



August 20, 2011

Dear Commissioner Jeffrey Why,

I am very concerned about the way Comcast is doing business with its customers.

The time to pay your bill is much too short and 5.00 late fees come quickly and keep getting added up.

The general cost of their services is rising so much, short billing periods & pay bill periods, billing ahead for services not yet used, late fees, no senior discount and costs of services rising a great deal in recent years.

I work for an economical organization in Mansfield that services low income, seniors etc. For many the cable is their only entertainment due to lack of mobility etc and many are having the cable shut off or shutting it off and being left with no T.V.

The way they do business is hurting many people here and in other places.

Nancy W. Clapp Nancy W. Clapp