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Comcast Xfinity is abusing its power because of the lack of competition. It began with dealing with the field techs who installed our service. That tech signed the ticket as complete, even though he hadn't showed up. The next tech who came to replace a piece of equipment. I was aware that if the problem was outside the house, Comcast was responsible for the cost. The fee that a customer pays is more than what Comcast pays the tech, the tech lied and said the problem was inside and we were charged the fee on our next bill. We recently upgraded to platform 1, thinking things would be better. The equipment is buggy and needs to be reset numerous times a day. They are charging us 300\$ a month and I recently had an employee/friend of Comcast do an audit on my account and found that they are overcharging us considerably but refuse to redo our contract. Someone needs to regulate this company. Customers are being ripped off daily.