

XFINITY Chat



Live Chat Transcript

Chat ID: 76534D2A-1C3D-43C1-A12D-A840D18E3EEB

Problem: NO PROBLEM GIVEN

VIJAY [1:45 PM]: My Issue: No problem given

Aditya [1:46 PM]: Hello VIJAY_, Thank you for contacting Comcast Live Chat Support. My name is Aditya. Please give me one moment to review your information.

Aditya [1:46 PM]: My pleasure to have you on this chat! I will gladly assist you with your concern for today. How are you doing today?

VIJAY [1:46 PM]: I need help with my bill charges

Aditya [1:46 PM]: Vijay, I understand that you have questions with your bill. I know how important it is not to have a clear picture when it comes to the services you're being billed for. Let us work together to have your questions resolved.

Aditya [1:47 PM]: For the integrity and security of the account, can you please provide the account number or the last 4 digits of your SSN, including your complete name, phone number and service address?

VIJAY [1:47 PM]: Vijay Kumar

VIJAY [1:47 PM]: SSN 3976

VIJAY [1:47 PM]: 2027060263

VIJAY [1:47 PM]: 8811 Colesville Rd, Apt 702

Aditya [1:48 PM]: Thanks for the info.

Aditya [1:48 PM]: Please allow me a few minutes so that I can go through the details.

VIJAY [1:49 PM]: ok sir

Aditya [1:51 PM]: You're welcome.

Aditya [1:52 PM]: Thank you for waiting.

Aditya [1:53 PM]: On checking the details, I see that earlier you were using the package at promotional price of \$39.99/mo, however the package price has now rolled over to its second level of

promotion/regular price and you are paying \$54.99/mo for the same package.

Aditya [1:53 PM]: This is the reason that your bill has increased.

VIJAY [1:53 PM]: Oh....But I want the same plan why is this increase

Aditya [1:53 PM]: No need to worry further, I'll help you to look for another cost effective and promotional package on the account so that we can lower down your monthly bill.

VIJAY [1:54 PM]: But I don't want to change anything I just want this same plan and same everything

Aditya [1:55 PM]: I am looking for the same, Vijay.

VIJAY [1:55 PM]: Yes please

Aditya [1:55 PM]: Thank you.

Aditya [1:55 PM]: While I am working on your account, may I know your preferred email address? I want to make sure, you receive important service related emails and notification.

VIJAY [1:56 PM]: vijaysachdeva423@gmail.com

Aditya [1:57 PM]: Thank you.

Aditya [1:57 PM]: Vijay, I've checked and see all the other deals are available at regular price which cost you more than what you are paying currently.

Aditya [1:57 PM]: No need to worry although, we've sales and loyalty team with us who would have access to more promotional offers on the account and they can definitely help you to lower down the bill further.

Aditya [1:57 PM]: You can contact the team directly at 1-800-934-6489 (XFINITY) and ask them to refer notes on the account .

Aditya [1:57 PM]: Rest be assured, I'll mention everything in account notes so that you don't need to repeat anything over the phone.

Aditya [1:58 PM]: I assure you they will be able to help you to get the same deal, since we are from billing we have deals available with regular rate.

VIJAY [1:58 PM]: But can you do that from here only

Aditya [1:59 PM]: Vijay, we are from billing we have deals available with regular rate.

Aditya [1:59 PM]: No need to worry, I assure you that they will offer you the cost effective deal as they have better promotion and offer available.

VIJAY [2:00 PM]: I am calling them right now

Aditya [2:00 PM]:

As you are our loyal customer so I will also make notes on your account and mention that you want the same deal.

VIJAY [2:00 PM]: please tell me what I have to say

Aditya [2:00 PM]: Is there anything else I can assist you with today?

Aditya [2:00 PM]: Ask them to refer to account notes.

VIJAY [2:00 PM]: ok

Aditya [2:01 PM]: Is there anything else I can assist you with today?

VIJAY [2:01 PM]: that's all

Aditya [2:02 PM]: If you need assistance in the future, please do not hesitate to contact us through Live Chat (available 24 hours a day, 7 days a week. Comcast also offers great FAQ and Help forums located at <http://www.Comcast.net> to help you solve many issues on your own

Aditya [2:02 PM]: Thank you for Contacting XFINITY. Have a great day.