

John 224 229 6500
Comcast

Doesn't know house number

Not listed by zip code

Must be verified

2/6/19 - CR830312529 - Mike
618 E Commercial
Lowell In 46356

3/15 3 - contacts with Mike address not found

3/18 visit Merrillville

3/22 address not found by Tiffany

3/30 visit Merrillville - address found by Brianna - refers me to Sue Keck business manager

4/2 Told by Sue Keck in Merrillville I would have to open a new account at a higher rate, pay \$199 for installation and cancel my 2 - 3-year agreements

4/3 Told by Tiffany Davis at business retention that was wrong and the 2 accounts would be migrated no charge - cancellation would have resulted

4/6 who then emailed requesting zip code confirmation - no more interactions

4/11 Spoke with customer service turned me over to a supervisor named Jeff who said he would take this to management, email me in 10 minutes call the following morning

None of which happened

3/19/19 CR 836916919
tiffany_davis3@comcast.com

4/15 CR 841221446 Ronnie

4/15 CR 841226915 KK - 906

4/15 CR 841229986 KK - 2618
Signed transfer authorizations

4/19 Robin - CR 841935174

4/19 Marcus - did you sign anything?

4/19 - transferred to Paul who can't find the docs I signed 4 days ago

"I can't look up orders by order number" 10 minutes later - this is the wrong department - let me transfer you

Chelsea - No CR number when did you put in the work order?

4/19 Call 3 for Friday

It took
To Cat

Comcast call ended 39:24 - I've had about 10 calls of the same length meaning I've spent over 6 hours on the phone with them - supposedly it's approved and we're awaiting a call for scheduling service fri or monday - since you're not shipping next week - I'll wait on the Mediacom move til monday

ok - have to call Comcast back they have the wrong phone number on the work order (after 7 years)

4/19 - Kevin - No CR number - changed the phone number - 37:18
Email confirmation never sent as promised

Aside from the fact that it took six weeks of emails including two visits to the Merrillville store - to find the 90-year-old home on the busiest street in Lowell - your agent attempted to bait and switch me

Btw - the house had been using comcast for six years had a Comcast box on the west wall of the home

- I've been with Comcast 7 years - I have 2 years left on 2 3-year contracts for 150 kbps service.

The agent in Merrillville instructed me to cancel my contract so she could write a new one including phone service that I had no use for.

I was also to be charged \$400 for installation of 2 modems

Ironically if I did not take the phone service my bill would go up to \$30 a month not mentioned in the contracts.

After investigating on how to avoiding the \$4400 early termination penalty
tiffany_davis3@comcast.com from business retention apologized for Comcast providing very bad information

According to CR8369169914 Tiffany is on the case and will provide cost-free migration with no rate increase

what Suzanne_Keck@comcast.com - did, violated US trade law - FYI

(855) 336-6983 called but can't see info - I'll transfer you

Only transferring one account per work order - still have the business name wrong

4/19 - Kendra - yes I'm showing only on

That would require a retainer - working through the Comcast bureaucracy - I was right - they only put through 1 of the accounts to transfer

Back on the phone with Comcast - they can't change the wrong number on the work order

Can't install one until 1st one is installed have to come back 3 days later - she didn't have the ability to send return boxes for the old modems

4/22 855-336-6983 and reference order # 21950050

2 opposing phone messages from Comcast

1 indicating the appointment has been canceled

1 confirming

We received service and one modem on Tuesday 4/23

The second installation was made Thursday 4/25

Comcast 906 - Account Number - upstairs

~~8771300050729270~~

8771400270268149 NEW 618

800-391-3000

8771400270268065 7/19 - CR851981055

2618 account # - ~~8771300051816954~~ - downstairs

8771400270268065 NEW 618

3/21/20 - CR 898059265 Upstairs slow