
STOP COMCAST'S PLAN TO MERGE WITH TIME WARNER CABLE

Comcast, the largest broadcasting and cable company in the world, is currently actively working to acquire Time Warner Cable (TWC), the second largest cable company in the US. Both, however, are all-too well known for their high costs, slow speeds, and poor customer service. This merger would establish Comcast as a full-fledged monopoly, and directly harm all New Yorkers.

Here are some talking points you can include in your statement to the PSC:

Poor customer satisfaction ratings - The American Customer Satisfaction Institute, which releases an annual survey of customer satisfaction, has consistently found that “[c]able giants Comcast and Time Warner Cable have the most dissatisfied customers.” Specifically, Comcast won The Consumerist’s 2014 “Worst Company in America” award earlier this year, and received an F for general corporate governance by Corporate Library, an independent shareholder-research organization. Time Warner also consistently has low scores for consumer satisfaction. Combining them isn’t going to help consumer service. The PSC is specifically charged with protecting consumers and so can block the merger in New York.

Higher prices – Comcast has said it wants to charge the same prices to all of its customers in a particular multi-state region. Its internet prices are higher than Time Warner Cable’s. New Yorkers’ internet bills could rise and there would be nothing stopping Comcast from using its monopoly power to raise our already high cable bills. The PSC is specifically charged with insuring consumers get reliable service are reasonable cost and so can block the merger in New York.

Net Neutrality/Political Leverage – If the Comcast/Time Warner Cable merger is approved, Comcast could hold so much power in the marketplace that it could favor certain content providers and limit consumers' choices. Already, the company has announced plans to impose a “data cap” on its customers as a means of becoming more profitable. However, due to its size and economic might, government regulators may have virtually no power over holding Comcast accountable to the law or their customers.

Corporate deregulations - Between the two of them, Comcast and TWC have been responsible for consumer unfriendly deregulations federally and in the states via the corporate front group ALEC, eliminating consumer protection and competition in the process

The Good News: The Public Service Commission (PSC) is reviewing TWC’s plan. They have asked members of the public for input to help them make their final decision. **The only way we are going to stop Comcast’s scheme is if concerned citizens like you contact the PSC to convey your concern.**

Tell the NY Public Service Commission how you feel about your Time Warner cable service and the prospect that a proposed merger with Comcast could increase cable costs and worsen service.

-Comment electronically to Hon. Kathleen H. Burgess, Secretary, at secretary@dps.ny.gov or by mail or delivery to the Secretary at Public Service Commission, Three Empire State Plaza, Albany, New York 12223-1350. Comments should refer to "Case 14-M-0183, Petition of Comcast Corporation and Time Warner Cable Inc."

OR

-Call the Toll-Free Commission's Opinion Line at 1-800-335-2120, available 24 hours a day. Press “1” to leave