

# Customer Service Has Gone To Hell In America

*"Happy customers are your biggest advocates and can become your most successful sales team." –Lisa Masiello [Too bad Comcast doesn't get the message]*

Like many Americans, we're in an on-going battle with Comcast over what they charge for their services. Unfortunately, Comcast has so many customers now and with new customers coming on board by the thousands each day, they don't have to care. Comcast is essentially a monopoly.

In a recent communication with Comcast Executive Services to resolve our problem, we wrote this:

*"Thank you for responding to our e-mail requesting a renewal of the Comcast program we're on, that just expired. Unfortunately, your initial response to our request was less than satisfactory."*



*"If we are to read your message correctly, you want us to contact Comcast at 1-800-Xfinity and request the renewal in Comcast's phone SYSTEM where first we will*

*be directed to some non-English speaking person in Costa*

*Rica, who will then transfer us to some non-English speaking person in the Philippines, who will then transfer us to some person in Mexico, who also has trouble with the English language. Don't laugh. This has happened more than once to us going through Comcast's alleged SYSTEM! Then you want to put us in a position where we will have to be put on hold from 3/4's to 1 hour .... or more. As a businessman whose time is at a premium, we don't have the time to be put on hold for extended periods by Comcast."*

*"All this so we can get a decent rate for a substandard service, from a company who doesn't really give a damn on how they treat their customers."*

*"Our company, [NARLO](#), deals with customers from all over the United States and if we did to our customers what you are doing to yours, we'd go out of business in a few short months. But each one of our customers is special and we treat them as special. We go above and beyond to make sure that each customer is handled with respect and courtesy. We provide a [good product](#) at a reasonable price with unexcelled service. If there is a problem, we fix it immediately. We are known for these great products and our excellent service, all over the U. S. It is unfortunate that we can't say the same for Comcast's customer service."*

**SIDE BAR:** *Ladies and gentlemen, we took on (sued) one of the largest international banks on the planet pro se over predatory lending practices and won. If you don't fight, corporate America and government will make you a slave.*

But let's get back to Comcast. From the Cheat Sheet website about Comcast we read:

*"It's no secret that Comcast has a terrible track record with customer service. The horror stories flew in fast and furious for a few years, causing Consumerist to name Comcast the worst company in America for 2014. Since then,*

*things haven't gotten much better."*

*"The 2016 American Customer Satisfaction Index shows that while Comcast has made modest gains in customer rankings, it's nowhere near the top of the pack. People are miffed about the quality of service from [non-English speaking] call centers, and the company ranks incredibly poorly for its Internet service. Comcast also ties for dead last with Spectrum for telephone landlines."*

*"The worst part of all this is even if you're able to switch your service from the company, chances are your alternatives aren't much better. Cable TV and Internet companies rank as the two worst industries for customer satisfaction – lower than health insurance companies, airlines, and the postal service."*

*"When you're as profitable as Comcast, customer satisfaction and reasonable employee policies are mere trifles compared to the ongoing expansion of its billion-dollar empire."*

The horror stories with Comcast abound. Here are a few of those stories:

*One Comcast Customer was charged \$1,775 for an early termination fee. Comcast took the fee right out of the customer's bank account. Except the fee should have never been charged in the first place. What is worse, it took two years for the customer to be refunded by Comcast.*

*Another Comcast Customer received a package of equipment in the mail that he never requested. Comcast charged him \$2,000 for the package. The infuriated customer filed a complaint with Comcast's Chief Accounting Officer. A few days later, the customer was fired from his job. Unfortunately, the company he worked for held Comcast as a major client. The customer sued Comcast.*

***One poor hapless Comcast customer had to sell his house because of a snafu with Comcast. Comcast promised the customer that the new house the customer was about to purchase, was serviced by Comcast. The customer needed Internet Service for his job. Trouble is, the house he purchased WAS NOT serviced by Comcast. The customer spent months on useless phone calls, appointments, lost time and frustration. Finally, Comcast told the customer that if he wanted Internet Service, Comcast would provide it for a payment of \$50,000 to \$60,000. In the end, the customer had no choice but to sell his new house.***

The question is, why do tens of millions of Americans continue to put up with it? The reason is, most Americans have turned into wimps instead of fighters. They won't take the time to fight back individually, or organize in large groups to fight. We did take the time. We found e-mail addresses for Comcast executives and Comcast investor relations' agents. Investor Relations agents have the ear of the President-CEO (*Brian L. Roberts*). We then hounded them with indictments of their lousy customer service by e-mail. We got results.

If you've had it with Comcast Customer service and want to get results, here are some high-level e-mail addresses and phone numbers you can use to share your complaints or displeasure. If you do it in large numbers, maybe, just maybe, Comcast will get the message.

**Linda L. | Work: (888) 966-7794, Ext. 3025514**

Case Manager, Executive Customer Relations

Monday – Friday | 12:00 PM – 8:30 PM MST

Comcast – West Division

E-mail: [CustomerRelations3@comcast.com](mailto:CustomerRelations3@comcast.com)

Here are three (3) e-mail addresses for Comcast Investor Relations Agents. We weren't able find their phone numbers.

Give them a piece of your mind.

Jennifer – [khoury@comcast.com](mailto:khoury@comcast.com)

Sena – [fitzmaurice@comcast.com](mailto:fitzmaurice@comcast.com)

John – [demming@comcast.com](mailto:demming@comcast.com)

**For obvious reasons, please do not mention us, or this article in your complaint!**

But poor customer service doesn't always occur with corporate America. All too often Americans are subjected to arrogant, snide, in-your-face, we're-the-master-and-you-are-the-servant encounters with government agents. Just try getting an answer to a social security or a health care question from government. You end up dealing with one or more rude government employees who seem to know less about your issue than you do, while spending gobs of time on the telephone, or taking time out of your work day for a face-to-face meeting. No, not all government agents are rude.

Then there is the permit or a license for "everything" that each American must go through to get married, build a home, drive a car, take down a tree, collect drain water, go fishing or hunting, or even dig a hole in your back yard. By the permit and licensing process, government has turned God-given natural rights into privileges that government can take away on a whim.

If there is an issue with the permit or license, the citizen has to get on the phone or make a personal visit to the government agency to resolve the issue. That entails being put on hold for large portions of an hour (*or even more than an hour*) waiting for someone to provide courteous and reliable customer service, which never happens. Or, it means standing in long lines during working hours at a government office counter, waiting for a government agent to serve you. Take a number and wait an hour .... or more. Besides the lost time and extra costs you must endure, government agents can be

impatient, impudent, surly, arrogant and snide. After all, they have a monopoly. They don't have to be nice. You need them to live. You owe them for your very lives and existence! Consequently, you are not free. You are in fact, an unintentional slave.

From government agencies, to credit card companies, to insurance companies, to banks and health care providers, customer service by these agencies and companies has deteriorated to substandard, dealing-with-the-devil trips into Hell for the average American. And this doesn't even cover dealing with the hopelessly corrupt judicial system.

Is it any wonder that the stress in people's lives from the frustration and anger from having to deal with shoddy or non-existent customer service, has risen to the point where it causes significant physical and mental health issues? When people are stressed out, they turn to mind-altering substances (*drugs and alcohol*), sexual deviance, physical abuse, violence and many times suicide. Add to all this stress is the obsession with high technology, staring at screens and pushing little buttons all day. (See: "[Sucked In By Technology – Brainwashed by Education.](#)")

As a result, Americans are so distracted, they don't have time to observe and react to what their government is doing TO them, every day of their lives.

If our lives don't change for the better, something really bad is going to happen to the American people and they will be totally unprepared for whatever does happen. Their daily lives are just too complicated and too full to reduce the stress that silently preys upon them like an evil predator lurking in the night. Sadly, "[Nothing Will Change Until the People Act.](#)"

At great risk to themselves, the young people of Hong Kong are crying out for freedom in massive protests throughout the city. Why aren't our young Americans crying out for freedom?

Just the opposite is true. They're crying out for socialism and "free" stuff. That's what three generations of Progressive brainwashing has done.

Read more powerful conservative articles like this one [HERE](#).

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