

Ongoing billing errors persist from my previous complaint in the summer for which Comcast has done nothing to correct the problems I've been having with their billing system. COMCAST CABLE RECEIVED PAYMENT FOR August, September & November 2008 BILL BUT FAILED TO POST TO MY ACCOUNT & then issued past due notices for double the monthly rate dated after Comcast had already CASHED the August, September & November 2008 checks according to the dates on the canceled checks & or credit card payments I was forced to pay double to get service restored again! In October Someone from Comcast cut our cable at the telephone pole in the alley and our household was without service for a week. The past due notices are extremely confusing and the never have due dates on them. A Comcast technician had to come out and restore service and admitted that someone from Comcast had cut our cable but he didn't know why. The technician noted all of this on my work order receipt. I even had to speak to a supervisor during the service call about the cut cable as of yet I have not received an explanation as to why Comcast cut the cable. Also the person who actually collected all of the cable boxes actually went to the wrong apartment on 01/17/09 and loudly disclosed all of the information about my account & its status in a room full of 10 people in clear violation of State, Federal & City privacy act laws and that's another issue that will have to resolve as well. The persons name was Chris and he wrote his personal cell phone number on the receipt in case I wanted to follow-up. (I have the original, handwritten receipt).

I would like to respectfully demand a face to face hearing with Comcast executives/legal staff so that I can present my documents, bank statements and other evidence so that Comcast executives/legal staff can explain what is going on. They have yet to acknowledge or address/correct these problems with my account after five attempts on my part and at this point it seems clear they are engaging in retaliation for my previous complaints against them. Comcast personnel have refused to identify themselves pursuant to law..

(I have attached SUBSTANTIAL PHOTOGRAPHIC EVIDENCE OF THE SHODDY COMCAST WORKMANSHIP) available to support all of my complaints. The poor quality workmanship only appears in low-income minority neighborhoods (such as North Lawndale) indicating an intentional & pervasive severe negative disparate impact of poor service delivery targeting low-income minority neighborhoods.

Account number 8798300047831139