

During Storm Isaias, we lost power for only 1 day (we were fortunate), but we lost our Comcast service for 6 days. I have tried repeatedly to contact a human agent via Comcast's phone and website, but it is impossible to reach an agent or have a live chat. Comcast's automated system doesn't provide a way to contest your bill or get a credit. Customers should be able to speak to an agent or send an email message requesting credit for service outages.

Now Comcast is billing us for over \$300 and threatening to cut off our service on October 4. I'm sure this is an issue for a LOT of Comcast customers. All I want is credit for the 6 day outage, which I estimate is about \$30 (bill is about \$150 per month). What can I do?

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