

Alliance for Consumer Protection, Beaver County

" ACP ⇄ Your Consumer Key"

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DISCLAIMER – THIS INFORMATION IS THE RESULT OF ONE CASE/ SITUATION. ACP ENCOURAGES YOU AS A CONSUMER TO MAKE YOUR OWN DECISIONS. We also, encourage you to further research companies prior to doing business with them.

Date complaint was opened: March 6, 2014

Date complete was closed: March 17, 2014

Company complaint is against:

Comcast
PO BOX 719
Toledo, OH 43697-0719
1-800-934-6489

Summary of complaint:

Client was being charged for a phone service and a modem rental fee. He had made several calls to resolve the billing issues and had not had any help.

Resolution:

ACP called Comcast to discuss the billing issues. Client had a bundle package that had expired and was now being charged for the additional services. ACP negotiated a new rate for services for the client. Client agreed to the new package cost for phone and internet services.

ACP Recommends:

You should mark the end dates for all special pricing for services such as phone, internet, tv, etc. This will help you know when it is time to call to negotiate a new rate or research better prices elsewhere.

Also, keep notes of dates, times and who you spoke to when trying to resolve any billing or service issues with a company.

Member, Beaver County Chamber of Commerce

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