Waiting for the Comcast man

I have been without Internet service for three weeks. I have called Comcast's service line time and time again, and was kept waiting as long as two hours. I've written e-mails, from my BlackBerry, to their e-care customer service. I talked to technicians and was told to get a new cable modem, but it did no good.

Technicians were scheduled to come by my home on several occasions, causing me to cancel appointments, and no one ever showed up. My husband was assured by a supervisor that a technician would be here on Feb. 5. I received a call on that day to confirm the appointment, but no one showed up. I called their service line again, and after being put on hold for 30 minutes a technician answered. I explained the problem, and he told me to please hold on and he would look into it. After holding for 20 minutes, I was transferred to a recorded message letting me know that the wait would be long, that I should try later and after thanking me for choosing Comcast, they hung up on me.

Such lack of professionalism is truly pathetic and poor customer service like this is unheard of.

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