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'A courtesy' from Comcast

Comcast, along with its Memphis-area monopoly, can now brag about its place in the Customer Service Hall of Shame. In a recent MSN Money-Zogby poll, 30 percent of respondents rated Comcast's customer service "poor." That put Comcast No. 3 in the poll of the nation's worst customer service companies.

I'll add my vote: After a dozen calls to the customer service center and almost a month of e-mail outage, my e-mail address was finally restored, although I had lost all correspondence for a month. Comcast customer service refused a credit to my bill, telling me "e-mail is only a courtesy to our subscribers who pay for Internet access, not e-mail."

That would be like The Commercial Appeal saying that a subscription only covers delivering the newspaper to my lawn, while legible type is a free courtesy.

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