RobsonForensic logo signature small

June 12th, 2017

Dear FCC investigation team,

Robson Forensic is a business located in Lancaster Pa with several branch offices throughout the USA. Robson Forensic up until July 1st, 2016 rented a residential property at 342 New Holland Ave, Lancaster Pa for its employees that would come to the Lancaster Headquarters for work related duties.

Robson Forensic contracted with Comcast Business for service for cable and TV/Internet at the New Holland location (acct # 8993112710474656) as well as many other locations. In June of 2016, as Director of Information Technology and Infrastructure for Robson Forensic I called Comcast to terminate all services at 342 New Holland Ave because the lease was ending on July 1st, 2016. The end result of that phone conversation was that the service would be disconnected by Comcast.

Subsequently, the following month after our departure from the property the ownership of that property also changed hands. Even though the services were not being used by Robson Forensic and or the previous owner of the property Robson Forensic continued to be billed throughout the 2016 year. Each invoice that would come to us would result in a phone call by myself or my staff letting Comcast Business know that the service was agreed to be terminated and that the property changed hands and that the service was not in use by us. Eventually in April of 2017 Comcast sent us to collections for non payment in which we decided to pay although we felt it was robbery but we didn’t want our credit to be damaged.

I am seeking a return of our money and to correct the process that Comcast business has of charging for services it is not providing.

Joanne Carey

Director of IT & Infrastructure

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