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.Xfinity: The Future of AWFUL My wife and I, seniors, moved to the Memphis area in February 2013. We signed with Comcast for bundled phone, TV, and Internet services, and our experience with this company has been an ongoing nightmare. Among our problems are repeated billing errors and overbilling that never gets resolved. We have been billed for seven(!) ESPN Game Plans, plus taxes, franchise fees, and surcharges, for four long months. We don't even have the Game Plan at all. When we try to get the errors resolved, the Billing Representatives (reps) tell us the amount of the incorrect charges is larger than they can correct. They say they will refer the matter to a Supervisor and get back to us, but no action is ever taken by a Supervisor, and no one ever gets back to us--EVER. When we call back, we are never allowed to speak to the same Representative that handled the matter before, and the whole process starts all over again. And we're never, ever permitted to speak to a Billing Supervisor ourselves, either on the phone or in person at the Memphis Comcast offices. After calling about the billing errors over and over without getting any resolution, by random chance I finally spoke to a Comcast billing rep who understood our problem. (I'll call him/her, \"Joe.\") Joe agreed that kicking the problem upstairs to a supervisor never works. Realizing that he too didn't have the authority to issue that large of a credit in one chunk and using some initiative, Joe issued us a combination of credits to balance out the incorrect charges. However, because Comcast bills the charges for the ESPN GamePlan in four monthly installments, I explained to Joe that I was afraid the incorrect charges would show up again on the next month's bill. He said that he would contact the appropriate office in the billing department to make sure that didn't happen. He also gave me his phone extension number to contact him, just in case it did. Of course, it did happen. Even worse, when I tried to call Joe's extension, the billing reps who took my call refused to transfer me to that extension. I'm not being dramatic here; they actually refused to forward my call to the only person in the entire Comcast billing department who had tried to help us. Frantic, I finally figured out what Joe's work-email address was from an unrelated email from another Comcast rep about a separate issue and was able to contact him. He issued us another series of credits to balance out the incorrect charges and said he would try again to get the erroneous billing stopped. It never happened. The incorrect billing went on for four long months, until finally the installment payment schedule ran out. Each month I had to contact Joe by email, and he would issue a series of credits to our account and ask them to stop billing us for the GamePlan. Dealing with Comcast has been very, very stressful. I can't sleep because I'm worried about our credit rating with all the billing problems, but I don't want to pay over \$800 in erroneous charges, either. Comcast's system of not allowing the customer to speak to an employee with the appropriate authority to fix the problem, or even to the same employee who I've previously worked with, shows the chilling lack of emphasis that they give to customer service and to providing an acceptable product. I could change providers, but that wouldn't correct the billing errors we have with Comcast. And in practical terms, there are no other cable TV providers in my area. There are satellite providers, but the climate in this region is not conducive to good satellite reception, and my neighbors who have dish systems say they lose signal in bad weather. Basically, Comcast has a monopoly here, and they know it. Just imagine how they would treat their customers if they had even more of a stranglehold on them, from merging with Time Warner. I shudder to think. Thank you for anything you can do to correct this and make Comcast accountable to their customers. C. G. Herrington, MD