

I recently had an experience with Comcast in reference to my home phone in which they turned off my home phone without my permission. I called to inquire about changing my package and the possibility of removing my home phone. Without my permission the representative removed my home phone and a day later it was turned off. This was done without my consent/permission. I did not agree to these terms, nor was I transferred to an automated system to agree to these terms. I believe this is against FCC rules. My home alarm system is connected to my home phone, hence now I have no alarm system. I believe this experience constitutes a formal complaint with the FCC. If you would like to discuss this with me in detail, please contact me on my cell phone at 303.641.4658. Thank you, Monique