

I am not sure if the St. Paul City council thinks I am some sort of nut case or perpetual complainer or not, but I am sure all have read and seen the latest national news on a complaint against Comcast which went viral or not, but I can attest to this complaint. How the city council of St. Paul even consider renewal of their franchise is outrageous. Ellen, I would like this email passed onto each of the council members. To tell me federal law almost prohibits getting rid of them is insane. We have members of congress trying to sue the President of the United States and Comcast has to be protected by some federal law. I got my \$30 credit, but what I had to go through is also insane.

I told the person who called to discuss the \$30 charge, (and I was auto pay from my checking account) that I had cancelled the auto pay, she felt Comcast had to make that call on their end. That does not happen. I will no longer allow them to get any access to my account. In addition to cancelling them, Wells Fargo put a block on my account allowing them to have any future access.

I asked the service person if I am the only one in the city of St. Paul complaining. He said he gets the same complaint constantly.

In case the city council has not heard about the complaint going viral, here is a bit of info about it.

PHILADELPHIA (AP) — Cable and Internet giant Comcast is apologizing after a tech-savvy California customer posted eight minutes of telephone conversation online in which he tried repeatedly to get a customer service representative to disconnect his service. The customer, Ryan Block, succeeds in getting the unidentified Comcast rep to agree to disconnect his service, but only after the rep repeatedly asks Block for a reason. At one point, Block says, "I can guarantee right now that you are doing an incredibly good job of helping your company be worse." Philadelphia-based Comcast said Tuesday the employee's behavior is unacceptable and the company is "embarrassed" by it. Comcast said it would contact Block to apologize. Block, who says he is a vice president for AOL, said he expects to talk to Comcast personnel.

I have received an apology also, what good does it do? Their outrageous behavior continues.

Lyle Puppe