

I ordered high speed internet service - cable broadband from Comcast on June 24, 2003. They were running a promotion at that time - 1/2 price installation and \$19.95 per month for 6 months. I called and ordered. Because I needed a Wednesday service date we arrived at 07/16/03 service date. I was advised that this would have no negative impact on the promotion. Today I received my bill from Comcast and I was charged full price for installation and monthly billing. I was told by their customer service representative that they did not receive my order until July 14, 2003 and the promotion was over. The order was placed on June 24th, by me, they say they have no record of that order and the only order they have from me is on July 14th. I had no contact with them on that date. Do I have any recourse to get them to honor their promotion. I do not have any names of whom I spoke with on June 24th. This is quite a scam to get more money out of their paying customers. They have a monopoly here, there is no other cable service I can even purchase.