

I have been dealing with Comcast since October when I received the "Comcast call". I was told to stop using my bandwidth or I would be turned off. I contacted our local news station ABC-7.com of WINK-TV Ft. Myers Florida and Catherine Bergeron did a story on me. When our local VIP's from comcast saw the story and were contacted by Catherine they wanted to show Florida that they were proactive and willing to work with me on this matter. I was contacted by Barbara Hagan who tried to coordinate with me and Matt Moleski..who is head of Comcast usage security. She told me to upgrade to a commercial account but he told me that made no difference it was based on neighborhood usage and even a commercial account would be shut off. Anyway he and i discussed this and he said he would work with me.. that if my account brought out another red flag he would contact me to help me figure out why. That was in November of 2007. I haven't heard from him since so i assumed I was in the clear..until Tuesday February 19, 2008 at 8pm.

Comcast suspended my service last night at 8pm without any warning, for a period of no less than 12 months. I live in an area where Comcast is the only cable internet supplier, my next option is to use Embarq DSL but that will cost me almost \$400 to set up (because Comcast cut the lines to install their phone service through my house lines). I have been a comcast customer for about 7 years. I have TV, Phone and internet service with them. I live in an area where the internet is considered "low usage" because most of my neighbors are over 70. I use the internet to watch movies..movielink.com that i pay for, I use the internet to communicate with my 5 girls and my granchildren via webcam and mic (They live in Vermont and I live in Florida), I use the internet for my college work i am taking online BA courses, I am always on the internet addict and it is part of my daily life. This is why i opted for the Comcast " Unlimited" Package Home networking for up to 5 computers (I only have 2 computers and a laptop), Comcast just advertised free full length tv shows and movies via their website with no mention of bandwidth restrictions to watch them?? I was out of work last month with a injured knee and used the internet more than normally. Now what do I do?

I hooked up AOL dial up through the comcast phone line so i could write this email(as i stated before, the Comcast Tech cut out phone lines when he installed the Comcast Voip.). BTW i cant even get my comcast email forwarded now, nor can i check it!!

I pay my bills and in no way deserve to be "bullied" like this, its a David vs Goliath situation i find myself in along with others they are doing the same thing to.
what if any recourse do i have?

Sincerely,
Christine Bessette-Metzner