

February 2005 was my fifth consecutive year as a DSL customer of Verizon and I have had very good service during that time period. Around the first week of February 2005 I received in the mail a brochure from Comcast offering me three months at \$19.99 a month to try out their service which had a download speed of 6000kbps compared to the 3000kbps which is the top tier I had at Verizon. I telephoned the number provided in the mail brochure to speak to a Comcast rep. I explained that I was willing to try out their service for a few months at the \$19.99 rate. I told the rep who was trying to sell me additional services that I was not going to cancel my Verizon DSL and that I have been a customer of Direct TV so I was clearly not interested in their cable TV services. All I intended to do was simply to try out the Comcast high-speed internet services so I could compare it to my existing DSL and then after a few months of this trial I would make a decision as to which broadband service to keep.

On approximately March 1st the Comcast techs came to my house, ran a line from the service box on the telephone pole in my backyard to the outside of my house within a few feet of where my computer is situated inside. They drilled a hole, fed the line inside and connected a modem, installed their software and got my new connection up and running. I did not terminate the Verizon DSL connection, merely added a secondary connection to my computer. After a couple of months I received a "thank-you" card in the mail from Comcast (I still have the card) thanking me for subscribing to their service and offering me as a thank-you gift a one-year extension of my service at \$34.99 a month. It was at this point and because of this offer that I decided to cancel my Verizon DSL service and choose Comcast as my broadband internet provider. In October 2005 during a tech support call I made to solve a problem, the rep offered me an increase in download speed from 6000kbps to 8000kbps for an additional \$10.00 a month. I told him I would try it and he made the change to the faster speed on the spot.

In November 2005 I called Comcast as I didnt understand some of the charges on my bill and didnt understand how I could owe them any money as my account showed me to have a credit due me not a bill to be paid. The rep was trying to explain all sorts of credits, partial credits, charges, partial charges and changes but after an

hour on the phone I didnt understand and he too seemed confused. I was told a supervisor would call me back the next day. I did not hear from anyone at Comcast and when my new bill dated 11/21/2005 arrived showing a rather large balance of \$128.50 when I should have had a credit of approximately \$5.00 I called Comcast again on either friday or monday 12/7/2005. After another hour with a rep who could not explain the charges and was also confused when I gave him a list of every payment I had made to bring down the \$5.00 credit balance, he told me I would have to speak to a supervisor who I was transferred to. A very kind woman by the name of Terry took the call and spent nearly an hour discussing and explaining the charges and credits to me. During that conversation her supervisor listened in to parts of the call. She also put me on hold to confer directly with the supervisor during the call. She told me that Comcast made a mistake giving me the original \$19.99 a month offer. Since I was not a cable customer I was not entitled to that offer. I explained that I told the rep specifically that I was ONLY interested in trying out the high speed internet for the \$19.99 a month and that I had a satellite for TV that I was not going to change. The she told me that Comcast made a second mistake in sending me the 'thank-you' card extending my service for an additional year at \$34.99 a month as I was not entitled to get that promotion. I told her I got the card in the mail directly from Comcast and she apologized and said it shouldnt have been sent. Then she told me that Comcast made another mistake raising my speed from 6000kbps to 8000kbps for the \$10.00 a month additional which they subsequently took away from me. Since I was not a cable customer I was not entitled to that upgrade. I was informed that the mistakes they made on the past bills have been corrected and I am being backcharged for some months of services I was not supposed to have. Further I was advised that from now on I am entitled to NO promotions or discounts at all and all service from now on will be charged at \$60.95 a month for the 6000kbps service.

It is outrageous that Comcast can flood my mailbox with 'special offers' then start my service, encourage me to cancel my DSL, and then many months later tell me they made a mistake and either I pay up for the full price or I will be disconnected immediately. My bills are full of partial credits, partial charges, payments and

cannot be explained even by Comcast reps and supervisors. They make multiple mistakes, admit them and then charge me back the idea being that Comcast will always get their money even if it is not due them. Everytime they are questioned I am threatened with disconnection. Every offer made for which I have documentation is changed or withdrawn or I am told that I shouldnt have qualified. Comcast is regulated because there is no other cable provider in the City of Pittsburgh. The way I have been misled, cheated and lied to is clearly why a company that operates this way must stay regulated. I am counting on both Comcast and the regulating bodies to stop abusing and taking advantage of myself and other customers in the ways enumerated in this document. "Bait and Switch" is both illegal and unethical. I was clearly baited into subscribing to Comcast high speed internet service and cancelling my Verizon DSL service I had for over five years. Then I was switched from the program I was offered initially to a program three times the cost that I did not want and clearly would not have subscribed to. I was offered 6000kbps broadband for \$34.99 a month and I was offered an upgrade to 8000kbps for an additional \$10.00 a month. This is what was offered. This is what I expect. I also expect some compensation for the many hours spent on the phone with various Comcast reps telling me why I am not entitled to what I have. Telling me I havent paid my bills when I most certainly have. Telling me I must payup or get shutoff. Telling me although Comcast makes mistakes, as we all do, I will be charged for their mistakes. I sincerely hope that the readers of this letter will see that these problems are corrected and that I am neither charged or punished for Comcast's policies and mistakes.

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