what time of day I tried a speed test, I could never get over 30/15. At night it dropped to 10/10 if it was a good night. We also moved recently, I had the same results at both residences. Luckily, I didn't have to go through the agony of cancelling my Comcast service. After 3 separate hour long phone calls to try and get my service switched to my new address, comcast decided to just up and cancel my service. I didn't have tv, but for some reason I had internet after they cancelled it. I did the netflix/hulu plus thing for a week or so, but ultimately decided we need cable too. We went with Verizon. All I know is that we pay for the 50/25 internet service and I regularly see speeds of 35/30 all day long. And on a creepy note, a comcast customer retention rep texted my wife and said, "hey, this is Chris. Call me." WHO FUCKING DOES THAT???

MikesharpersonlivesSLA

Yesterday 10:29pm

I loved this, SLA. I showed up to give back my cable box to the Comcast Customer Service Center. The guy asks 'So how do you like your superfast Xfinity Blast 50 mps service?' I have VyperVpn, which tracks speed. I said 'I've never seen it get above 15. And thats at 2am.' I also regularly have zero internet for an hour at a time. And, of course, theres only one other provider in the area, and they've got 5 mps. I wonder if anyone in history has ever actually

experienced the speed they are promised? Shouldn't that be highly illegal? Like offering a customer the finest Bordeaux but actually only delivering MD 20/20?

sriphotographytfields

Yesterday 10:42pm

Just canceled my cable with TWC. Took me 30 minutes with 2 different agents.

FilmTimelapseGR1NG0_SU4V3

Today 5:57am

DirecTv charged me a \$60 cancellation fee after telephone reps had told me "we won't charge you a cancellation fee" (because I moved and trees were blocking the satellite signal)

Cable companies and cell phone companies = highway robbery. Don't. Trust. Them. Certainly don't give them direct access to your checking account.

greg94114Ashley Feinberg

Yesterday 9:44pm

I tried to cancel my "Turbo Boost" internet service since it was pretty much worthless. I tried to do it over the Comcast website. I can't believe they're worse than TWC. At least I could cancel services on the TWC website. On Comcast, you can only add services. I even tried to add service just to see what would happen, and when I hit the button, I got an alert that the website wasn't working and that I needed to call them. Finally get through, and of course to remove service I have to be transferred to a different department. And guess what? that department was closed for the day. I bet if I wanted to add services I would've gotten through right away. I bet that department doesn't close. Thank god we have so many alternatives to Comc... FUCK!

merchantfangreg94114

Today 2:43am

I know, that part was ridiculous too. I would never choose Comcast if a company with better customer service was available in my area.

racermdmerchantfan

Today 11:05am

I'm in the suburbs of Minneapolis/St. Paul and Comcast is the incumbent. The alternatives here are Centurylink DSL and, of course, satellite.

Until recently, the only viable internet connection I had available was with Comcast. They charge a "just because" fee of about \$15/month if you subscribe to only internet service. What should have been a \$45/month bill turns into \$60/month for the lowest "basic" internet tier without dropping into the 1.5Mbps service they're "voluntarily" offering for low-income people.

Centurylink could only offer a 1.5Mbps connection - period. All the lines to my home are underground and running a new set of new lines means digging up the neighborhood so - not an option. Then, a few years ago, they laid a new fiber-optic line down the main street 2 blocks away. Now they're offering a 40/20 package for about the same price as Comcast's 25/3.

I switched in a heartbeat and I didn't have to go through much hassle to cancel Comcast as the guy in the story. I said, basically, "I'm switching to get better speeds at better prices than you can offer, there's nothing you can do to save the account. Please send a box for the cable modem." Lo and behold, I was cancelled appropriately and a box arrived to return the modem in a couple of days from that phone call. It's been about 6 months and I don't have any lingering issues with Comcast - billing or otherwise.

Since I'm with DirecTV, there's nothing left for Comcast to offer me, though issues with DirecTV are probably best left to a different post and/or forum.

SprzoutAshley Feinberg

Today 12:57pm

"We are very embarrassed by the way our employee spoke with Mr. Block and are contacting him to personally apologize. The way in which our representative communicated with him is unacceptable and not consistent with how we train our customer service representatives. We are investigating this situation and will take quick action. While the overwhelming majority of our employees work very hard to do the right thing every day, we are using this very unfortunate experience to reinforce how important it is to always treat our customers with the utmost respect."

HAHAHAHAHAHA...Bull. I used to work for a cable provider. While it was not Comcast, we had the sales pressure and were told that we had to push sales every chance we got. If you didn't, you got written up, with possibility for termination (of which I did see in my 9 year tenure with the company).

Sure, Comcast is embarrassed over this, but middle management types were most likely putting pressure on the reps. All of those sentences that the rep was using sounded like they were being monitored and their job was on the line - if they didn't say those exact, scripted things, they would be shown the door.

And sadly, this is pretty much an industry standard - I heard this same sort of thing when I was trying to cancel AOL, many years ago (before I had broadband service), and even recently, when I called my cable company this week to say, "I need to make payment arrangements for my bill; I can't make the payment on the due date and I don't want to be shut off." The rep actually asked me after I had just gotten done saying, essentially, "I can't afford the Internet service until later this month," if I would be willing to sign up for an \$80/mo cable TV service package.

Having been there, I just said, "I know you're required to say that, so if anyone's monitoring, it's not your fault that I'm saying this - this is the stupidest thing ever required to ask someone who just said they can't pay their bill - 'Buy more services!'. Really?" And the rep just laughed and apologized. I get it - he was put in a bad situation, he had required things that the company forced on him to say/do (even though, if you call and ask them, they'll say that they don't have quotas)...Customer service jobs are ridiculous.

Captain CupholderBrian

Yesterday 10:27pm

Overall I've been pleasantly surprised by Comcast's service too, although I'm positive I'm the exception, not the rule. Even my downstairs neighbor has dealt with some shady bullshit from them, so it can't be strictly related to what service area you're in.

dereksalemDark-Shadows

Today 1:07pm

This. I had TWC for 2 years and hated it. The speeds were never anywhere *near* their posted amounts and every single night, without fail, the internet would all but drop off from midnight to 6am. Complaints went

Dark-Shadowsdereksalem

Today 1:24pm

Sounds like my horrible experience with Comcast. The beautiful thing was that when AT&T U-Verse called me to ask if I was interested, I said YES! and I never even had to call and cancel Comcast, it was taken care of for me. First thing I noticed was how a black screen looked more black (I guess because it's optical up to about 30 feet from the house.) The second thing was how it always worked, and didn't just stop working for 30 minutes, an hour, two hours at a time, for no reason. I can't believe Comcast is still in business, I am astounded.

nowhere, but I'll say they did send a good number of techs out to the house and techs replaced pretty much everything from the pole to the modem, to no avail.

I dialed up U-Verse when they moved into the neighborhood and got everything set up perfectly the first time. Called TWC to cancel? They literally said "There's nobody else in that area, what are you going to do?". After I told him U-Verse moved in he said "Oh. Well that's too bad".

SmorgasborgAshley Feinberg

Today 10:39am

Now just imagine the hell people will have to go through if their merger with Time Warner Cable is finalized.

They'll have customers' balls and ovaries in an even bigger vice. As soon as Google Fiber comes to my city, I'm dropping Comcast in no time flat.

Chasmosaur100Ashley Feinberg

Today 12:24am

When we moved last year, we had to get a temporary apartment. The entire complex used Xfinity - they were pre-wired for it with bulk rates. When I called to set it up, I started out by specifically saying we only had a 6 month lease because of the move, so we wanted an account where we wouldn't have a cancellation fee under a year - if it cost us a little more, we understood. But the rep was really cool and gave us regular rates, with the no early cancellation fee thing.

So when we went to cancel, it was actually pretty civil - I told them we had Comcast because we were in a bulk-rate building, but now we were moving to a condo where we had bulk-rate

DirecTV (the truth), so I didn't have much choice in my paid TV service. Comcast rep confirmed we had no early cancellation fee, and told me where I could drop off the boxes - took very little time at all.

Knowing Comcast's reputation, I called twice to confirm my final bill amount in the next two weeks. And two months later, I got a regular bill at our new place for service at the temporary apartment, which we were completely done with - lease over, keys turned in, deposit returned and cashed.

I called, thinking perhaps that the apartment had been re-leased and maybe our name was still attached to the address. The rep I go said "Oh, that's an early cancellation fee." I told her that it was a full, regular bill - no note about early cancellation. And that I had come into it with an account that allowed early cancellation without the fee, confirmed by three separate agents before her.

She then told me that, no, I actually didn't have an account that could be cancelled early - no one who did had the rates we had - so I was going to have to continue to pay for another 6 months. (Note the early cancellation fee line was now dropped, and also apparently not even an option.) When I noted that I had talked to three separate agents to confirm my cancellation and final bill, she said "Well, they must have been lying - some do that, they don't want to tell you bad news." (Or maybe some lie when they don't feel like looking at your account.) Then she said "If you don't pay by the end of the week, we'll put a note on your account and the collection agencies will come after you." I said, "well, I guess I'll write the check", hung up, waited 5 minutes, and called back.

I told the new rep "Okay, I'm gonna sound emotional. I'm not angry at you since I haven't even talked to you yet, but I am annoyed. Please just listen and let me tell you my story." So I told him the whole thing, and even gave him the ticket number for returning my boxes, cancelled check numbers, and the dates I'd called to confirm my cancellations. He said "Okay, yeah, that doesn't sound right and you sound really organized. Give me a few minutes to to take a better look." I hear some keyboard clicking noises, and then he gave out a grim chuckle.

He informed me that there was a particular box that hadn't been checked, so my bill came around again, even though I was cancelled. And not only did I NOT owe them an early cancellation fee - he confirmed, we had an account that could be cancelled early - Comcast owed us about \$20. He fixed it, gave me his specific Rep ID# so I could contact him if the bill came up again. It didn't, thank god, and we even got our refund check.

Hate Comcast SO MUCH.

TheRybkaAshley Feinberg

Yesterday 10:53pm Just going to chip in here: I called Comcast to cancel our landline a year or two ago (only bill collectors and a few institutionally clingy friends of my parents called). Comcast essentially threatened that our monthly bill would increase if I cancelled it. So, we pay \$50 a month for roughly 100 channels in SD (with advertisements plastered in the TV guide) and another \$50 for a defunct landline. The internet is OK, but Comcast sold out my father for

torrenting. Warner Brothers hit us with a \$3,000 settlement. My father had passed away by that point, so nothing came of it.

TriggerTreatsAshley Feinberg

Yesterday 9:59pm The best way to cancel Comcast is to disconnect your hardware and return it in person to your local Comcast office. Be sure to get a receipt for every single piece of hardware you return and put those receipts in a safe deposit box because Comcast WILL lose all records of you returning your hardware and submit the ticket to collections.

MyBadEnglishAshley Feinberg

Yesterday 9:52pm My last bill was ~ \$68/mo for Comcast double play. Because I need ESPN to watch the FIFA World Cup, I updated my service and it took me 3 hours via chat. Now my recent bill is ~ \$207 with tons of charges come from nowhere. I'm wondering should I give them a chat (and another 3 hours). I don't want to be tortured like this guy...

Smoke.x365MyBadEnglish

Yesterday 10:03pm

Call them up. If they try anything threaten to file a complaint with the FCC. They usually drop bricks at that and get to work.

wohdinAshley Feinberg

Yesterday 11:30pm If they can "guarantee" 105 megabits of speed "like no one else can", then why is it still completely legal for them to hold back technological progress within the country by giving almost everyone else in the country outside of major cities terrible, third-world speeds?

Adi DoyleAshley Feinberg

Today 12:16am

I HATE Comcast! However, in the remote area that I live in -they are pretty much the only option available. So unless I wanna learn the fine art of Smoke Signaling.... I have to deal with their random (but ongoing shenanigans). And in the process, irritate them as much as possible (for my own gratification) -without getting to the point where they have cause to disconnect me. One of our monthly "back-and-forth" sessions is over their billing practices. They bill a month in advance. I don't get paid for things I haven't done yet! So why should they? Anyway few interesting facts about comcast:

-Comcast Customer Service rating score lower than the IRS. Yup. If your starting to think they don't care about you -your right!

-Voted 2014's "Worst Company of the Year" by The Consumerist. This is the companies 2nd "Golden Poo" award. And yes. A golden Poo statue is sent to the companies HQ

-After Katrina, Comcast billed and later sent to collections all the customers who lost their equipment.

*And if your not worried about Comcasts merger with Time Warner. You should be! FCC filing deadline for concerns and petitions is August 25th. You can file online.

raggAshley Feinberg

Yesterday 10:39pm

Let me tell you about Comcast. My wife and I recently moved to Denver from Cincinnati (been in Denver 2 weeks now). A week before we moved, we set up cable and Internet with Comcast. We did the internet chat where we had to type our names and new address. A couple days later we received an email that our internet modem and DVR were shipped, except they were shipped to an address in Florida. We were like what the hell? So we call Comcast and were on the phone with them for almost two hours. The first rep we talked to couldn't find us in the system, so another rep came on and setup a whole new account with our real address. A couple of days after that, the items that they sent to Florida arrived in FL and the person's whose house they sent them to called us, so we explained to her what Comcast did, she was going on vacations so she left the items at her door. After talking to her, we called Comcast and they say they will arrange for pick up. Last week I got a call from the morons, asking me to return the equipment. Told them how they screwed up, and they told me they will arrange for pick up. Our experience with Comcast has been shitty, and I have already cancelled my service and going with Dish...FUCK COMCAST.

EntroperatorAshley Feinberg

Yesterday 10:20pm

Comcast... oh boy, Comcast. Shall I go on about how your so-called "customer service" makes me feel like I've just been swindled into buying a bridge every time I call? Or about how your terrible lines drop our connection on a daily basis? Or maybe about how I'm paying for 105 Mb/s DL and getting 25 Mb/s? Or perhaps I'll rant about how every conversation I have with you on the quality of my service results in you telling me to completely stop playing online games and streaming videos? Or how about the absurdly low mandatory data cap of 300 GB per month?

Sure. I could go with AT&T, if I wanted a maximum of ~12 Mb/s for the same price. Or I could go with satellite, if I wanted to spend three times the amount for roughly equivalent results.

Comcast, you've created a successful empire, the power of which is based almost solely around the fact that you've got an iron grip on the marketplace. Bravo. Bravo for being shits. Capitalism, ho!

Pearls of WisdomAshley Feinberg

Today 12:02am

Know what's really awful with Comcast? Trying to downgrade service. I had a promotion expire and my bill went up by about \$40 a month. The problem being that Comcast is the only real option in my area unless I want to drop to DSL, so I could only bluff so much without risking a disconnect and that awkwardness.

What do I get for my troubles? A rep quoted me a "reduced bill" by giving me my current bill with taxes and fees but a new plan without those included in the quote, so once I got my new bill it was even more expensive than the old plan. In short, he told me my bill would be lower and it went up.

It took three phone calls to get that sorted out. Fuck Comcast.

dieproductivitydieAshley Feinberg

Today 2:34am Here's my story from The Day I Decided We Would Never Have Comcast Again: Our notice that the auto-payments weren't going through was when the internet stopped working. I called, and while the first rep I spoke with was unable to determine if the error was on Comcast's side, or a rejection from the bank ("some banks won't do business with us"), I was profusely apologetic since we probably should have noticed the fucking \$200+ wasn't being deducted from the account for the last two months. I immediately paid the \$550 bill.

After being told the price would change since the discount we had was contingent on making auto-payments (regardless of whose error, apparently), I was transferred to a new rep who demanded I "tell the truth about what really happened." After I expressed confusion, she told me she was sick of people calling in and lying to her about why bills didn't get paid. She then said that I needed to admit that I had — behind my husband's back — called to cancel the payments so I would have extra money to go Christmas shopping. Admit that I had spent it all on shoes, she said! Yep, Merry Sexist Christmas from Comcast!

Now, if it hadn't been for the years of haggling Comcast required to ensure we were actually getting the lowest possible price for our services, maybe I'd write this off as a bad day for this rep. But this really was the last straw.

To top it off, they sent us a bill for like \$13.65 because they charged the pro-rated difference between the discounted service we apparently were getting and the "actual price" of the service for the rest of the month because once you cancel you don't get the discount. On the service you no longer have. Fuuuuuuuuck Comcast.

ReverandCletusAshley Feinberg

Today 11:12am I dk, mate. Took me three minutes from dial to drop. Admittedly, there was sound reason. I volunteer at an animal rescue, and was fostering several rabbits when Comcast's tech rep came to my new house. I was having an issue getting anywhere near their 'acceptable' bandwidth range - usual new-house-configuration-shenanigans. While in the house, the tech first informed me that he doesn't have Comcast at home, as he doesn't do much with the computer or television. I'm overwhelmed with joy at this point, but can manage the fortitude to trust that he at least has the book-savvy to do his job.

I continue making small talk. He tells me he's a hunter - that's why he doesn't own a computer. Looks at the five rabbits we have in pens, and proceeds to tell me how much their meat is worth, and that he knows a guy that would pay premium for them. Now, these aren't livestock rabbits - hell, there's a Netherland Dwarf, a Dutch, a Jersey Wooley, and so on. None of them look like foodstuffs (like a ruby-eyed albino, or colored like a wild agouti rabbit). I stare blankly at him for a second, tell him his work is done, ask him to leave. Call Verizon first, setup an install date, then promptly call Comcast, explain the situation, and set a date to remove their equipment and service.

All in all, I was pleased with Verizon's ability to get my townhome piped for FiOS properly, the speed with which they did, and the services offered to date. Bandwidth has been consistent, as

has the customer support. I have no hatred toward Comcast, just no need to pay for any of 'that' from them (support, service, equipment fees, whatever you want 'that' to mean, so be it - I have no need to fund Comcast for it).

And Verizon has yet to ask about the edible meat on my pets.

Sean (Pragmator) Ashley Feinberg

Today 12:46pm A part of me feels like this is a put-on. On the other hand, I have had my own excruciating experience with cancelling service with Comcast that I enjoy retelling.

After dealing with spotty, bandwidth-starved Internet service for two years I decided that I'd had enough. At the time, the only alternative in my area was AT&T DSL at 1.5MBps. But I was frequently getting even less than that with Comcast and paying three times as much as the antiquated AT&T offering. So I made the call to end my Comcast service.

The first thing I encounter upon dialing the service number is to press 1 for new service or 2 for cancellations. What can't reps service both kinds requests? Whatever. I press 2 and then find myself on hold waiting for the next representative. For 5 minutes. And then 10. Then 20. Then 40. I'm giggling at the absurdity of the wait as the voice calmly tells me that my call will be answered in the order it was received and that hanging up will reset my place in the queue. I'm sitting at my desk, working away while the hold music plays over the speaker phone.

At 50 minutes in queue I suspect I will have no such wait for the new service representative. So I use my co-worker's office phone and dial up again, only this time I press 1. Within 45 seconds I get a cheerful woman who asks how she can help me get connected. I cut her off and announce that I would respectfully like to cancel my service.

"Oh, I'm sorry. This isn't the proper call center. I'll transfer you to the cancellation team."

"No! Please don't do that. I've already tried calling the cancellation line and I've been on hold for almost an hour."

The voice on the other end sounded sufficiently horrified and apologized profusely, telling me that such a thing shouldn't ever happen. She offered to get a supervisor to speak to me about my issue. After a brief conversation where I made it abundantly clear I refused to be transferred, the supervisor agreed to have the 'new service' rep schedule my cancellation.

And then the call turned into a mini-version of the recording in this article. It was surreal, but no where near as aggressive. I was promised savings and speed increases, you name it. I laughed and explained that no matter what improvements she promised me it wouldn't matter—they couldn't even deliver the service I was supposed to be getting.

After a few more recitations from her Comcast playbook, my service was cancelled, I was given a cancellation number and ended the call. I looked back at my desk phone, the hold music still playing ... the elapsed time 1 hour and 20 minutes. I let it continue out of curiosity until my position in the queue came up.

Smoke.x365Ashley Feinberg

Yesterday 9:52pm Almost as bad as the Charter rep trying to belittle me about if I didn't know the permanent address I was moving to (temp (hopefully)) then how I knew they didn't have service. When I could finally get a word in and tell him that I already knew they didn't service the state I was going to he immediately started hassling me about getting a address for the refund check (which again, didn't have a permanent address) instead of just sending it to the current address which I knew wasn't going to be occupied for months if not years and let the forwarding take care of it.

Charter and AT&T; two companies I've had to fight to leave because they make it so difficult. AT&T I know they do it intentionally (employees are specifically told to do) after have had worked for them..

nerdybirdyAshley Feinberg

Yesterday 9:56pm

I haven't had problems cancelling my Comcast accounts, which I've had to do every time I moved. I just keep talking over the customer service rep until they agree to cancel the account. If they try to do anything other than cancel my account, I demand a supervisor. It may be rude, but I'm calling to cancel. Not because I want to be convinced not to cancel. The only real problem I have with Comcast is that they won't send me a bill. Not through email or snail mail. The only way to access my account is through the phone. Super inconvenient.

But living in Hurricane Alley, satellite dishes are a bad idea. They're one of the first things to go in a storm. So Comcast it is!

"Hello, this is Comcast support. How can I help you?"

Without saying a word, I dropped the call. Total time on hold: 1 hour and 43 minutes.

ratchedAshley Feinberg

Yesterday 11:44pm

I did the exact same thing this month but with Time Warner. I called to DC the landline and digital cable, and "Theresa" said, "Well let's determine what the best plan is for your family." "My best plan for my family is to bring you two digital boxes, and you DCing my landline." Well, do you watch sports?" "No." How many times a week would you say you watch a premium cable station?" "Absolutely none of this is pertinent to this call. Take your shit back." We had so many problems with them through the years, they comped us high speed internet and chirpy Theresa, who turned into Hagatha, dropped us down to regular internet. That's \$200 monthly, saved. This is after being put on hold a jillion times. I understand "going postal".

davephAshley Feinberg

Today 4:04am

I anticipated this when I canceled Comcast for Astound based on their response to my FCC complaint (they took away clear QAM and sent me unrequested cable boxes to force me on

their encrypted service....Astound still lets me use my TVs remote with unencrypted, clear QAM, basic digital cable).

So when I went to cancel I just told them I was moving to an apartment complex that already had cable. The processed the order without question.

The way they manipulated their subscribers by forcing them onto cable boxes and crippling my TV, they didn't deserve to know the real reason I was moving (let them commit suicide in the market). Plus I didn't have to listen to all the sales/retention pitch pressure.

I now have fiber to the house and basic cable for \$10/mo less (and a TV remote that works).

Shows how lack of competition is a bum deal for customers when a new player in the neighborhood can do this, while comcast did nothing but raise prices and cripple TVs for the 10 plus years they offered service. I will say they never had an outage that I can remember.

dyrtdawwwgAshley Feinberg

Today 9:28am

the most important tip EVER is SAVE YOUR RECEIPT FOR RETURNED EQUIPMENT!!!!!! I cancelled comcast and got a bill for 930 bucks for boxes and modems that i supposedly didn't return. I had the receipt. I was so pissed that I called and trolled the rep, after about 5 minutes of them going "we have no record of you returning the equipment", and "you need to go to the comcast store where you made the return", I finally said, "oh wait, i found the receipt, would you like me to read you the number on it?". this was followed by silence. this was followed by the rep saying "oh I found the record, this must have been a GHOST bill, you're all set". FUCK COMCAST, with all sincerity, FUCK COMCAST. -ddawg

diesmittyAshley Feinberg

Today 11:00am

The shitty thing is, stories like this deter people from even attempting to cancel Comcast. I have stuck with Comcast for 3 years because while I'm dissatisfied, I'm not dissatisfied enough to go through the canceling process. I just spent 45 minutes on the phone trying to downgrade my service to get rid of a few movie channels, and after being transferred 3 times and having to tell my story once again, I randomly got "disconnected", and I because I was moved around to different departments with vague descriptions of where or why I was being transferred, I had to start over from scratch again, and because I already wasted 45 mins, I just gave up. Victory to Comcast!

Stephen UzickAshley Feinberg

Today 12:09pmA couple of my favorite Comcast cancellation stories:

- I tried having Comcast service set up in an apartment I had just moved into and for 3 weeks they never we able to get the service working. One time during this period a tech was supposed come between the (dreaded) window of 1 and 5. He didn't show up until about 7:30 and then proceeded to tell me he couldn't do anything because it was now too dark outside where he had to get to the connection box. After that I called to cancel my service and since it was within

the 1 month window from when I ordered it I was not supposed to be charged for anything. I managed to get through the cancellation phone call ok, but then a week later received a bill for \$300.

- A few weeks prior to moving my girlfriend called to have her service shut off on April 5th. When she got home on March 31 nothing worked. When she called to find out what was up the Comcast rep gave her possibly the worst answer ever, saying "well it is the end of OUR month so we canceled your services".

QCICashley Feinberg

Today 3:38pm

Once Comcast sent a sales person to my house at dinner time to try and talk me into getting more than just internet. I said I didn't want TV and he sold me on this bundle of very basic cable + internet that was cheaper than my current bill. Their thinking is that you wouldn't be able to help but demand better cable than the 5 channels you were getting. Anyway they missed their first three installations, charged me \$100 bucks for each installation, and then charged me the old higher rate for services they were were not successfully providing.

On top of that I had to spend hours and hours to get this all straightened out. Worst experience ever and when I moved to a Comcast town recently I gave them such a death comment they haven't bothered me since.

SonarTech08Ashley Feinberg

22 minutes ago

Illegal? Comcast doesn't care. They literally make thousands if not more by charging customers for service even after cancellation requests. I've cancelled Comcast more than once and this happened both times. Then I spoke at length about why they won't wait 14-30 business days for my payment but it's okay for them to take that long to issue a paper check in the mail hours after taking an ACH out of my bank account! I had even broken the bank account link in my account settings. But like Ryan Block said....I hope they do a thorough investigation into their culture rather than just fire the Rep trying to keep his job. They are paid based on retention in that department which is why us customers get screwed when the Rep doesn't cancel and we have to call back. That's how they incentivize their Reps, whether Comcast is aware or not.and to think some on this site has not yet expressed their voice about Net Neutrality yet!!!!

CylaAshley Feinberg

Today 12:03am

Comcast is our only provider where we live so we are stuck with them. We wanted to downgrade our package to just internet vs TV and internet. They wanted \$15 a month on the contract left, which can be a few hundred dollars depending on the length of the contract you signed. We are not even totally changing providers, we just want to remove the TV and upgrade the internet. Since at the time we did not have nearly \$300 to fork out all at once to rid ourselves of TV we have been slowly just waiting until we can remove the TV package. UGH

RECEIVED: DATE 7/16/14
TIME _____

COMCAST CORPORATION

Written Comments in Support of the Transfer Application Submitted by
Time Warner Cable and Comcast Corporation for the
Indirect Transfer of Control of Oceanic Time Warner Cable LLC
Submitted July 15, 2014
Maui County (excluding Lahaina) Franchise

I. Introduction

Director Lopez, ladies and gentlemen, Aloha. My name is Steve Holmes. I'm Vice President of Government Affairs with the West Division of Comcast. The West Division consists of twelve Western states where Comcast does business, from Kansas to California, with nearly 6 million subscribers in all.

Thank you for this opportunity to appear before you and the people of Maui to discuss the proposed transaction between Comcast and Time Warner Cable. The transaction will create a new world-class communications, media, and technology company, which will deliver real benefits to consumers, businesses, and public institutions in the State of Hawaii.

Through the transaction with Time Warner Cable, Comcast will significantly expand Oceanic Time Warner Cable's digital presence and investment in the State, making next-generation broadband, cable, and voice services available to thousands of Hawaii residents. As a recognized industry leader with the financial capabilities and technological expertise to provide high quality services, Comcast will deliver services that will improve the quality of life of Hawaii residents. We will also continue to work with the DCCA staff to help ensure that the transaction is seamless and that Hawaii customers receive better, more reliable services.

Tonight, I would like to briefly describe three items. First, since our company is new to the islands, I'd like to talk with you a bit about Comcast's history, and how we came to be among the country's largest video, voice and data providers. Second, I'd like to describe some

of the significant benefits that the transaction will deliver to Hawaii residential customers and businesses. Although I recognize that the DCCA's regulatory jurisdiction is over cable television or video matters, my testimony will also cover other significant benefits that this transaction will bring to the people in the State – including faster and more reliable broadband and Comcast's binding commitment to an open Internet. Finally, I want to talk about Comcast's history of community participation, and what our company's philosophy of local investment will mean here in Hawaii.

II. History, Products and Services, and Public Interest Commitments

A. History

Time Magazine reported once that Comcast must be the only major media company that owes its start to beltless pants. Ralph Roberts, our founder, was running a belt-and-suspenders business when he saw something alarming: an ad for slacks that didn't need a belt to stay up. He very quickly decided to sell that business, and, along with two partners, Julian Brodsky and Dan Aaron, bought a cable franchise in Tupelo, Mississippi, in 1963. That franchise served approximately 1,200 customers.

From there, Comcast grew rather slowly and methodically over the next several decades, reaching 1.2 million subscribers in 1986 and 4.3 million subscribers in 1995. This growth was largely through acquisitions—it's important to know that Comcast traditionally has taken the long view in its cable holdings, and has mostly been a buyer, not a seller, of cable companies. We buy and invest, and use our platform and scale to provide new and exciting products.

For example, in 1996, concurrent with the regulatory relief provided by the 1996 Telecommunications Act, Comcast launched its first broadband product—a watershed moment

for the company. The following year, Bill Gates himself recognized the future of the cable platform for high speed Internet, and agreed to invest a billion dollars in Comcast.

And in 2002, Comcast completed its biggest merger to date—the 45 billion dollar merger with AT&T Broadband, combining systems to serve 21 million video customers in 28 states, including 3.3 million high speed data customers, and 1.3 million phone customers. It was that merger that created Comcast’s West Division, and brought Comcast to the Western half of the mainland.

Today, under the leadership of our CEO Brian Roberts, Ralph Roberts’ son, Comcast serves about 22 million residential and business customers with voice, video, data, homes security and other services. When the transaction is complete, we’ll grow to approximately 29 million customers, and have the opportunity to provide service in several new states, including the State of Hawaii.

B. Products and Services

a. Residential Customers

What will the transaction mean for Hawaii cable subscribers? For residential customers, Comcast will invest heavily to upgrade Oceanic’s Hawaii systems and transition them to all-digital channels more quickly than Oceanic could do on its own. Comcast has already transitioned the overwhelming majority of its mainland systems to all-digital, and has the expertise and financial resources to do it here in Hawaii. All-digital systems will allow Comcast to deliver next-generation advanced video and voice services, more programming choices, faster Internet speeds, and significantly improved network performance, reliability, and security.

More specifically, the proposed transaction will improve customer experiences for Oceanic video subscribers. Comcast enjoys positive relationships with programmers. Neither

Comcast nor NBC Universal has been involved in a negotiation with a major cable network or major broadcaster that resulted in the loss of programming to consumers.

Comcast's revolutionary X1 operating platform is the next-generation of cable television, providing unmatched interactive TV functionality. Our live TV streaming feature allows X1 customers to stream practically their entire cable channel lineup, including must-carry stations and PEG channels, to computers and mobile devices throughout their homes.

Finally, our XFINITY On Demand product includes approximately 50,000 programming choices – more than double compared to Time Warner Cable – featuring most current TV shows and movies. These selections are accessible on multiple devices and over 80 percent are free of charge.

b. Customer Service

Comcast recognizes that improving customer service is another critical issue, not only in Hawaii, but everywhere that the combined company will serve. Comcast has invested billions of dollars in network infrastructure, greatly improving service reliability and reducing trouble calls.

Comcast is also deploying innovative products and features to make it easier and more convenient for customers to interact with us.

- We offer one to two hour appointment windows, including evenings and weekends. 97% of service calls are within these scheduled appointment windows.
- We offer more self-installation options so customers can install and activate services without a service call. In 2013, more than four out of every ten customers used these options – a 40% increase as compared to 2012.
- And we've made our billing practices more transparent, while providing better online and mobile options for customers to manage their accounts. More than

one-third of our customers managed their accounts online in 2013, a 42% increase over 2012.

Although there is still progress to be made, these efforts are making a positive difference:

- Repeat service visits for installations and service appointments are down approximately 20% since 2010.
- Since 2010, Comcast has improved its J.D. Power Overall Satisfaction score by nearly 100 points as a video provider, and close to 80 points in High Speed Data – more than any other provider during the same period.
- In a recent report on Comcast’s 2013 fourth quarter performance, well-regarded industry analyst Craig Moffett similarly noted that Comcast’s customer service has “*improved by light-years.*”

Comcast will bring this same commitment to improved customer service to consumers here in Hawaii.

c. Business Customers

For business customers, the combination of Comcast and Time Warner Cable will create a stronger, more cost-efficient services provider for Hawaii businesses of all sizes, including businesses with locations in various parts of the State. This can help bring greater competition to a market still mostly dominated by entrenched telephone companies, and help drive small and medium business growth and economic development throughout the State.

Where Comcast has made inroads into business markets in our current areas, this new competition has forced entrenched telephone companies to lower their prices and improve their services. We believe this could significantly enhance competition for business services in Hawaii and ultimately redound to the benefit of consumers.

d. Broadband Services

In addition to bringing improved performance and reliability for video and voice services, the transaction will significantly improve customer experiences for broadband services. In existing Comcast systems, we've increased Internet speeds 13 times in the last 12 years, offering residential broadband speeds of up to 105 Mbps downstream throughout most of the West Division.

Moreover, Comcast is the only ISP in the country that has agreed to be legally bound by the FCC's original Open Internet rules. Time Warner Cable is not currently bound by the Open Internet Rules. If the transaction is approved, Comcast will extend the protections afforded by the FCC's Open Internet Rules to all Time Warner Cable customers.

In short, approval of the transaction will bring improved, faster, more reliable Internet services to customers in Hawaii.

II. Public Interest and Community Investment

The transaction offers other important public benefits too. For example, Comcast will extend its industry leading diversity programs and unique external Joint Diversity Advisory Council to the acquired Time Warner Cable systems, bringing greater diversity in governance, employment, suppliers, programming, and community investment.

Comcast also has a proven commitment to local communities and organizations. Since 2001, Comcast has invested over \$3.2 billion in cash and in-kind contributions supporting local non-profit organizations and other charitable partners. Beyond financial gifts, Comcast shares its greatest resource – its people – in giving back to local communities. In 2013 alone, as part of

our annual “Comcast Cares Day” event, over 85,000 Comcast employees, families, friends, and local partners contributed more than half a million hours to improve schools, parks, senior centers, and other vital local community sites.

And I have to mention our highly-acclaimed Internet Essentials program. Through Internet Essentials, Comcast has made important progress in closing the broadband adoption gap, with a special focus on school age children. Internet Essentials provides low-income households with low-cost broadband, the option to purchase an Internet-ready computer for just under \$150, and multiple options for accessing free digital literacy training in print, online, and in person. Comcast has already connected over 1.2 million low-income Americans to the Internet, more than any other program of its kind. The transaction will expand that program to low-income students and families throughout the current Oceanic Time Warner Cable footprint.

Finally, our Comcast Leaders and Achievers Scholarship Program is now in its 13th year. Funded through the Comcast Foundation, the program recognizes high school seniors from Comcast communities for their commitment to community service, academics and demonstrated leadership. To acknowledge these accomplishments, Leaders and Achievers are awarded one-time scholarships, with a base award of \$1,000. Since 2001, Comcast has awarded close to \$20 million in scholarships to nearly 20,000 students. More than 950 scholarships awarded last year benefitted students from diverse backgrounds.

In closing, I’d like to touch on a couple of final points. First, I want to mention PEG Access programming, because I understand that it is very important to communities here in Hawaii. Our Division works hard to maintain positive relationships with access centers and programmers in many of our major cities, including Denver, San Jose, St. Paul and Portland. The X1 Platform that I mentioned earlier supports local access channels in the same manner as

any other channel on our system. Per our commitments in the NBC Universal purchase, we have not migrated any PEG channels to digital delivery on any system that has not converted to all-digital distribution, and have not implemented changes in the method of delivery of PEG channels that resulted in a material degradation of signal quality or impairment of viewer reception. We will meet our franchise commitments regarding PEG channels and support in all of the communities we serve.

In addition, our company is very interested in ways that technology can enhance the distribution of access programming. For example, between February 2011 and January 2014, Comcast conducted VOD and online PEG trials in five pilot communities, including Fresno, California and Houston, Texas in the West Division. The VOD component of the pilot program consisted of dedicated content "folders" accessible to Comcast VOD customers in each of the pilot communities, while the online pilot program consisted of custom-built websites that were branded with the name and theme chosen by each pilot community. The websites serve as portals for the communities, traditional PEG programmers, and other partners to create and manage virtual "channels" where they can post video content, along with other local interest information.

The results showed strong support among content providers and consumers for the pilot platforms, particularly the websites. We would be very interested in sharing the results of our pilot programs with access managers and producers here in the islands.

Second, it's important to recognize that while the transaction promises many significant benefits for the people of Hawaii, it will have no adverse effect on competition. Because Oceanic, and in fact all of Time Warner Cable and Comcast serve separate and distinct geographic areas today, and do not compete for any services or customers, there will be no

reduction in competition or consumer choice in any local market. Instead, as recent announcements by AT&T, Google, and others demonstrate, the transaction will spur *increased* investment and competition in these markets.

IV. Conclusion

In closing, upon approval of this transaction, the people of Hawaii can expect to benefit from:

- Next-generation video technologies with more programming choices at home and on the go; enhanced competition for advanced business services; and faster, more reliable, and more secure Internet services.
- A commitment to greater broadband adoption, diversity, and investment in local communities.
- Comcast's extension of the protections afforded by the FCC's Open Internet rules to Oceanic's customers.
- And a laser-like focus on improving customer service.

As Comcast's record from prior transactions demonstrates, we are a company that not only keeps – but often *over-delivers* on – our promises. Thank you.

Steven Holmes
Vice President of Government Affairs
Comcast Cable
15815 25th Avenue West
Lynnwood, WA 98087
Phone: (425) 741-5765
Email: Steven_Holmes@cable.comcast.com

17 July 14

MY NAME IS
CALVIN WAYNE KUAMOO

IT IS UNFAIR FOR COMCAST TO HAVE OUR COMMUNITY
SUFFER BY HIGH RATE FOR LESS TIME

TIME WARNER OCEANIC SAY OUR VILLAGE HAVE
SERVICE THAT NEVER REACH YET

YOUR SERVICE IS TOO OUR COMMUNITY NO INTERNET
SIGNAL IN HONO KAHAY, KAHAKULOA, AND KIPAHUHU

THANK YOU AKAKU FOR
COVER OUR HAWAIIAN EMOTION
ISSUES

STATE OF HAWAII
CABLE TELEVISION DIVISION
COMMERCE & CONSUMER AFFAIRS

RECEIVED: DATE 7-17-2014

TIME 5pm



Art Wall
<arthurdwall@gmail.com>
07/18/2014 12:43 PM

To cabletv@dcca.hawaii.gov,
cc
bcc

Subject Comcast - Time Warner Oceanic Merger - Bad Idea

Aloha, and thanks for taking the time to get input - the Comcast - Time Warner Oceanic Merger is a Bad Idea.

We already get overcharged by another monopoly - HELCO.

Is there any way you can help preserve competition in this public utility service market? My cable bill goes up every month with no end in sight, and with fewer and fewer alternatives available.

Thanks for any kokua you may be able to provide.

Arthur Wall, Hilo, HI 96720



Edward darby Gill
<fit.able@yahoo.com>

07/15/2014 09:49 PM

Please respond to
Edward darby Gill
<fit.able@yahoo.com>

To "cabletv@dcca.hawaii.gov" <cabletv@dcca.hawaii.gov>,

cc

bcc

Subject 5pam:Comcast purchase of Time Warner Cable

I am writing re Comcast purchase of Time Warner Cable. My experience with Oceanic Time Warner is extremely bad. The equipment is terribly and frequently breaks down. Please make updating the equipment a condition of the sale. In addition, virtually every quarter, there is a rate increase or other fees added. It is time to force them to freeze the current rates for at least the next 6 months or year or more.

Other concerns:

- Make Cable TV and high speed internet more affordable to all residents
- Offer free wi-Fi in more public areas in our communities
- Do a technical audit of the cable system
- Provide the same public benefits that Comcast provides in other locals

Thank you for the chance to offer testimony.

Darby Gill
526 Akolea Place
Wailuku, Hawaii 96793
(808) 280-5270



Stuart Hirotsu
<kotonk544@yahoo.com>

07/24/2014 02:34 PM

Please respond to
Stuart Hirotsu
<kotonk544@yahoo.com>

To "cabletv@dcca.hawaii.gov" <cabletv@dcca.hawaii.gov>,

cc

bcc

Subject Comcast purchase of Time Warner

Aloha

As a long-time media producer, I would like to express my gratitude and respect for Akaku and the wonderful services they provide. The many valuable programs that they show provide a high-tech version of the "Town Hall" forum that had served communities in the past.

Please consider the following requests:

1. More money and equipment for public access. As advancing technologies allow us to produce programs in more convenient and creative ways, Akaku needs the right funding to keep up with the techno-curve.
2. Cablecast Akaku channels with the same format and signal quality as local broadcast channels. The teaching staff do a terrific job in helping us get the most from their gear, and our efforts to produce polished media should not suffer the indignities of poor playback quality.
3. Make Cable TV and high speed, affordable internet available to every resident of Maui Nui. I am currently a student at UH Maui College, and I have yet to take a class that did not depend on internet services. Please think of it in terms of education and not as some frivolous form of entertainment.
4. Free Wi-Fi in county parks, libraries and community centers. Like it or not, the internet is not some passing trend. Working professionals today are expected to be web-literate and pretty much constantly accesable.
5. DCCA technical audit of cable system before sale. As so many accounting scandals have shown us, audits are a vital and non-negotiable part of managing a legitimate, honorable business.

mahalo,
Stuart Hirotsu
www.IsseiProductions.com
808 280-5424

Department of Commerce and Consumer Affairs – Cable Television Division
Transfer of Cable Television Franchise by Time Warner Cable (TWC) to Comcast
July 25, 2014

Aloha,

My name is Robert Albert and I am currently employed at the University of Hawaii, Maui College (UHMC) as the Media Center Coordinator. I am submitting this testimony as a private citizen, a professional educator, and a current subscriber to Oceanic Time Warner Cable services.

As a private citizen, I regard the proposed franchise transfer of TWC Hawaii franchise to Comcast with concern. The reasons are numerous, however the most important are bulleted below.

- It has been documented numerous times that Comcast provides poor cable television services along with a marked increase in subscriber rates. This practice has been documented, and more so when Comcast ‘buys-out’ a franchise from another company.
- Comcast is one of the nations largest providers of entertainment, information and communications services. With this transfer, Comcast essentially adds the entire State of Hawaii to their portfolio. This transfer may continue to degrade the opportunity of our residents to hear the smaller, but no less important voices of communication, free speech and the opportunity to add our local voices not controlled by ever growing communication giants.
- TWC has demonstrated a commitment to local originated content via the OC-16 and OC-12 channels however the vast majority of content our residents view (both via cable and the Internet) is non-locally produced. In other words, it comes from beyond our shores, with little or no thought to our residents, our culture, our lifestyle, ideals and dreams for a better tomorrow.

As a professional educator I regard the proposed franchise transfer of TWC Hawaii franchise to Comcast with concern. The reasons are numerous, however the most important are bulleted below.

- Far too little ‘Educational Programming’ is available through giant communications corporations such as Comcast. The majority of the content the larger corporations produce are entertainment based. There is far too little educational programming available.
- PBS is essentially the only network in the nation providing some support for educational programming. Unfortunately, their educational programming content seems to diminish each year. Large networks such as CBS and NBC, and “small”

cable networks such as USA, TCM and HBO as examples, refrain completely from producing educational content. With such a powerful tool, the networks have turned what could be one of the most powerful tools for providing educational content to our nation into a 'vast wasteland'.

- Comcast has created multi-tiered pricing structures for their services, including HD programming, Internet access speeds, and other services, thus supporting and encouraging the 'haves' and 'have-nots'. In my opinion, this practice is unacceptable when focused on educational programming.
- TWC has been supported of educational programing through their support of Public, Education, and Government (PEG) access. Channel assignments and financial support has been provided to educators such as the Hawaii Department of Education and the University of Hawaii. There is room for improvement – (High Definition bandwidth/channels) – but the commitment as been there. Unfortunately, historic and documented practices of Comcast lack of support towards PEG entities concerns me.

As a TWC subscriber I regard the proposed franchise transfer of TWC Hawaii franchise to Comcast with concern. The reasons are numerous, however the most important are bulleted below.

- Documented practices of Comcast increasing subscriber rates and lowering quality of service (QOS).
- Documented practices of unacceptable Third Party Agreement with providers of local originated content with Comcast.
- Documented practices of Comcast to lack of support for local originated programming via local HD channels.
- Unlike over-the-air television broadcasters who provide their services for free, documented practices demonstrating that Comcast has created multi-tiered pricing structures for HD programming, Internet access speeds, and other services, thus supporting and encouraging the 'haves' and 'have-nots'.
- Documented practices of Comcast charging customers additional fees to continue to receive PEG programming.

Since I believe local originated programming (educational, government, public, and entertainment) to be some of the most important content received into the home, to help mitigate my concerns with the proposed transfer of the Cable Television franchise from TWC to Comcast, I humbly request the Department of Commerce and Consumer Affairs

- Cable Television Division to give serious consideration to the following conditions and agreements as part of the approval process:

- **Public Access:** DCCA must ensure that Comcast provide additional financial and other resources to allow PEG operations to provide state of the art equipment, training, and channel space to support the voices of our people - captured by the public – who provide local programming with a unique perspective into our culture and our lifestyle. Network television producers would rarely, if ever, develop these unique viewpoints.
- **Government Access:** DCCA must ensure continuation of coverage of local government proceedings provided through Akaku facilities and their staff of professionals. In many cases, this coverage offers the only opportunity for our residents to witness our elected representatives in action. These proceedings provide documented information on the direction our elected officials are leading Maui.
- **Education Access:** Ensure the Department of Education (DOE) continue the opportunity to provide lower education programming to our youth for in-school and at-home education. Ensure The University of Hawaii (an accredited institution) continue to provide the State of Hawaii Distance Education (DE) content with higher education courses via the Comcast network.
- The current contracts and agreements between TWC and all third party PEG access providers (Olelo, Akaku, Na Leo O Hawaii, and Ho'ike) continue under the Comcast franchise. This partnership must be nurtured and Comcast must wholly commit to the provision of adequate financial and other resources.

Additional agreements and considerations should also be applied based upon what I consider are minimum standards of service that Comcast should provide subscribers and residents of the State of Hawaii. As such, I recommend that the DCCA ensure the following:

- Ensure the DCCA maintain full authority over all Comcast into the home services, not just limited to cable television operations. This authority must include OTTP Internet services as OTW expands it operations via Wi-Fi, broadband, VoIP and all future forms of communications.
- Ensure that basic cable TV and Internet access remain affordable for those unable to pay for digital and premium channels. Basic cable should provide full bandwidth HD to its basic cable subscribers as part of its standard package.
- Because technology is advancing at such a rapid pace, DCCA should limit this franchise transfer to a maximum of five (5) years.

In summary, it is important that Comcast, if granted the franchise transfer, support current and expanded opportunities that provide local originated programming via channel assignments such as those provided by TWC OC-12 & OC16; that Comcast provide additional avenues (channel assignment and programming opportunities) to provide educational programming to the viewers of cable televisions; and that Comcast expand Internet access and broadband connection speeds through Comcast Internet/Broadband services statewide at competitive rates with other cable and Internet operations nationwide, including little or no increase in rates and fees for at least two years from the date the transfer takes place, and, in addition, not lower QOS currently provided by TWC.

I would like to thank the DCCA for this opportunity for allowing me to provide this testimony as part of the proposed transfer of the TWC franchise to Comcast.

Sincerely,

Robert Albert
808-575-2874
rmlbert@mac.com



Sean McLaughlin
<sean@accesshumboldt.net>

07/25/2014 04:28 PM

To cabletv@dcca.hawaii.gov,

cc

bcc

Subject Time Warner cable franchise transfer to Comcast

Public Comments regarding transfer of State cable franchises to Comcast

Hawaii Consumers requests that you consider these public comments and place appropriate enforceable conditions on DCCA's approval of this cable franchise transfer which marks a significant change in absentee ownership for critical cable communications infrastructure statewide.

First, we enthusiastically endorse the comments submitted in this proceeding by Akaku: Maui Community Media, Hana Broadband Committee (Hana Business Council) and State Senator J. Kalani English, which are all very thoughtful and to the point.

Second, we request a technical and management audit of cable TV services on all Neighbor Islands with specific attention to customer service obligations and performance, and an enforceable commitment to cure any issues, be a specific condition for approval of any franchise transfer.

Finally, in order to advance the State policy goal of universal access to open networks, we request that DCCA require Comcast to comply with network neutrality principles, and that Hawaii's consumers are protected from abuse of market power by Comcast.

Sincerely,

Sean Taketa McLaughlin
Founder/Spokesperson
Hawaii Consumers
seantaketa@gmail.com

RECEIVED: DATE 7-17-2014
TIME 4:30pm

COMCAST CORPORATION

Written Comments in Support of the Transfer Application Submitted by
Time Warner Cable and Comcast Corporation for the
Indirect Transfer of Control of Oceanic Time Warner Cable LLC
Submitted July 17, 2014
Lahaina Franchise

I. Introduction

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A. History

Time Magazine reported once that Comcast must be the only major media company that owes its start to beltless pants. Ralph Roberts, our founder, was running a belt-and-suspenders business when he saw something alarming: an ad for slacks that didn't need a belt to stay up. He very quickly decided to sell that business, and, along with two partners, Julian Brodsky and Dan Aaron, bought a cable franchise in Tupelo, Mississippi, in 1963. That franchise served approximately 1,200 customers.

From there, Comcast grew rather slowly and methodically over the next several decades, reaching 1.2 million subscribers in 1986 and 4.3 million subscribers in 1995. This growth was largely through acquisitions—it's important to know that Comcast traditionally has taken the long view in its cable holdings, and has mostly been a buyer, not a seller, of cable companies. We buy and invest, and use our platform and scale to provide new and exciting products.

For example, in 1996, concurrent with the regulatory relief provided by the 1996 Telecommunications Act, Comcast launched its first broadband product—a watershed moment

for the company. The following year, Bill Gates himself recognized the future of the cable platform for high speed Internet, and agreed to invest a billion dollars in Comcast.

And in 2002, Comcast completed its biggest merger to date—the 45 billion dollar merger with AT&T Broadband, combining systems to serve 21 million video customers in 28 states, including 3.3 million high speed data customers, and 1.3 million phone customers. It was that merger that created Comcast's West Division, and brought Comcast to the Western half of the mainland.

Today, under the leadership of our CEO Brian Roberts, Ralph Roberts' son, Comcast serves about 22 million residential and business customers with voice, video, data, homes security and other services. When the transaction is complete, we'll grow to approximately 29 million customers, and have the opportunity to provide service in several new states, including the State of Hawaii.

B. Products and Services

a. Residential Customers

What will the transaction mean for Hawaii cable subscribers? For residential customers, Comcast will invest heavily to upgrade Oceanic's Hawaii systems and transition them to all-digital channels more quickly than Oceanic could do on its own. Comcast has already transitioned the overwhelming majority of its mainland systems to all-digital, and has the expertise and financial resources to do it here in Hawaii. All-digital systems will allow Comcast to deliver next-generation advanced video and voice services, more programming choices, faster Internet speeds, and significantly improved network performance, reliability, and security.

More specifically, the proposed transaction will improve customer experiences for Oceanic video subscribers. Comcast enjoys positive relationships with programmers. Neither

Comcast nor NBC Universal has been involved in a negotiation with a major cable network or major broadcaster that resulted in the loss of programming to consumers.

Comcast's revolutionary X1 operating platform is the next-generation of cable television, providing unmatched interactive TV functionality. Our live TV streaming feature allows X1 customers to stream practically their entire cable channel lineup, including must-carry stations and PEG channels, to computers and mobile devices throughout their homes.

Finally, our XFINITY On Demand product includes approximately 50,000 programming choices – more than double compared to Time Warner Cable – featuring most current TV shows and movies. These selections are accessible on multiple devices and over 80 percent are free of charge.

b. Customer Service

Comcast recognizes that improving customer service is another critical issue, not only in Hawaii, but everywhere that the combined company will serve. Comcast has invested billions of dollars in network infrastructure, greatly improving service reliability and reducing trouble calls.

Comcast is also deploying innovative products and features to make it easier and more convenient for customers to interact with us.

- We offer one to two hour appointment windows, including evenings and weekends. 97% of service calls are within these scheduled appointment windows.
- We offer more self-installation options so customers can install and activate services without a service call. In 2013, more than four out of every ten customers used these options – a 40% increase as compared to 2012.
- And we've made our billing practices more transparent, while providing better online and mobile options for customers to manage their accounts. More than

one-third of our customers managed their accounts online in 2013, a 42% increase over 2012.

Although there is still progress to be made, these efforts are making a positive difference:

- Repeat service visits for installations and service appointments are down approximately 20% since 2010.
- Since 2010, Comcast has improved its J.D. Power Overall Satisfaction score by nearly 100 points as a video provider, and close to 80 points in High Speed Data – more than any other provider during the same period.
- In a recent report on Comcast’s 2013 fourth quarter performance, well-regarded industry analyst Craig Moffett similarly noted that Comcast’s customer service has “*improved by light-years.*”

Comcast will bring this same commitment to improved customer service to consumers here in Hawaii.

c. Business Customers

For business customers, the combination of Comcast and Time Warner Cable will create a stronger, more cost-efficient services provider for Hawaii businesses of all sizes, including businesses with locations in various parts of the State. This can help bring greater competition to a market still mostly dominated by entrenched telephone companies, and help drive small and medium business growth and economic development throughout the State.

Where Comcast has made inroads into business markets in our current areas, this new competition has forced entrenched telephone companies to lower their prices and improve their services. We believe this could significantly enhance competition for business services in Hawaii and ultimately redound to the benefit of consumers.

d. Broadband Services

In addition to bringing improved performance and reliability for video and voice services, the transaction will significantly improve customer experiences for broadband services. In existing Comcast systems, we've increased Internet speeds 13 times in the last 12 years, offering residential broadband speeds of up to 105 Mbps downstream throughout most of the West Division.

Moreover, Comcast is the only ISP in the country that has agreed to be legally bound by the FCC's original Open Internet rules. Time Warner Cable is not currently bound by the Open Internet Rules. If the transaction is approved, Comcast will extend the protections afforded by the FCC's Open Internet Rules to all Time Warner Cable customers.

In short, approval of the transaction will bring improved, faster, more reliable Internet services to customers in Hawaii.

III. Public Interest and Community Investment

The transaction offers other important public benefits too. For example, Comcast will extend its industry leading diversity programs and unique external Joint Diversity Advisory Council to the acquired Time Warner Cable systems, bringing greater diversity in governance, employment, suppliers, programming, and community investment.

Comcast also has a proven commitment to local communities and organizations. Since 2001, Comcast has invested over \$3.2 billion in cash and in-kind contributions supporting local non-profit organizations and other charitable partners. Beyond financial gifts, Comcast shares its greatest resource – its people – in giving back to local communities. In 2013 alone, as part of

our annual "Comcast Cares Day" event, over 85,000 Comcast employees, families, friends, and local partners contributed more than half a million hours to improve schools, parks, senior centers, and other vital local community sites.

And I have to mention our highly-acclaimed Internet Essentials program. Through Internet Essentials, Comcast has made important progress in closing the broadband adoption gap, with a special focus on school age children. Internet Essentials provides low-income households with low-cost broadband, the option to purchase an Internet-ready computer for just under \$150, and multiple options for accessing free digital literacy training in print, online, and in person. Comcast has already connected over 1.2 million low-income Americans to the Internet, more than any other program of its kind. The transaction will expand that program to low-income students and families throughout the current Oceanic Time Warner Cable footprint.

Finally, our Comcast Leaders and Achievers Scholarship Program is now in its 13th year. Funded through the Comcast Foundation, the program recognizes high school seniors from Comcast communities for their commitment to community service, academics and demonstrated leadership. To acknowledge these accomplishments, Leaders and Achievers are awarded one-time scholarships, with a base award of \$1,000. Since 2001, Comcast has awarded close to \$20 million in scholarships to nearly 20,000 students. More than 950 scholarships awarded last year benefitted students from diverse backgrounds.

In closing, I'd like to touch on a couple of final points. First, I want to mention PEG Access programming, because I understand that it is very important to communities here in Hawaii. Our Division works hard to maintain positive relationships with access centers and programmers in many of our major cities, including Denver, San Jose, St. Paul and Portland. The X1 Platform that I mentioned earlier supports local access channels in the same manner as

any other channel on our system. Per our commitments in the NBC Universal purchase, we have not migrated any PEG channels to digital delivery on any system that has not converted to all-digital distribution, and have not implemented changes in the method of delivery of PEG channels that resulted in a material degradation of signal quality or impairment of viewer reception. We will meet our franchise commitments regarding PEG channels and support in all of the communities we serve.

In addition, our company is very interested in ways that technology can enhance the distribution of access programming. For example, between February 2011 and January 2014, Comcast conducted VOD and online PEG trials in five pilot communities, including Fresno, California and Houston, Texas in the West Division. The VOD component of the pilot program consisted of dedicated content “folders” accessible to Comcast VOD customers in each of the pilot communities, while the online pilot program consisted of custom-built websites that were branded with the name and theme chosen by each pilot community. The websites serve as portals for the communities, traditional PEG programmers, and other partners to create and manage virtual “channels” where they can post video content, along with other local interest information.

The results showed strong support among content providers and consumers for the pilot platforms, particularly the websites. We would be very interested in sharing the results of our pilot programs with access managers and producers here in the islands.

Second, it’s important to recognize that while the transaction promises many significant benefits for the people of Hawaii, it will have no adverse effect on competition. Because Oceanic, and in fact all of Time Warner Cable and Comcast serve separate and distinct geographic areas today, and do not compete for any services or customers, there will be no

reduction in competition or consumer choice in any local market. Instead, as recent announcements by AT&T, Google, and others demonstrate, the transaction will spur *increased* investment and competition in these markets.

IV. Conclusion

In closing, upon approval of this transaction, the people of Hawaii can expect to benefit from:

- Next-generation video technologies with more programming choices at home and on the go; enhanced competition for advanced business services; and faster, more reliable, and more secure Internet services.
- A commitment to greater broadband adoption, diversity, and investment in local communities.
- Comcast's extension of the protections afforded by the FCC's Open Internet rules to Oceanic's customers.
- And a laser-like focus on improving customer service.

As Comcast's record from prior transactions demonstrates, we are a company that not only keeps – but often *over-delivers* on – our promises. Thank you.

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