

I ordered Comcast High Speed Internet on March 27, 2005. They came to install my service on March 30, 2005. I setup the service on my laptop because I knew they would have a problem if I tried right away to set it up on my Netgear router. I signed up for the Comcast Gold package at \$67.95 per month for 6.0mb down and 768kbps up.

The day after the installation I called the tech support group to setup my server. I did not have a link light on the modem for my PC and I did not have a link light on my NIC card either. So, I called tech support and told them. They have me reseal my NIC card, reboot my PC, reinstall the drivers, replace the ethernet cable and hook the modem up to a different PC. Even though I plugged my NIC card into my Netgear and the link light came on right away, the tech support person stated that the problem was with my NIC card, cable or PC. He would not agree that it was a bad ethernet port of their modem. I had to request to speak with a supervisor about 5 times before I finally got someone to help me. I requested a tech to come out and bring a new modem. So, he scheduled that.

The tech arrives with the new modem and hooks it up. Would you believe ANOTHER bad modem with a bad ethernet port? So, he hooked up another modem and it worked. So, I am now finally connected. So, the tech leaves before I could do any type of testing with it.

So, the Internet is working and I decide to go to a speed test site to see what type of speeds I was getting. My first test was on toast.net. I got 768x256! I about had a cow. So, I call up tech support. They are useless! They say they will have to dispatch a truck. But, they ran ping test to my modem and they were good. So, I asked what type of test. They advised that they send 10 64-byte packets to my modem. And I asked what the average ping time was and it was 82ms. Which the tech support person went on to say that was EXCELLENT! WOW... I didn't know dial-up ping results were acceptable on a cable modem network? So they schedule the truck roll for the next day between 11am and 2pm.

The tech arrives and run some basic test and then goes outside to the tap. He tested the connection there and came back and said I found the problem -- it's a maintenance issue and I will have to

get another guy to come out and fix the problem and he leaves. The next day I notice 2 Comcast trucks in my yard working a good bit of the day. They leave and don't advise me of anything. They don't even leave a note on the door that the problem is fixed. So, when I notice they are gone I start checking my speeds again and get basically the same results. I check with toast.net, bandwidthplace.com and dsreports.com. All are reporting between 500k and 1500mb down. So, I call tech support once again. They advised that the Comcast people did repair the issue and that my speeds so be normal. I told them the results and they said all they could do is re-dispatch someone out. So, they did. They dispatched someone for 3 days later between 11am and 2pm.

So, the day the Comast guy is suppose to come out is here. He calls 4 times prior to coming out and I answer each time and advise him that yes I am home and yes I want to keep the appointment. However, he never showed! He finally showed up at 3:00 PM and left a flyer on my door. However, I had already left my home. So, I called Comast and rescheduled for the next day.

The next day another Comast guy arrives. He did not want to be there. He would have rather been sitting out in his truck smoking, talking on his cell phone and listening to loud music (yes, all at once). He finally came inside ... still talking on his cell phone. He goes to the laptop and runs the speed test and says hmmmm. Then, he test the cable line and then gets on his Nextel. He comes back and says nothing is wrong with the Comcast network so it must be on your end. Hello? Does anyone in this company have a brain? I mean I am getting 82ms ping times when sending a packet only 64kb in size! So, I ask to speak with his manager and he laughs saying that his manager does not speak with customers. I loose it at this point and call Comcast's Tier 2 tech support. They talk to each other for a while and then the tech says he is going to have his manager call me and he leaves. His manager never calls.

Four days later I call Tier 2 tech support once again and they troubleshoot my problem all over again. They claim they get in touch with the tech that came out to my house last and his manager. Both of them say that there is nothing wrong with the Comcast network and

it has to be with my computer. So, I request to speak with a manager. The manager comes on the phone and is very rude to me and she is cutting me off left and right. She states that the problem is with my Norton Antivirus on my PC. Excuse me? Now, I can't run an antivirus problem with Comast? So, I go along with her theory. I go into the Services Panel and stop Norton. Run the speed test and get the same result. She says well even though you stopped the Norton process it is still running. Really? Well, how is that? Well, that is how Norton programmed it. OK. How about if I uninstall it. She agrees that will work. So, I uninstalled Norton. SAME RESULTS. So then she moves to my PC. She says that I would need to format and reinstall Windows XP and probably upgrade my PC before the service will work. Now, I have a Dell Pentium 4 3.0ghz processor with 1GB RAM. That does meet their requirements? I am really confused at this point. And I have format and reinstall Windows XP just to get their service to work? I don't think so. And how about when I plug it into my Netgear, I get the same results. So, I request to cancel my service. So, she does gladly. Then, I request for a full refund. She does not want to give me a refund because they have had to send people out to my home. I advised that was not acceptable and ask to speak to her manager. We went back and forth and she finally agreeded to issue me a complete refund. I would like to get the service, but it needs to work.