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I recently had a really bad experience with this company, much worse than the recorded interaction that's been making the rounds on the internet. One of Comcast's installers disconnected my internet while setting up service for my neighbor next door. I spent the next 4 days, calling multiple times and even crying over the phone, to get Comcast to come and fix the issue. I even called the Executive Escalation Manager for Atlanta, Saundra Boykins, and my manager left her a message, but to no avail. After placing complaints with the BBB, I was contacted by an escalation specialist, S. Compton, via email requesting a call back from me. After getting her voicemail 6 times, she finally returned my call and offered me a really lousy reparation for the error they caused and for my 4 days of missed work. The call ended with Ms. Compton informing me that Comcast doesn't compensate for lost time from work, even if that lost time was an error imposed by them. Comcast is a terrible company. We all know that. This natural monopoly needs to stop. Our country thrives on competition. Customers benefit greatly from it because it forces giants like Comcast to raise their bar in how they provide services. Please stop this merger from happening! I am forced to continue to be a Comcast customer now because no other provider can afford to lease equipment from Comcast in my area.