

CHAT ID: 9436EE30-F89D-4DF6-AF58-5FE082DF18F1

Problem: No dial tone. No light on modem. Please move me up to executive tech please. This has been going on for three days. It worked on Thursday (late) and Friday. Now dead again. I'm extremely agitated. Phone is 425-649-9114

Noemie-Anne > Hello Steve, Thank you for contacting Comcast Live Chat Support. My name is Noemie-Anne. Please give me one moment to review your information.

Noemie-Anne > It's nice to have you on chat. I hope you're doing great.

Steve > My Issue: No dial tone. No light on modem. Please move me up to executive tech please. This has been going on for three days. It worked on Thursday (late) and Friday. Now dead again. I'm extremely agitated. Phone is 425-649-9114

Noemie-Anne > I apologize for the inconvenience. I know how important it is to have a working phone service. I'll do my best to help you resolve this issue today.

Steve > Not well at all. Please see the note and escalate me to executive support.

Noemie-Anne > I understand. You have reached the right department. I'll do my best to resolve your concern today.

Noemie-Anne > May I have a valid call back number just in case this will get disconnected? I want to make sure that we can fix this issue within this chat.

Steve > 2069543888

Noemie-Anne > Thank you.

Noemie-Anne > While I pull up your account, let me tell you about our Comcast Guarantee. We stand by our customer's needs and it's our promise to provide you the best customer experience and stand behind our products and services. If ever you have a question you can reach us 24 x 7 either online or via email.

Noemie-Anne > I am going to perform a diagnostic check of your services & equipment. This "Health Check" verifies the current status of your equipment and your services.

Steve > I don't want to hear about your guarantee. I want this fixed. Now! This is ridiculous!

Noemie-Anne > I understand. I'm done checking the status of your equipment and I've verified that we have a problem with your connection which we can fix through performing some troubleshooting steps. I hope you have time to troubleshoot with me. Are you currently at home with access to your phone and emta (phone box)?

Steve > Yes

Noemie-Anne > Great. Let me refresh your device's settings on my end. It will temporarily lose our connection but it will also automatically re-establish.

Noemie-Anne > I'm still here, Steve.

Noemie-Anne > Please check if your phone is already working.

Steve > I had already done that. No its not working! Please escalate me. I don't have time for games. This is day three. I spent three hours on the phone on Wed and Thursday. A supervisor finally got it working.

Steve > It worked on Thursday evening and Friday. Today there is no connection. Please escalate me.

Noemie-Anne > I understand that you want this issue to be escalated. Before that, can I have about 5 minutes to exhaust everything on my end to resolve this?

Steve > 5 minutes.

Steve > But I'm guessing this issue is bigger than you think.

Noemie-Anne > Thank you.

Noemie-Anne > Are you using a corded or a cordless phone?

Noemie-Anne > I understand.

Steve > THERE IS NO LIGHT ON THE MODEM INDICATING A PHONE LINE! IT SHOULDN'T MATTER WHAT TYPE OF PHONE I'M USING. I HAVE NO CONNECTION THOUGH YOUR VOIP SERVICE. ESCALATE ME

Noemie-Anne > Are you also having issues with your internet service?

Steve > No. It is fine. It's a phone switch issue.

Steve > ESCALATE ME!

Noemie-Anne > I understand. Please give me a moment to look for an available supervisor.

Steve > Thank you!

Noemie-Anne > No problem.

Steve > Preferably, if someone from Seattle Executive support team could call me at 206-954-3888 it would be preferable. Marilyn helped me on Thursday, but she is out today. Someone in that department? It needs someone who can really dig into the system.

Noemie-Anne > I understand. I'll take note on your request.

Steve > What the timeline here? I've lost all patience.

Noemie-Anne > I apologize but our supervisor is still taking another escalation. If you like, I can create a ticket for your concern so this will be escalated to our higher fix agency. Once I have finished the ticket, you will receive a call within 4 hours. Would that be fine with you?

Steve > 4 hours is too long. This is a COMCAST problem that should have been fixed for good on Thursday. I'll wait for your supervisor.

Noemie-Anne > Thank you.

Steve > how long will this take?

Noemie-Anne > I will be transferring you in a minute. I appreciate your patience.

Noemie-Anne > Steve, I'll go ahead and transfer this chat now. Please hold while I transfer you.

Noemie-Anne > Please wait, while the problem is escalated to another analyst

Steve > My Issue: No dial tone. No light on modem. Please move me up to executive tech please. This has been going on for three days. It worked on Thursday (late) and Friday. Now dead again. I'm extremely agitated. Phone is 425-649-9114

Emmanuel > Hi Steve. I am Emmanuel, a chat supervisor.

Emmanuel > Please give me 2 to 3 minutes to review your chat with Noemie.

Steve > no small talk please. just make my number work.

Emmanuel > I will do definitely help you with that.

Emmanuel > Please hold on.

Steve > Hello?

Emmanuel > I am still here, Steve. I am working on your phone service now.

Emmanuel > I am still here, Steve,

Steve > It would have been nice to know that you were rebooting my modem.

Emmanuel > I did not reboot your modem, Steve.

Emmanuel > I am still checking on the phone settings here in my end.

Steve > Nor did I.

Steve > Now, both phone lines are blinking on the modem; though I only have one.

Emmanuel > I will check if Neomie is also working on the phone.

Emmanuel > Please hold on.

Steve > Only line 1 should light up.

Steve > How about one of you at a time? Or Escalate me to someone who can fix it!

Emmanuel > I can help you fix this, Steve.

Emmanuel > I am checking on her so that I can tell her to stop and I will be the one to work on it.

Steve > I get a busy signal now. As I said, both of the phone lights are blinking on the modem.

Emmanuel > I understand. That is part of the troubleshooting step. I can assure you only the mail port will be working.

Steve > What's happening?

Emmanuel > I am here to make sure that your phone will work, Steve. Please let me help you.

Steve > I'm in the dark here. Please let me know what you are doing.

Emmanuel > I am working on the tools to have your phone working. I need to make sure that all the settings are correct.

Steve > Why would someone have changed them overnight? It worked fine yesterday after a horrendous two days of moving my service about 1/2 a mile.

Emmanuel > My apologize for the inconvenience, Steve. Please do not worry, I will make sure to have your phone working today.

Steve > This has been a fun 45 minutes so far. But I have better things to do on a Saturday that spend all day in chat. I'm going to take a shower. Please give me status updates and I'll respond when I return.

Emmanuel > Thank you for waiting, Steve.

Emmanuel > Can I ask you to please press the reset hole that can be found at the back of your modem using a paper clip or pen for 20 seconds?

Emmanuel > Steve, can you do the reset on your modem before you take a shower?

Steve > I have to reboot again??? I'll have to wait till my wife gets off our voip phone.

Steve > OK. going to reboot now.

Emmanuel > I have already completed the settings here, we need to refresh the signals on the modem so that it will receive the new settings. 30 seconds after the reset, I will make a test call on your Comcast phone/

Emmanuel > Thank you.

Emmanuel > I will be doing a test call in a while.

Steve > internet is back up. Both phone lights are blinking as before the reset. No phone sync.

Steve > Not working!

Emmanuel > Please hold on Steve.

Steve > I'd really like to take a shower. How long will I be holding on?

Emmanuel > I can assure you I can get your phone working today. I just need you to help me with the reset. Since it is still not working, I will need to ask you to reset it again.

Steve > Right now?

Emmanuel > Yes, please.

Steve > OK. Doing it now.

Emmanuel > Thank you.

Emmanuel > I am still here, sTEVE.

Steve > It seems to be working. Why was it shut down? I now have to set up voice-mail again. Very Very annoying.

Emmanuel > I am happy to know that it is working now, Steve.

Emmanuel > I needed to refresh the setting here on our end, it could have been affected with a recent upgrade on the system.

Emmanuel > My apologies for the inconvenience,

Emmanuel > But I can assure you that your phone is perfectly fine now.

Emmanuel > Will there be anything else that I can assist you with?

Steve > Perfectly fine for how long? I'm wary.

Emmanuel > You dont have to worry, I made sure that your service will not be affected whenever there will be an upgrade on the system, I have locked in already. Unless there will be outages in your area that we cannot control. But rest assure, the service will work again after the outage.

Steve > Thanks!

Emmanuel > You are most welcome.

Emmanuel > Will there be anything else?

Steve > Nope.

Emmanuel > Thank you for your patience on this Steve.

Emmanuel > Goodbye, have a great rest of the day.

Emmanuel > Analyst has closed chat and left the room