

Shane Cincotta
1701 John F Kennedy Blvd
Philadelphia, PA 19103
9/26/18



Ramon Dominquez
423 Mercado Circle
Walnut Park 90255, CA

Dear Mr. Dominquez,

Thank you for contacting Comcast about your recent customer service issue. I apologize on the behalf of Comcast that you had an unsatisfactory experience with one of our representatives. I will pass on the information that you provided to my supervisor to ensure this doesn't happen again.

Regarding your relationship with Comcast, we would first like to thank you for being a loyal partner with us for 22 years. Here at Comcast, one of our goals is to provide the foremost online experience possible. I can ensure you that we treat each customer equally and your neighborhood has absolutely no impact on the quality of service we provide.

As you have been a loyal partner for 22 years, we are able to send a technician to your house (free of charge), to fix any issues you are currently experiencing. If you provide a time and date that is convenient for you, I can arrange for a technician to be sent to your house. Please contact us either by email at ComcastSupport@gmail.com, by phone at 1-800-934-6489 or by mail. Please include the ticket number located at the bottom of the page.

Your enduring loyalty to us as a customer and partner has not gone unnoticed. At Comcast we strive to provide the most convenient experience possible for all our customers. We are willing to do whatever it takes to keep customer satisfaction high. Thank you for your continued support, we look forward to hearing back from you soon.

Sincerely,

Shane Cincotta

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