

**EUGENE MIRMAN:** Dear Time Warner Cable, on April 23 I moved and had an appointment with Time Warner Cable to come and install cable, internet, and phone service, and no one showed up. When I called, I was told my appointment was entered wrong and moved to May 4 without anyone calling me. No big deal.

Why would a company check with someone to see if they are home on a Wednesday afternoon? Of course they are. Everyone is. Name one person who isn't home on a Wednesday afternoon. You can't. It's impossible, because everyone is home. It would be a waste of resources to call and talk to him.

Did Stalin ever call people before he arrested them and sent them to die in Siberian war camps? No. Why should Time Warner Cable have a policy that is any different from Stalin's? Did you know that on Yelp, Time Warner Cable has one and a half stars? That's less stars than Jeffrey Dahmer, who killed and ate people-- maybe even had sex with their skulls-- I don't really know.

Obviously what I'm saying is untrue, because Yelp does not review serial killers. But if they did, his baba ghanoush would be better than yours if you both made baba ghanoush, even if his drugged and murdered people. Sorry that got weird [AUDIO OUT] you I just made you read that confusing thing.

To give you an idea of how much I dislike your company, I've come up with plagues I hope God smites your board of directors with. I know he'll only do this if you enslave the Jews, but considering you might have a monopoly in New York City, you sort of already have. Here are the plagues.

Awkward-- every board member's cellphone ring loudly announces their weight and also the day they'll die. Bathroom-- the constant feeling that you have to go number two, but completely forgetting how. Improv-- your firstborn will want to be a short form improviser. Popcorn-- your second born will smell like hot buttered popcorn. It's not that bad at first, but I bet eventually it will be maddening.

Sincerely, Eugene Mirman and probably every one of your customers. Thanks. PS-- on May 4 I called you and got an automated message saying my appointment was moved to May 10, but spoke to two representatives, who assured me it was still on May 4. 20 minutes later I got

a call saying the technician called and couldn't reach me and my new appointment would be on May 12. An hour later I got a call apologizing and saying my appointment was moved to May 6. Why does your company act like a controlling, abusive husband on an episode of Law & Order?

PPS-- on May 6 the very nice, professional man came, rang my doorbell, and installed everything. I would feel remiss to not mention that a handful of other employees were also very helpful. However, overall, your company is run like an ill-managed Soviet factory. I bet if Ayn Rand was still alive she'd write a fun to read, but poorly argued book, about how appalling and inefficient your company is. Please cut it out. Thank you. Thank you.