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Comcast cannot handle its current responsibility to consumers, let alone the additional burden of another service-dependent company. The \"departments\" one encounters in a single phone call are too numerous to list, and none claim any knowledge of the others, as well as claiming only to have authority over line-itemized billing specifically for their department. Finding the original person who gave me false information in the beginning, as well as the installer who fed me additional false information is impossible. Even if I found them, I'm sure it would be impossible to prove without an admission from the employees themselves. I am unhappy with the current quality of the incoming signal but am even more afraid that if I approach Comcast again, like the last time, I will end up with \$150+ in one-time charges, new monthly charges (for the minimum requirement digital boxes I was told I'd NEVER be charged for and now am paying for), and 20 hours of my life wasted in frustrating phone calls and standing in line trying to return faulty equipment. If Comcast is allowed move closer to a monopoly, I really would like to fight to make them: a) Record, transcribe and mail customer copies of all oral contracts in their telephone sales department, b) Have a minimum standard of company knowledge for their installers/all employees (such as: X1 does not support Netflix as I was errantly told, then proceeded to spend 3 hours online and on the phone with 6 different Comcast departments trying to set it up before a supervisor revealed that it is not compatible), and c) A Pro-rated Guarantee of high-quality consistent broadcast signal delivery. If my cable is unwatchable for 4 hours on any given day, I don't want to pay for that time. If a storm downs their lines, I don't want to pay for that time. I already have no reasonable alternative and am stuck with Comcast. This is the last chance they have to improve their relationship with consumers, please don't let them get away with skipping the most important aspect of their business.