

CHAT ID: A9A7B274-C05B-4F4B-8566-26A94C5F1CF7

Problem: I am having a serious problem getting some SALES issues resolved. I spent hours on chats about this, and I discovered this morning that the escalation "ticket" was LOST! Reference number: #150103-000141 ...

Ameriza > Hello PHILIP J._, Thank you for contacting Comcast Live Chat Support. My name is Ameriza. Please give me one moment to review your information.

PHILIP J._ > My Issue: I am having a serious problem getting some SALES issues resolved. I spent hours on chats about this, and I discovered this morning that the escalation "ticket" was LOST! Reference number: #150103-000141 ...

Ameriza > My pleasure to have you here on chat. I look forward to helping you today. You have reached the Billing Department!

PHILIP J._ > Hi Ameriza ... sorry about this:

PHILIP J._ > I'm having a lot of difficulty getting SALES issues resolved. I spent hours on chats about this, and I discovered this morning that the escalation "ticket" was LOST! Reference number: #150103-000141 ("ticket to our chat escalation team for resolution"). Basically the Sales chat rep. ("Cathleen") promised me the following three things which weren't true IN ORDER FOR ME TO agree to a 2 year contract for HD PREFERRED XF Triple Play. We took a lot of time confirming the specifics. The deal she was promising was to result in a bill lower than what I had been paying, and this was important to me. My chat with "Cathleen" was on 12-27-2014 (CHAT ID: E197D1C9-91BE-44E3-81FE-5E31D4BA6A32). Explicitly confirmed were ... (1) Showtime would be \$10 a month for the FULL 2-year period (of the contract). I'm now told that this is only for one year. I insist on the full two years at that price, as was promised and confirmed. (2) "We" "confirmed" that my Motorola SURFboard SBG 6580 cable model

PHILIP J._ > Oh wow. formatting got lost. I'm going to send that again, in pieces.

PHILIP J._ > I'm having a lot of difficulty getting SALES issues resolved. I spent hours on chats about this, and I discovered this morning that the escalation "ticket" was LOST! Reference number: #150103-000141 ("ticket to our chat escalation team for resolution").

PHILIP J._ > Basically the Sales chat rep. ("Cathleen") promised me the following three things which weren't true IN ORDER FOR ME TO agree to a 2 year contract for HD PREFERRED XF Triple Play. We took a lot of time confirming the specifics. The deal she was promising was to result in a bill lower than what I had been paying, and this was important to me. My chat with "Cathleen" was on 12-27-2014 (CHAT ID: E197D1C9-91BE-44E3-81FE-5E31D4BA6A32). Explicitly confirmed were ...

PHILIP J._ > (1) Showtime would be \$10 a month for the FULL 2-year period (of the contract). I'm now told that this is only for one year. I insist on the full two years at that price, as was promised and confirmed.

PHILIP J._ > (2) "We" "confirmed" that my Motorola SURFboard SBG 6580 cable model / router would be sufficient, so that I wouldn't have to rent a modem from Comcast for \$10/month. She was very clear that all other equipment would be provided (e.g. for the telephone hookup) ... INCLUDING:

PHILIP J._ > (3) "We will be providing you a physical phone, no need to buy one." (She actually wrote that).

PHILIP J._ > We engaged at length in detail about the full bill, which was promised to be \$152.98 per month (plus less than \$10/month for taxes) for HD PREFERRED XF Triple Play PLUS Showtime for a full two years. That's what I agreed to. I did not agree to pay an additional \$10/month rent the modem, which she assured me was not needed. And I need the \$10/month Showtime cost to be in force for the full two years, as Cathleen promised.

PHILIP J._ > need this escalated to a Sales rep who has some authority to honor the promises which were made by Cathleen. I would like some sort of ticket number which WILL NOT EVAPORATE as the last one did. (This is my second time following up on these issues).

PHILIP J._ > Also, by the way, apparently the last four digits of my SS# which you have are incorrect. This keeps on being an obstacle for starting a service call.

PHILIP J._ > Account: 8497101420437393, Home: 4839 WHITE ROCK CIR APT D, Boulder CO 80301.

PHILIP J._ > --- (end) ---

Ameriza > I can definitely help you with clarifying the details on your bill. I myself want to make sure all my billing charges are correct, Phillip.

PHILIP J._ > Thank you.

Ameriza > You are most welcome.

Ameriza > Let me pull up the account so we can review this for you.

Ameriza > I see you have logged into your account so there is no need for us to verify security thank you for doing that.

Ameriza > Please give me a minute or 2 while I review the account.

PHILIP J._ > Sure thing.

Ameriza > While waiting Phillip, I would like to remind you about the Comcast Customer Guarantee – it's our promise to our customers to provide you the best customer experience and stand behind our products and services. We're here for you, 24 hours a day, 7 days a week to answer questions at your convenience. You may check our Customer Guarantee at this link: <http://www.comcast.com/corporate/Customers/CustomerGuarantee.html?fss=customerguarantee>

Ameriza > Thank you for patiently waiting.

PHILIP J._ > (I'm still here).

Ameriza > I have reviewed the agreement that you have signed up and it is as follows:

Ameriza > HD Preferred Plus XF Triple Play includes: XFINITY Digital Preferred, HBO® and Starz® for primary outlet, HD Technology Fee XFINITY Blast! Internet XFINITY Voice Unlimited For \$139.99 per month for months 1-12 and \$164.99 per month for months 13-24. The Offer you selected requires a minimum term agreement and is subject to an early termination fee.

Ameriza > You also have Showtime promo for \$10/month good for 12 months.

PHILIP J._ > No, that's not right. The terms are documented in CHAT ID: E197D1C9-91BE-44E3-81FE-5E31D4BA6A32. (12-27-2014).

Ameriza > It is HBO and Starz that is included on the Triple play package, Philip

PHILIP J._ > and Streampix.

Ameriza > Yes, it also includes TMC and Streampix

PHILIP J._ > That base price was to be for the two full years. And she promised Showtime for \$10/month extra for the two full years.

PHILIP J._ > This is from that chat: We have here HD PREFERRED XF Triple Play for only \$139.99 per month for 24 months. This comes with over 230 Digital Channels, Internet service with 50mbps of speed, Unlimited Phone service nationwide, with FREE ACCESS TO ALL HD CHANNELS.

PHILIP J._ > And there was this ..

PHILIP J._ > **PHILIP J._** > So HBO _is_ included. Will the \$10/month for Showtime be for the whole 24 months? Cathleen > Yes, you are correct! so if we add Showtime, your monthly rate would be \$152.98

PHILIP J._ > I insist on these terms. If you can't arrange that, please escalate this to a supervisor. This is the second time I

PHILIP J._ > ... I'm doing this. The ticket got lost!

PHILIP J._ > I need someone with AUTHORITY to READ THIS and the chat I cited. And call me on the phone. Cell: 303-442-1970.

Ameriza > I understand you are expecting 24 months Showtime promo, Philip. I would expect promises to be delivered too.

PHILIP J._ > I insist on it.

Ameriza > Just to set expectation that we at billing support has limited access on promos on our end. Nothing to worry, I may connect you to our Sales team. Please take note that they will still have to check the available promotions and corresponding eligibility. They can also recommend other options for you.

Ameriza > Is that okay?

PHILIP J._ > No.

PHILIP J._ > I insist on what was promised me in the chat I cited.

Ameriza > Our Sales team can check for promos available on their end.

Ameriza > They are the dedicated team for this, Philip.

PHILIP J._ > No need to check. It's documented in the chat I cited. Please no more "checking". I have an agreement. Period.

PHILIP J._ > This must be escalated to someone who has authority to agree to the terms which were already promised me by a Comcast agent, in writing.

Ameriza > Our Sales team has the full access on the promos. They can add the promos available in the system.

PHILIP J._ > Not good enough.

PHILIP J._ > Escalate this above that.

Ameriza > I am sorry as you have been redirected to the Billing department. Let me connect you to the correct department who can further help you.

Ameriza > It is with gratitude assisting you, please stay online while I transfer you. Thank you for contacting Comcast and have a wonderful day!

PHILIP J._ > Will they read this whole chat?