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Over a year ago, I switched my Cable service to the Comcast X1 system. From day 1 the system and equipment installed did not work properly. After almost four months of several visits per week to resolve the issue, Comcast still has not been able to completely resolve all the issues and I continue to receive a limited amount of the services that I am paying for. The problem has grown now to the point that I am unable to get local Comcast personnel to return my phone calls for issues that continue with the X1 system. Comcast system of having customers contact their call centers does not work as the call center only have the ability to schedule service calls and no ability to escalate a customer's issue up the line. I am very disappointed in Comcast's response to my problems with their service even as they continue to bill me the full amount each month while I continue to receive only a limited amount of services from their X1 system. Comcast also advertises the capabilities of their full X1 system in our area but I am told by local Comcast techs that our area is not able to get the full X1 system yet and no expected date of when we can get the full system is not available. However, I pay the same amount that someone with the full X1 system pays. Limited Services should mean a reduction in price. Since Comcast is no longer returning my calls regarding service issues, I guess I will have to learn to live with substandard service while paying a full service price. This issue clearly demonstrates Comcast's lack of commitment to providing quality customer service. I have also been told more than once by Comcast people that they do not care if I decide to cancel their services. Comcast has grown too large and has a customer service system designed to fail to bring customers quality customer service. Allowing Comcast and Time Warner to merge will only make the situation worse for the average cable customer. My parents who happen to live in an area where two cable companies compete for business receive a much higher level of customer service at a much lower price. From a competitive view this merger does not make sense as well.