

To: Vermont Public Utility Commission

From: Charles E. Marchant
Box 132
Townshend, VT 05353

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PUBLIC UTILITY COMMISSI

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Subject: So. Vt. Cable/ Comcast proposed merger - Doc# 19-4845

What concerns me about this proposed merger is there has been nothing presented to SV Cable customers about what type of service and costs will be offered by Comcast.

I have been a television customer since the days of the Simpsonville TV Club and the Townshend TV Club. SV Cable absorbed the lines and customers of the Townshend TV Club. I have been very happy with their delivery and service over the years.

Issues suggested to me by assorted sources regarding Comcast are that when you call, you often don't get a person, just a choice of electronic options. I have been told that each TV in the house will need its own "box" and a fee for each. I have more than one TV and have always paid for one service, similar to phones. In other words, I have multiple phones in the house but only one line. Exterior to the house is the phone company's responsibility, inside it is mine. I assume that arrangement will continue under Comcast.

I realize the media industry is evolving constantly. I don't necessarily like that because as it evolves there is an expectation that the customer will always want to upgrade. I don't. As long as I can watch TV, listen to the radio, and type something on my computer, I am happy. I also don't want to pay any more than usual cost of service expenses for upgrades.

Sincerely,



Charles E. Marchant