

Comcast Corporation and Town of Acton Cablevision Committee
Town Hall
Acton, MA

May 17,2010

We have been Comcast customers for over 3 years with a computer line, telephone and television as well. We had intermittent telephone problems over the summer and last fall we requested a repairman, Two men came and checked the modem and said all the readings were good. I then told them I just remembered a while back there was a TV problem and that repairman found a faulty ground on the box on the side of the house. They checked those and the box down at the edge of the road, everything was a clear signal. They said it must be the phone sets inside the house, after you get new phones if the problem is probably in the jacks or the internal wiring. I installed a cordless/corded phone system requiring one jack.

We were away for four months and the system was on vacation. the phone problems started again. when we dialed 411 we received a recording stating this service has been suspended, there are no outgoing calls allowed on this line. Next we would a number, it would ring 7 or 8 times it would go to a dial tone. when a call came into us it would go directly to the answering service. When we call out after 10 minutes or so the goes dead.

When I call the 800 number for service I have been connected to Alabama, Louisiana, Texas and Oregon. They all have the same message, sorry for the inconvenience but I can help you, give me your phone number. Then they offer an appointment within 3 days and in between 9:00A.M.- 7:00 P.M.. The repairman came at 11:30 Sunday morning, ½ hour late, apologized and offered a \$20.00credit. He checked the modem readings and said every thing was fine. he then checked the two outside and said all the readings were good it was probably the inside wiring. he also said if it goes out again plug a phone line directly into the back of the modem. It was dead so we had to resort to the cell phone (Sprint). I called the 800 service number and had to go through the same Comcast hassle with a New Hampshire office. The same repairman came on Wednesday and found the same good readings. He said the only way he could trace the shot was when it actually happened. He changed all the connections in the box by the end of the road and gave us his cell phone number and would come right over of course he was off duty at 7:00 P.M. and would be back until Sunday.

We were at a coffee hour at the club house last week and I brought up the Comcast service and many people there were having the same problems many times over. Some had the repairman 5 times and were still having problems. Today Monday I was talking to a Doctors office in Groton and was told my voice was all broken up. The same poor service.

Why is it the repairmen can only test the lines from the boxes at the curb to the inside of the house.

After all the service calls with nothing being fixed the trouble must be in the main cables coming to the boxes at the side of the road.

I think Comcast from this state (Mass.) should look into what is going on in the Audubon Hill Community.

Sincerely:

A handwritten signature in black ink that reads "Peter R. Johnson". The signature is written in a cursive style with a large, prominent "P" and "J".

Peter R. Johnson
115 Audubon Drive
Acton, MA 01720
978-264-3150

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Comcast Charges

10/23/09 to 11/22/09	\$132.31
11/23/09 to 12/22/09	134.54
12/23/09 to 1/22/10	161.82
2/22/10 (Vacation)	34.98
4/23/10 (Vacation)	16.16

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