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.Comcast customer service is the most abysmal operation I have ever encountered. They do not seem to use even a shred of common sense in establishing their operating policies and procedures. Our most recent encounter, last week, involved the scheduling of a service call. We received no fewer than eight robo calls confirming an appointment we had made for 1-3PM. Then just before 3PM they robo called to tell us we had been rescheduled to 2-6PM. My wife then talked to them to let them know we needed to leave home by 5:30 for a concert. Comcast assured her they would be here before then. No surprise; they never showed up. When we returned from the concert she called again. She had to spend over a half hour in order to finally get a supervisor to come on the line because the rep was telling her that she could not schedule another service call for four days. Only after threatening to cancel our service (for which we pay over \$300/month) would he finally commit to having a service rep come out the following day. This, unfortunately, is typical of the \"customer service\" we have received. In the less than two years at our current residence we have had to call customer service 15-20 times. Each call as frustrating as the last. It is so frustrating that my wife and I argue over whose turn it is to have to make the call! The thought of expanding this pathetic excuse for customer service upon an even larger portion of the populace makes absolutely no sense.