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From: James Babb <jamesbabb@mac.com>
To: <mpowell@fcc.gov>
Date: Tue, May 7, 2002 3:44 AM
Subject: Proposed acquisition by Comcast of AT&T Cable



Dear Mr Powell,

I am concerned about the proposed acquisition by Comcast of AT&T Cable.

As a former customer of Comcast cable and a current internet service customer, I have witnessed rampant abuse of Comcast's existing monopolies. Expanding their monopoly will only make things worse for the consumers.

Consider their ownership of the Philadelphia Flyers. Most of the games are only available on Comcast Sports Net which is not available on satellite TV. All the Flyers playoff games carried by ESPN were blacked out by Comcast. I believe this demonstrates one of their most obvious abuses.

As for customer service, Comcast has achieved an incredible record low. When reporting a service outage, it is perfectly normal to spend several hours on hold, only to reach a completely untrained support person. When sending an email report of an outage I received an auto reply weeks later, ignoring my reported problem but expressing their regret regarding the lateness of their reply. They suggested submitting another report if my problem still existed (which was also ignored). I could go on and on. Ask around and you'll easily confirm that my experiences are the norm.

Comcast obviously thinks their broadband monopoly is bullet proof. I don't think I have ever experienced worse customer service from any organization (private or government sanctioned monopoly).

Expanding the reach of Comcast will add misery to millions of new customers. The lack of broadband providers, is a very serious problem as it is. Reducing the number of providers even further is a very bad idea.

If you do approve this acquisition, you have a responsibility to the public to demand some serious concessions from Comcast. Establish minimal customer service standards and eliminate unfair use of their monopolies. Use massive fines to prevent violations.

Thanks,

James Babb
Norristown, PA

CC: <kabernat@fcc.gov>, <mcopps@fcc.gov>, <kjmweb@fcc.gov>, <fccinfo@fcc.gov>

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