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June 28,2011

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The following is the proof-of-delivery for tracking number **128318100003223**.

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**Delivery Information:**

<b>Status:</b>	Delivered	<b>Delivery location:</b>	1701 JFK BOULEVARD Philadelphia, PA 19103
<b>Signed for by:</b>	T.LAWTON	<b>Delivery date:</b>	Jun 15, 2011 13:19
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**Shipping Information:**

<b>Tracking number:</b>	128318100003223	<b>Ship date:</b>	Jun 13, 2011
		<b>Weight:</b>	1.9 lbs/0.9 kg

**Recipient:**  
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13 June 2011

[Mayor John B. O'Reilly](#)

City of Dearborn  
13615 Michigan Avenue  
Dearborn, MI 48126-3586  
313-943-2300

**Subject: Ongoing Comcast Service Outages / Small Claims Lawsuit #11– 0274SC**

Dear Mayor O'Reilly:

Recently I attempted to pay my Comcast bill online, but could not because their internet service was not functioning.

If I had attempted to transact online business with the City of Dearborn, per your suggestions to "Go Green," I could not because the Comcast internet service was not functioning.

### **Background**

Before I review Current Developments, I would like to place the subject in perspective. What I am about to convey is not exaggerated.

Many years ago my neighbors of 16 years, Nancy and Mario Bouchard at 22351 Columbia Street, were in near-desperation while attempting to resolve a television signal service interruption/non-existence issue with Comcast. In this instance, the Comcast technician, after the usual routine of blaming the Bouchard's television, connections, etc., proclaimed:

*"It's your neighbor's TV. It's interfering with our signal."*

My television was not even turned on; at the time, I was 40 miles away in my Auburn Hills, Michigan office at Chrysler Corporation. After making that absurd pronouncement, the technician trespassed into my yard and proceeded as follows: Rather than the rudimentary competence of deploying wrenches to disconnect the nutted Comcast cable coupling that is hanging on the rear of my house, this Comcast technician merely pulled out his cutting pliers and cut my line.

Upon returning to the Bouchard living room, and noting that there was no validity to his theory about my television, he announced, *"Well, I give up. I don't know what it is."* He left the scene leaving both the Bouchard's and I without television signal service.

In their enthusiastic desire to quell my intention to pursue criminal and civil remedies, the Comcast Corporation gave me six months of free service, and even managed to fix both my cut cable and the no-signal problem at the Bouchard residence. But this outrageous event serves to characterize the Comcast behavior, in one form or another, that continues to victimize the residents of the City of Dearborn.

## Current Developments

Over the last six to twelve months, the reliability and competence of Comcast television and internet service has been abysmal. Over the past several weeks it has bordered on or amounts to outright fraud.

Initially, during the week of 30 May 2011, the internet service was adequate. Beginning on Thursday the service became unreliable. By Saturday, 4 June, the service was essentially non-existent. On Saturday I called Comcast Technical Support at least nine times, connecting with different representatives during each call. Not once, not twice, not three times, not four times, not five times, not six times, but on seven occasions I was told that the trouble/fault lay with everything but Comcast.

This is not new. But this "blame the customer first" routine has morphed far beyond being merely robotic; it is insulting and abusive in all sensibilities, including being legally fraudulent. It is probable that I now have proof of the latter, and have been encouraged to proceed before judge & jury to test that probability.

All nine-plus telephone calls were pre-announced as recorded by Comcast. During these calls I was told that one or more of the following items was the cause of the Comcast internet signal problem:

1. My "connections"
2. My modem
3. My personal computer
4. My browser
5. My "lots of things"
6. My router (I do not have such)
7. My splitter (i.e. the one installed by Comcast)
8. My "squirrels" (I kid you not.)

At no time did the Comcast Technical Support person honestly admit that the problems were in no way related to any of these or any other non-Comcast items. I return to this reality below.

In each call I began and attempted to be reserved, courteous and patient. Granted I tend to be rather precise in my approach/questioning. After enduring such a long well-known history with Comcast, I typically begin with the simple direct question:

"You're down again here in Dearborn, you've been up and down all weekend and I am just wondering, when you're coming back up?"

However, the soulless zombie-like responses or non-responses that I (and presumably all Comcast customers) endure strains all efforts to remain objective. If these Comcast services were free, one might allege that my tone degrades into stridency. But at \$111.80 per month, and given the tens-of-millions in salaries, bonuses and perks consumed by their corporate executives, I am confident that, upon listening to these recorded calls, jury members would extend a verdict for the plaintiff against defendant Comcast.

At the technical level there are far too many details and Comcast scripted convolutions of such to review here. You may come to know that I am thoroughly knowledgeable of the technical details; from many quarters, training, and education. But let me highlight Item #2 above as just one example.

Two of the Comcast Technical Support persons decided out-of-the-blue that my modem was the issue, declaring it an "out of service life" model. But when questioned about Comcast notification of the alleged "service life" issue, neither Comcast person could provide anything worthy/sensible. The person who identified himself as Larry declared that I "should have received a letter or an email." When I explained that no such notice was received, I also asked him to forward this alleged "out of service life" email. Surely at least one exists somewhere. But ironically, at that moment, if such an email did exist, it would have been a

useless gesture since the Comcast internet service was not functioning (!?). Instead Larry rambled into excuses about the email being unavailable, etc., etc., etc. But it gets better (i.e. worse).

### The Reality

During the recorded telephone call with Larry I proposed an "experiment." I made an offer to acquire the latest-n-greatest modem, one that is certified to DOCSIS 3.0 ([Motorola SB6120](#)). I further challenged Larry with the reality that, after booting up the new modem, Item #2 will be proven to have absolutely no effect on the Comcast internet service outages (at that point still not admitted to as the true issue by any of the seven Comcast technicians I spoke to/recorded).

Do I need to detail the results of my challenge to Larry? But it gets much better (i.e. much worse).

On Sunday 5Jun2011 [I recorded my conversation with a Comcast Technical Support person named Sarah](#). After a brief discussion, she spontaneously and politely explained the following:

***"There was an outage; yeah . . . yes . . . there was an outage in the east side. I think you should be included, yeah, Dearborn and Detroit. Yep! There was an outage."***

I began this conversation with Sarah by offering a detailed discussion of "what I did to fix the Comcast signal problem I was having." That is, I did absolutely nothing (except wasting the time, energy and money to pursue a Comcast "out of service life" modem goose chase; the failed experiment with Larry).

In summary, and in the context of probability that I have proof of fraudulent Comcast behavior, the seven Technical Support persons that repeatedly alleged that the Comcast internet service outages issue was my "squirrels," etc. were consciously not being truthful; in my opinion their responses were fraudulent. Sarah was the only technician with the basic integrity to honestly admit that the problems were not related to non-Comcast items. I have personally interviewed many City of Dearborn taxpayers who have endured this same behavior (i.e. when not having the luck of being queued to a "Sarah").

### Auto Hang-Up!

Several hours after speaking with Sarah the Comcast internet/email service went down again. At approximately 8:00pm I called Comcast Technical Support. The automated message declared:

***"Your call is important to us. Currently we are experiencing higher than normal call volume, and as a result customer hold times will be extended. If your call is not of an urgent nature please call back at a later date or time. We thank you for your patience..."***

This automated message is being broadcast on a Sunday night (!?). I am familiar with these female-voiced automated messages that are commonized nationally across all Comcast systems. But then, for the first time in my experience, an obviously locally and recently recorded male-voiced message was dubbed in:

***"Attention Comcast customers we're experiencing high call volume and long wait times. If your matter is of an urgent nature, please remain on the line. Otherwise please contact us tomorrow."***

Click! [At that moment, also a first in my long experiences, Comcast hung up](#). Click! In other words, again, the "urgent nature" had nothing to do with my TV "interfering with our signal," or my squirrels, or my modem, or my "lots of things." It was, as Sarah had honestly declared, another Comcast outage.

### **Small Claims Lawsuit**

The attached Small Claims lawsuit #11– 0274SC was filed Friday, 10June2001. I will be appearing in the [19<sup>th</sup> Judicial District Court](#) to pursue justice versus defendant Comcast. I am also considering pursuing a class action, with no concern whatsoever regarding an ability to assemble a minimum membership from the pool of City of Dearborn residents that currently subscribe to Comcast.

### **Conclusion**

I can assure you that I have far more pressing work to pursue than chasing the incompetence and inveracity of Comcast. However if the City of Dearborn, and even presumably Comcast, will benefit then the instant efforts will be worthwhile.

The issue of an adequate, reliable infrastructure is an issue that goes far beyond taxpayer attempts to transact online business with the City of Dearborn. It goes beyond the obvious issues associated with access to online newspapers and their sponsors. It goes beyond the issue of generally ruinous and disruptive economic impact to residents and local enterprises that conduct business via the (Comcast) internet service. It even goes beyond the stress endured at the 19<sup>th</sup> Judicial District Court when their service is disrupted.

Regardless of their “private sector” legal status, in an emergency situation, this ongoing failure by Comcast to provide a reliable internet infrastructure and performance level could become very serious.

Respectfully,

Paul V. Sheridan

Enclosures/Attachments

### Courtesy Copy List

<p>Mr. <a href="#">Brian L. Roberts</a> Chairman and Chief Executive Officer</p> <p>Mr. <a href="#">Neil Smit</a> President Comcast Cable</p> <p>Mr. <a href="#">Arthur R. Block</a>, Esq. General Counsel</p> <p>Mr. <a href="#">Tony G. Werner</a> Chief Technology Officer</p> <p><a href="#">Comcast Corporate Office</a> 1500 Market Street Philadelphia, PA 19102 215-665-1700</p>	<p>Mr. <a href="#">Robert A. Abraham</a></p> <p>Mr. <a href="#">David Bazy</a></p> <p>Ms. <a href="#">Nancy A. Hubbard</a></p> <p>Mr. <a href="#">Brian C. O'Donnell</a></p> <p>Ms. <a href="#">Suzanne Sareini</a></p> <p>Mr. <a href="#">Mark Shooshanian</a></p> <p>Mr. <a href="#">Thomas P. Tafelski</a></p> <p>Dearborn City Council 13615 Michigan Avenue Dearborn, MI 48126-3586 313-943-2405</p>
<p>Mr. <a href="#">Oriakor N. Isiogu</a>, Chairman Michigan Public Service Commission, Suite 7 6545 Mercantile Way Lansing, MI 48911 517-241-6190</p>	<p>Mr. William H. Irving, Esq. <a href="#">Assistant City Attorney</a> 13615 Michigan Avenue Dearborn, MI 48126-3586 313-943-2405</p>
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<p>Mr. Jonathan Wolman, Editor <a href="#">The Detroit News</a> 615 W. Lafayette Blvd. Detroit, MI 48226 313-222-2110</p>	<p>Mr. Courtney E. Morgan, Esq. <a href="#">Morgan &amp; Meyers, PLC</a> 3200 Greenfield Road, Suite 260 Dearborn, MI 48120 313-961-0130</p>

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19TH DISTRICT COURT  
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 DEARBORN, MI 48126  
 (313) 943-2060

11-0274SC F01		
06/10/11 15:32	01 CIVIL	MN
CASH TRANSCTN		DSN B D185833
SHERIDAN/FAUL/V		AMT PAID
CVF \$17	17.00	17.00
CVS \$28	28.00	28.00
MAILING FEE	11.08	11.08
TOTALS:	56.08	56.08
ATM CARD VISA		56.08
TOTAL PAID:		56.08
B 06/10/11 D185833	56.08	





# The Comcast Credo

## Our Credo

Comcast will deliver a superior experience to our customers every day. Our products will be the best and we will offer the most customer-friendly and reliable service in the market.

## Our Promise

When Comcast was founded, Ralph J. Roberts' dream was to bring more choice in content and a better quality television picture to our customers. Today, in an age of constantly changing technology, we are still committed to our big dreams—and to making those dreams a reality for our customers, our employees, and the communities we serve.

### Our promise is made real through:

- **The Customer's Experience**  
We want our customers to be amazed with the choice Comcast offers, excited by the innovation Comcast provides and satisfied with the service and reliability of every interaction with Comcast.
- **The Reliability of Our Products**  
High quality products and services are what our customers expect and what we will deliver.
- **Superior Products**  
Superior products offer more choice and value. Innovation is a constant at Comcast. We will continue to find new ways to give our customers more than ever before.

## Comcast Touchstones

Our touchstones are our values. They define us as a company. They help us achieve consistent financial results. They lay the foundation for our future success. They are:

- **Ethics**  
We will always act with the highest standards of honesty, fairness, and integrity.
- **Respect**  
We will show respect for our customers and for each other.
- **Quality**  
We will offer the finest and most reliable products available.
- **Flexibility**  
We will always be open to new thinking and approaches, as this helps us adapt to an ever-changing marketplace.
- **Diversity**  
We will respect and reflect the customers, communities, and cultures we serve.
- **Employee Focus**  
We will invest in our people because our company can only be as strong as the people who work here.
- **Enthusiasm**  
We will work with an unbridled passion for our customers and for our business.