

March 7, 2011

I would like to express my support for HB6446 and tell you why I feel this way.

In December 2010 I called my cable provider Comcast and requested that a technician come to my house and install two new outlets.

On December 23, 2010 the cable installer arrived at my house but not in a Comcast truck but rather in an FTS truck with Massachusetts plates. Upon entering my house, my husband showed the contractor the rooms that we wanted the outlets installed and where he wanted them installed. The contractor began to do his work, and my husband went into the other room because he didn't feel he needed to watch over him as he worked since he already explained what he wanted done. After about 40 minutes, the contractor went to get my husband and showed him the outlet he installed in our son's room. The outlet was installed at the top of the wall directly under the ceiling; this is not where my husband wanted the outlet. The contractor explained to my husband that this was the only place he could install it as he had to go through the closet. My husband looked in the closet and saw four holes in the wall and he asked the contractor what happened. He told my husband it took him a few times before he was able to get through the wall. The work was extremely sloppy and unacceptable. My husband went to look in our office where the 2nd outlet was to be installed. He saw a hole in the wall on the bottom exterior of the closet with no wall plate. When my husband questioned the contractor he said that was the place he could put it and that we didn't really need the plate it would still work. He also did not pick up the mess he made while drilling in either room. I arrived home and saw the shoddy work done by the contractor as well as the mess he made and told him that was enough and that he needed to leave. We went outside and noticed that when the contractor 1st arrived he ran a wire from the pole to the house but he broke two of the shingles on our house. We asked the contractor to explain what happened and he said that happens sometimes. He had absolutely no regard for our home or property. This was two days before the Christmas holiday and this was the last thing we wanted to deal with. I immediately called Comcast to complain and told them they needed to send a Comcast installer out to fix the problem and that I would never again allow a cable contractor inside my home. They explained to me that because the complaint was against the contractor he and his supervisor would have to come out to assess the damage. I was very clear when I explained to them that he was not allowed to come back to my home.

Due to the large amount of snowfall this winter, they still have not been to my home to rectify the problem. Hopefully we can get this matter fixed soon. No one wants to be accountable, Comcast passes the buck since the work was done by FTS but they were working in my home on behalf of Comcast so where is the protection for me the consumer?

I found out that AT&T Uverse would be available to me in July 2011 and I will be changing my cable service over to them because I investigated and found they require ALL of their technicians to be licensed appropriately. I feel that extra step of being licensed shows that a company takes the time to properly train their employees to make sure the consumer is satisfied with the work they perform.

Sincerely,



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