

Exhibit 1:
Comment of Amy R. Bloomfield

PO Box 646
Siler City NC 27344
1 July 2016

Scott Scheele, Chief of Telecomm. & Media Enforcement, Antitrust Div.
US Dept. of Justice
Suite 7000, 450 Fifth St. NW
Washington DC 20530

Dear Chief Scheele:

I am writing to comment on Charter Communications during the 60-day comment period re: Charter's takeover of Time Warner. The merger is a TERRIBLE HORRIBLE IDEA. Time Warner is a decent company; Charter is not.

But first, it appears that you're pretty much keeping this 60-day opportunity for the public to sound off a secret. I almost couldn't find mention of it, with the pertinent dates, during repeated "googlings." What a shame.

Charter is one of the worst companies I know, for years. If I were to grade them, I'd give them an "F," for failure to deliver the service they promise, for inappropriate technicians, and for poor customer service. For many years you could not even reach customer service via phone. (I believe that regulators finally forced them to set up legitimate call centers only in the last 8 or 10 years.)


Charter spends BIG on marketing--commercials, mailings, etc., but they pinch pennies like crazy when it comes to delivering cable TV to customers like me who choose lower-priced plans. They punish us. For example, Charter wires in my service from a pole that is simply too far away from my house to maintain signal integrity. My cable signal is chronically weak, resulting in constant service failures. In 2015 I averaged at least one significant service failure per month. (I have cried with frustration, MANY times.) And how do I know that the faraway pole is problematic? Because a Charter service technician told me! Charter used to use a pole much closer to my house, but something broke up there and Charter is too damned cheap to fix it. What do they care that I am unhappy with my poor service and find it unacceptable. I pay my (too-high) bill every month, so why should they care...

So Charter could fix things "at the pole," yet they insist on sending a service guy into the home first...and the service guys they send me, oh boy...don't speak English; show up looking like bums from the corner bar, with NO Charter ID on themselves or on their dirty beat-up trucks. These are "contractors," and several have told me that they receive NO training for what they do. Over the years, unqualified untrained repairmen have done plenty of damage both inside (ruined my living room carpet by cutting holes in wrong places--no compensation by Charter, BTW) and out (a disgruntled worker once wrapped my house with unsightly wires for absolutely no reason; took me 2 years of phone calls to district manager and higher to get Charter to correct his "spite job").

I literally could write pages more re: Charter's callous regard of customers like me who live on a budget, but I doubt my letter will change anything. But to comment on Time Warner, my 88 year old mother in Greensboro, NC is with them. I have experienced one of their service calls to her--very competent and professional--the opposite of Charter. So I guess my poor mom will soon be screwed like me.

So PLEASE, before you assume that Charter can and will provide acceptable service to new customers, investigate this wretched company for contract labor violations, consumer rip-offs, etc. Please hold them accountable.

Regards,


Amy R. Bloomfield
919-742-2598

P.S. Charter also uses bad technology for daily updates to their cable boxes. Both my TV and cable box are relatively new, yet Charter was crashing & freezing my TV at around 1:00 AM (their update time) with such regularity that I finally changed my viewing habits--all TV equipment off by 12:30 AM. I really cannot believe I'm paying almost \$85.00 a month for a TV experience that resembles the 1960s, when stations signed off at midnight.

Is there ANY way that your office can get Charter to deliver the service for which I am billed, then my time spent on this letter will have been WELL WELL worth it! Thank you.