

Miami-Dade Cable Telecommunications Licensing

FILENUMBER 13993	DATE 2/14/200	TIME 9:01 AM	COMPANY Comcast (Miami)
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SALUT. Mr.	FIRSTNAME Elan	LASTNAME Feldman	HOMEPHONE (305) 324-8555
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ADDRESS 1050 NW 21 Street	BUSPHONE
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CITY Miami	STATE FL	ZIPCODE 33127
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CODE1 b1	CODE2 c3	CODE3	DISTRICT 3
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DATE2 4/27/200	JUSTIFY Justified	CREDIT
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PROBLEM

Your roof was damaged by a Comcast cable going over your private property. You have been working with Comcast's insurance company and they want you to sign a release that doesn't cover the damages and allows them to continue to be on your private property. Since it is a violation of County Code to be on your private property without your consent, you want Comcast to remove the cable immediately. You also want Comcast to provide fair compensation for all of the damages they have caused with their illegal cable placement.

RESPONSE
02/14/06 - Cables have been removed from roof.

COMMENTS
02/14/06-Complaint came from Manager's office via email. Gave to Wesley for response. Gave to Duran to issue warning for cable placement. Also gave to Korsi at the City for follow-up. See hard copy for more information...Dave.
02/14/06-12:50:04 PM-Louis advises that the cable is now off of his roof. I advised Jon...Dave.
2/21 Mr F left msg on 2/17 about comcast; I called him back and left a msg w/ his secretary...duran
02/28/06 09:54:32 AM L. Duran advised cons was helped by us the same day of complaint, however, this is now an insurance issue with comcast and an attorney is contacting and dealing with customer regarding his claim. ab
03/05/06 - Contacted consumer regarding repairs. No progress. He does not want to hire an attorney. CSD should fine Comcast...JW
03/06/06 - Contacted Comcast regarding repairs to building. Left message. JW
03/30/06 - Left message for Feldman regarding repairs.JW
03/31/06 - Left message for Comcast regarding repairs.JW
04/19/06 - Spoke with Feldman regarding repairs - No progress with Comcast. Why can't we help him by putting pressure on Comcast?JW
04/20/06 - Left message with Comcast. JW
04/27/06 - Consumer faxed contact information for Comcast's attorney.
04/27/06 - Spoke with Comcast's attorney. He specializes in insurance fraud and will not discuss any details of Feldman case.