

March 25, 2008

CITY OF ANN ARBOR  
CITY CLERK  
REC'D

2008 MAR 27 AM 10:40

City of Ann Arbor  
P.O. Box 8847  
Ann Arbor, MI 48107  
FCC Community ID: MI0330

Dear Sir or Madam:

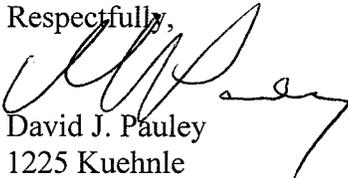
I am writing to lodge a complaint against Comcast. On March 19, 2008, Comcast turned off my phone service without proper notice. I only began phone service the month before and I was behind on my cable bill then. Coincidentally, on the 19<sup>th</sup>, I made a number of calls that morning, made checks out for Comcast and others and left to mail the checks. The Comcast bill that I paid did not define a disconnect date. When I returned, my phone service was turned off. After numerous phone calls to Comcast, I learned my phone service would not be turned back on that day. On March 20<sup>th</sup>, phoned Comcast and terminated services because of their failure to give proper notice. I requested reimbursement for the installation charges of the month before, but this request was denied. On March 23<sup>rd</sup>, I received a billing statement from Comcast that defined disconnection due to non-payment.

I was disappointed to learn that Comcast was the only cable provider in Ann Arbor. Now that I have experienced negligent treatment by Comcast, I believe that Comcast has abused the franchise that the City has with them. I believe that the City should provide Comcast with competition to increase the likelihood of good service and potentially decrease rates for services. Lastly, I would like to be reimbursed by Comcast for the cost of the installation that I incurred last month.

Please advise me of your consideration of the above matter.

If you have any questions, please contact me at your earliest convenience.

Respectfully,

  
David J. Pauley  
1225 Kuehnle  
Ann Arbor, MI 48103  
734-358-8349