

xfinity Chat Transcript

CHAT STARTED AT Mar 17, 2020 7:07:12 PM

7:07:12 PM Hidden Name : Connecting from Xfinity Assistant. I have a question about Billing.

7:13:09 PM System : You are now chatting with Sharyn

7:13:16 PM Hidden Name : Hi

7:13:19 PM Sharyn : Hello, Adrew!

7:13:43 PM Hidden Name : I want to know if they figured out exactly what happened on March 12th with voice being added to my account

7:14:12 PM Hidden Name : I was told by the last rep i spoke with that her manager was looking into it

7:14:34 PM Sharyn : Thanks for reaching us today.

7:14:54 PM Sharyn : I know how important to verify service added on our account and I'm more than happy to help you out today.

7:15:00 PM Sharyn : For security purposes,please provide me your complete name

7:15:04 PM Hidden Name : Hidden Name

7:16:00 PM Sharyn : Perfect! I got it, thanks!

7:16:08 PM Sharyn : Just to verify your street address number on the account is 2753,correct?

7:16:17 PM Hidden Name : no

7:16:23 PM Hidden Name : what address is that

7:16:25 PM Hidden Name : that is not my address

7:17:03 PM Sharyn : Oh, I'm sorry. What I mean, Just to verify your street address number on the account is *FIXED ADDRESS*,correct?

7:17:10 PM Hidden Name : yes *FIXED ADDRESS*

7:17:15 PM Sharyn :

Awesome! thanks for confirming.Please give me 2-3 minutes as I pull up your account and check your concern.

7:17:17 PM Hidden Name : is there a different address?

7:17:19 PM Hidden Name : ok

7:17:29 PM Sharyn : No, I pull different account.

7:17:33 PM Sharyn : *pull up

7:17:38 PM Hidden Name : ah ok

7:17:51 PM Sharyn : Thanks.

7:18:11 PM Sharyn : I'm sorry for incorrect number I provided earlier.

7:18:23 PM Hidden Name : no worries, i was concerned someone hacked my account lol

7:18:47 PM Sharyn : I see, no everything is good. :0

7:18:49 PM Sharyn : :)

7:18:50 PM Sharyn : While waiting,I just want to share that you can download the free XFINITY My Account app from the App Store or Google Play using your smart phone. It is a fantastic app that let's you manage your bills online (make a payment,set a schedule payment), troubleshoot your services like sending a signal to the cable box and modem ,check if there is an outage, manage tech appointments and many more!

7:19:24 PM Hidden Name : thanks

7:19:43 PM Sharyn : You're welcome.

7:21:08 PM Sharyn : Thanks for waiting.

7:21:21 PM Hidden Name : no problem

7:22:18 PM Sharyn : Hidden, it shows here indeed, home phone service was added on your account process on 3/12/20 and activated today 3/17/20.

7:22:24 PM Hidden Name : yes

7:22:25 PM Hidden Name : the thing is

7:22:33 PM Hidden Name : i have called and spent hours on this problem

7:22:37 PM Hidden Name : i did not authorize phone to be added

7:22:53 PM Hidden Name : i want to know what email address or phone number called in and authorized that be added

7:22:57 PM Sharyn : I got it. thanks for specifying that.

7:23:29 PM Hidden Name : i need to know, because i have spent hours on this trying to find out

7:24:01 PM Hidden Name : i was told that i emailed on March 12, but I did not email. I even checked my sent emails, and I did not email approval of this

7:24:12 PM Hidden Name : so I need to know why comcast added a phone line to my account

7:24:34 PM Sharyn : I am now reviewing now how it is added on the account.

7:25:04 PM Hidden Name : ok, because the last person i spoke with said they were looking into which rep added it and how i contacted you to add it

7:25:06 PM Sharyn : Hidden, it shows here it was approved via email.

7:25:29 PM Hidden Name : ok, exactly, i never emailed

7:25:31 PM Sharyn : It was Capture Method Email , to your Email address andyName@comcast.net

7:25:41 PM Hidden Name : ok, im looking at my comcast account

7:25:43 PM Hidden Name : my comcast email

7:25:47 PM Hidden Name : i never sent that email

7:26:18 PM Sharyn : It is a email that comcast being send to you and for the email you will receive you have to approve it.

7:26:19 PM Hidden Name : also i was told my service was cancelled, can you verify i am no longer a customer

7:26:25 PM Hidden Name : i did NOT APPROVE IT

7:26:28 PM Sharyn : As on our system showing it was approved via email.

7:26:33 PM Hidden Name : when

7:26:37 PM Hidden Name : what time was that email

7:26:41 PM Hidden Name : i have my account open right now

7:27:24 PM Sharyn : Let me see if there is available time stamp.

7:29:33 PM Sharyn : Thanks for waiting.

7:29:38 PM Hidden Name : no problem

7:29:55 PM Hidden Name : i literally never use my comcast email

7:29:59 PM Sharyn : Hidden, new plan was approved around 08:35 PM CDT

7:30:02 PM Hidden Name : but i have it open

7:30:03 PM Hidden Name : what day

7:30:11 PM Hidden Name : thursday march 12?

7:30:34 PM Sharyn : That is correct.

7:30:48 PM Sharyn : No problem, Hidden you still on 30 days money back guarantee

7:30:51 PM Hidden Name : no

7:30:59 PM Hidden Name : this is a much bigger problem

7:30:59 PM Sharyn : If you will cancel the new services added you will not yet be charge for this.

7:31:14 PM Hidden Name : i cancelled and have backdated to january 20th

7:31:17 PM Hidden Name : can you verify that?

7:31:25 PM Hidden Name : but additionally, this is a much bigger problem

7:31:30 PM Hidden Name : and this needs escalated

7:31:42 PM Hidden Name : i do not have that email

7:31:51 PM Hidden Name : this is a major problem and this is going to get fixed

7:32:01 PM Sharyn : I'm sorry however, showing on the account it is still active and we do not have option to pull up your previous phone call logs since it was done over phone call.

7:32:11 PM Hidden Name : ok, forget that then

7:32:15 PM Hidden Name : dont worry about that

7:32:23 PM Hidden Name : tell me why i dont see an 8:35 email

7:32:30 PM Hidden Name : i can screen share

7:32:38 PM Hidden Name : i will do anything to figure out what happened

7:33:19 PM Hidden Name : not in my inbox, not in trash, it's non existent

7:33:39 PM Hidden Name : i know this isn't your fault, but i need to find out what happened

7:33:50 PM Hidden Name : and find out what comcast is going to do to avoid this happening again

7:34:20 PM Sharyn : Thanks for understanding my side as your analyst today I will provide you best resolution we can do.

7:34:25 PM Sharyn : Thanks for working this with me.

7:34:35 PM Hidden Name : no worries thanks for you patience

7:34:47 PM Sharyn : No problem, I am here to assist you the best I can.

7:34:52 PM Hidden Name : but i am going to keep calling / chatting with comcast until i find out why it's saying i emailed when i did not

7:35:04 PM Hidden Name : i've already spent 5 hours on this

7:35:23 PM Sharyn : That's alright but we can fix it if we will follow the exact process.

7:36:12 PM Hidden Name : ok what do you need from me

7:36:15 PM Hidden Name : i will screenshare

7:36:17 PM Hidden Name : anything

7:36:38 PM Hidden Name : have a technician go into my email and confirm i got that email and accepted?

7:36:43 PM Hidden Name : i am willing to do anything

7:37:32 PM Sharyn : Hidden, actually even phone service added on 3/12/20 you can still not be charge for this.

7:37:41 PM Hidden Name : i am not worried about being charged

7:37:41 PM Sharyn : You are still on 30 days money back guarantee

7:37:46 PM Hidden Name : i know for a fact im not paying

7:37:47 PM Sharyn : If you will cancel it right away

7:37:51 PM Hidden Name : no, listen:

7:37:56 PM Hidden Name : cancel it, yes

7:38:01 PM Sharyn : I assure you that you won't be charge for this.

7:38:07 PM Hidden Name : right

7:38:09 PM Hidden Name : great

7:38:11 PM Hidden Name : BUT

7:38:17 PM Hidden Name : i need to know who added this and why

7:38:20 PM Sharyn : Here is the process for cancellation.

7:38:22 PM Hidden Name : i am not going to stop

7:38:23 PM Hidden Name : no

7:38:24 PM Hidden Name : wrong

7:38:25 PM Hidden Name : stop

7:38:30 PM Hidden Name : stop it

7:38:33 PM Hidden Name : i need to know

7:38:40 PM Sharyn : Okay no problem.

7:38:40 PM Hidden Name : why you are saying i accepted this by email

7:38:47 PM Hidden Name : because i did not

7:38:56 PM Hidden Name : i will cancel, i am not paying for this

7:38:57 PM Hidden Name : additionally

7:39:03 PM Hidden Name : comcast will tell me what happened

7:39:34 PM Sharyn : It was added by previous agent with employee ID: DAT

7:39:43 PM Hidden Name : ok yes

7:39:47 PM Hidden Name : so

7:39:51 PM Hidden Name : what is going to happen to that person

7:40:03 PM Sharyn : Agent name was Karan

7:40:08 PM Hidden Name : they should not add services

7:40:11 PM Hidden Name : without approval

7:40:14 PM Sharyn : I will send a escalation to this agent.

7:40:20 PM Hidden Name : no

7:40:21 PM Sharyn : It is a slamming.

7:40:23 PM Hidden Name : above them

7:40:31 PM Hidden Name : i dont want to speak with that agent

7:40:36 PM Hidden Name : i want to speak with their manager

7:40:54 PM Sharyn : Sure thing.

7:41:18 PM Sharyn : I want to further assist you if you will allow me, will that be fine?

7:41:26 PM Hidden Name : ye

7:41:27 PM Hidden Name : s

7:41:29 PM Hidden Name : youve been great

7:43:15 PM Sharyn : You are very much welcome.

7:43:54 PM Sharyn : Hidden, we will no longer able to transfer you back to previous agent but we can assist you further.

7:44:00 PM Hidden Name : yes fine

7:44:01 PM Hidden Name : that is ok

7:44:09 PM Hidden Name : i want to know what comcast is going to do to avoid this happening

7:44:15 PM Sharyn : Your bill already paid until 3/24/20.

7:44:33 PM Hidden Name : i will get a refund for backdated service since January 20

7:44:37 PM Hidden Name : can you confirm that?

7:44:44 PM Hidden Name : i have confirmed that twice with reps

7:44:45 PM Sharyn : Yes, we will make sure to escalate the previous agent since he was added the new service without your approval I will raise it to our higher support team.

7:44:52 PM Sharyn : Yes correct.

7:44:54 PM Hidden Name : no but I WANT TO KNOW

7:44:57 PM Hidden Name : i want to know what comes of this

7:45:27 PM Sharyn : There is adjustment applied on 3/12/20 for total amount of \$32.97.

7:45:49 PM Hidden Name : ok, for right now im not concerned with adjustments or cancellation

7:46:00 PM Hidden Name : i am concerned with know how this is going to be fixed

7:46:25 PM Hidden Name : because if i don't get a straight answer i am escalating it to illinois attorney general

7:46:43 PM Hidden Name : this isn't your fault, but i need to know what comcast is going to do to fix this

7:46:57 PM Sharyn : Hidden,if you want I can connect you now to my supervisor so we can further assist you.

7:47:05 PM Hidden Name : yes please

7:47:33 PM Sharyn : Sure thing. Please allow me a minute or two as I request a supervisor available.

7:47:38 PM Hidden Name : thank you

7:48:55 PM Sharyn : You're welcome.

7:53:31 PM Sharyn : I am now waiting my supervisor signal.

7:53:43 PM Hidden Name : awesome thank you

7:53:48 PM Sharyn : Thanks.

7:54:14 PM Sharyn : I will transfer you now,please stay online.

7:54:18 PM Hidden Name : will do

7:54:27 PM System : You have been transferred to queue CVG Bacolod Billing Escalations

7:54:42 PM System : You are now chatting with Rigor

7:54:52 PM Rigor : Hi there!

7:54:56 PM Hidden Name : Hello!

7:54:57 PM Rigor : I am the manager on shift

7:55:06 PM Rigor : Please give me 2-3 minutes to review the account

7:55:09 PM Hidden Name : thanks for taking time to talk to me, sharyn has been very helpful

7:55:10 PM Hidden Name : no problem

7:57:00 PM Rigor : I appreciate your waiting

7:57:33 PM Rigor : It shows here that you are complaining about the phone service added to your account, right?

7:57:50 PM Hidden Name : Correct

7:58:00 PM Hidden Name : specifically, i never gave approval to have it added

7:58:21 PM Hidden Name : i never use my comcast email, but allegedly i approved phone be added through that email

7:58:25 PM Rigor : May I know if you made changes recently?

7:58:38 PM Hidden Name : well sure, last night i called to make sure everything was cancelled

7:58:47 PM Hidden Name : but this addition happened Mar 12

7:58:51 PM Rigor : I see.

7:59:11 PM Rigor : Thanks for confirming. You were placed to bundle service for Internet and phone for only \$70/month

7:59:21 PM Hidden Name : i'm really less concerned about this being cancelled, which 3 reps now have told me it will be cancelled, im more worried about this happening to other people

7:59:31 PM Hidden Name : right, that is getting refunded and backed to jan 20th

7:59:44 PM Rigor : I understand. this should not be happened.

7:59:49 PM Hidden Name : i mean if that doesn't happen, thats a whole other can of worms, but put that aside

7:59:52 PM Rigor : We are making sure this is an isolated issue.

8:00:01 PM Rigor : I will personally take care of this for you

8:00:09 PM Hidden Name : i want to know what is going to happen to whoever added that, and how can i be sure this wont happen again

8:00:23 PM Hidden Name : services should not be added without approval and a fake email being used as justification

8:00:25 PM Rigor : First, just want to know if you want to remove the phone service?

8:00:34 PM Rigor : I am with you on this

8:00:45 PM Hidden Name : yes

8:00:50 PM Hidden Name : i definitely want everything removed

8:00:51 PM Hidden Name : internet

8:00:52 PM Hidden Name : phone

8:00:56 PM Rigor : Thank you for bringing this to our attention, I'm sure we can work together to get this resolved for you as soon as possible.

8:00:57 PM Hidden Name : backed to january 20th

8:01:06 PM Hidden Name : as agreed to with the rep i spoke with last night

8:01:17 PM Hidden Name : because i tried to cancel jan 20th and apparently that never happened

8:01:32 PM Hidden Name : im on auto pay, which i now realize people should never do with comcast

8:01:35 PM Rigor : Noted on that.

8:01:44 PM Hidden Name : then i get a router on my porch, out of nowhere, that i dont want or need

8:01:48 PM Hidden Name : and then all this happens

8:02:01 PM Hidden Name : and i've now spent 6 hours trying to figure out what comcast is going to do to fix this

8:02:04 PM Rigor : What we gonna do is first, we need to contact our customer solution team to request for complete cancellation of the service.

8:02:15 PM Hidden Name : because im going to talk with illinois attorney general staff about this

8:02:22 PM Rigor : I will remove the charges today which is \$23.58

8:02:28 PM Hidden Name : i've already cancelled like 3 times

8:02:30 PM Rigor : to zeroed out your bill

8:02:34 PM Hidden Name : has that seriously not happened yet?

8:02:40 PM Hidden Name : are you telling me i am not cancelled?

8:02:44 PM Hidden Name : because now i'm very upset

8:02:53 PM Rigor : I can point you to the right direction where you can request for the disconnection of the service

8:02:55 PM Hidden Name : because i've told 3 reps to cancel and backdate this back to january 20th

8:03:03 PM Hidden Name : ive requested that 3 times

8:03:18 PM Rigor : May I know where did you requested for a cancellation?

8:03:22 PM Rigor : Through chat?

8:03:29 PM Hidden Name : kimberly on the phone 5 hours ago

8:03:34 PM Hidden Name : through chat 6 hours ago

8:03:54 PM Hidden Name : and on the phone with someone i dont know who because i didnt realize i needed to document every call with comcast until today

8:03:58 PM Hidden Name : i saved the chat log

8:04:01 PM Rigor : Here is the direct number to call for the disconnection.

8:04:04 PM Hidden Name : no

8:04:10 PM Rigor : 18009346489 7am to 9pm

8:04:11 PM Hidden Name : no no, i am done with that

8:04:19 PM Hidden Name : no, i waited on hold for an hour and a half

8:04:32 PM Rigor : Hidden, that is the correct process we need to do for us to disconnect the service

8:04:34 PM Hidden Name : i have confirmation that this will be cancelled 3 times

8:05:08 PM Hidden Name : i cannot believe instead of helping me, this company is willing to let this go on social media and see how poorly you help people

8:05:19 PM Hidden Name : also Washington State sued comcast for 9 million for this practice 1 year ago

8:05:41 PM Hidden Name : you can either fix this now or deal with me repeatedly contacting until i figure out who is getting fired for doing this

8:05:44 PM Hidden Name : Karan the rep, apparently

8:06:33 PM Hidden Name : i am not concerned with the cancellation, because IT WILL happen

8:06:49 PM Hidden Name : i am concerned with an email at 8:35 CDT on March 12 that i never received

8:06:55 PM Hidden Name : i never authorized this service

8:07:04 PM Hidden Name : and comcast needs to make sure this doesn't happen to other people

8:07:21 PM Hidden Name : i realize you personally did not do this, and i appreciate you helping me

8:07:54 PM Hidden Name : there is a moral hazard at your company if you allow this to continue

8:09:54 PM Rigor : I understand your concern, however we do not perform a cancellation through chat. This is a billing department and disconnection of service is only done by calling our customer solution team

8:10:05 PM Hidden Name : i am not concerned with the cancellation

8:10:17 PM Hidden Name : i want to know what is being done to find out how this was added to my account

8:10:24 PM Hidden Name : i want to be 100% clear on that

8:10:29 PM Hidden Name : this chat is to find out what happened

8:10:43 PM Hidden Name : and how i will get confirmation that this wont happen again

8:11:09 PM Hidden Name : i know we are talking around the root problem, but i'm addressing it right now, how was a service added to my account without my approval

8:11:18 PM Hidden Name : that is my question, how was a service added to my account

8:14:59 PM Rigor : The changes was approved through email consent andyName@comcast.net

8:15:10 PM Hidden Name : what time and date was that email sent

8:15:22 PM Hidden Name : because i have my email account open, and i did not consent to that.

8:15:33 PM Hidden Name : if it was mar 12 at 8:35, that is not true

8:17:02 PM Rigor : it was processed on 3/12

8:17:20 PM Hidden Name : so the problem i have, is that i have no email about that

8:17:31 PM Hidden Name : so when this gets escalated on my end

8:17:39 PM Hidden Name : i can demonstrate that this was added without consent

8:18:19 PM Hidden Name : i need someone to look and verify they got an email from me

8:18:34 PM Hidden Name : because there is no email from me. and when they see that, what then, Rigor?

8:19:16 PM Hidden Name : what happens to seniors on fixed income who foolishly have auto pay (like me!) and don't check their statements?

8:19:16 PM Rigor : we have a copy of the email

8:19:21 PM Rigor : I can send it to you

8:19:24 PM Hidden Name : yes please

8:19:58 PM Rigor : pls check your email inbox andyName@comcast.net

8:20:05 PM Hidden Name : i will check that now.

8:20:13 PM Hidden Name : can you tell me why i dont see that in my sent items?

8:21:09 PM Hidden Name : yes, i have that email already

8:21:17 PM Hidden Name : that doesn't demonstrate i authorized anything

8:21:29 PM Hidden Name : that says "here is your Xfinity order confirmation"

8:21:41 PM Hidden Name : I was told that i authorized this service

8:22:01 PM Hidden Name : please send the email where i authorized this

8:31:35 PM Rigor : normally discount or contracts were discussed before adding customer account. we also ask for approval through text messages or email for the complete confirmation of the customer

8:31:51 PM Hidden Name : ok, i don't have a text or phone conversation either

8:32:00 PM Hidden Name : there was a note that i authorized over email

8:32:11 PM Hidden Name : that is confirmed based on the chat log (i saved it) from earlier today

8:32:31 PM Hidden Name : and also, an hour ago, sharyn said there was an email at 8:35 CDT on Mar 12 which did not occur

8:32:49 PM Hidden Name : the notes say specifically i authorized this over email, so text and phone is off the table

8:33:05 PM Hidden Name : i have 0 faith that this won't happen to other people

8:33:32 PM Hidden Name : who do i need to speak with to escalate this on your end

8:33:50 PM Hidden Name : because i will talk to the illinois attorney general on my end

8:34:05 PM Hidden Name : they've already helped with fix some military issues i've head

8:34:07 PM Hidden Name : had*

8:34:29 PM Rigor : The time stamp is based on the notes of the agent who processed the order

8:34:49 PM Hidden Name : right, and does my email information square away with those notes?

8:34:59 PM Hidden Name : Karan's notes?

8:35:57 PM Hidden Name : employee ID: DAT

8:36:08 PM Hidden Name : I know who added it, i just need to know what is going to happen from here

8:36:27 PM Rigor : YEs, with an id of bp-kshah203

8:36:33 PM Hidden Name : why would they say i authorized somethign when i didn't?

8:37:30 PM Rigor : I believe this was from phone conversation, right?

8:37:36 PM Hidden Name : I'm fully prepared to make a mountain out of a molehill out of this

8:37:50 PM Hidden Name : the note on my account says it was authorized over email

8:37:52 PM Rigor : since we are from chat support team we cant retrieve call recordings

8:37:56 PM Hidden Name : you can clearly see there is no email

8:38:05 PM Hidden Name : those are two conflicting things

8:38:27 PM Hidden Name : i am unconcerned with previous phone conversations

8:38:44 PM Hidden Name : i want to know why the note says it was authorized over email, and i did not authorize it over email

8:39:05 PM Hidden Name : i have an entire quarantine period to figure this out

8:40:04 PM Rigor : email was sent for the confirmation from the approval sent on that day

8:40:14 PM Rigor : You can check the contract details that was sent as well

8:40:41 PM Rigor : please check your email address **andyName@gmail.com** and **andyName@comcast.net**

8:40:44 PM Hidden Name : are you saying that I affirmed that i want voice service

8:40:53 PM Hidden Name : i am looking at my email right now

8:41:08 PM Hidden Name : you are saying I affirmed that i want voice service

8:41:14 PM Hidden Name : i want to make sure this is all documented

8:41:38 PM Hidden Name : i added this voice service, you are saying

8:42:03 PM Hidden Name : or are you saying my contract i agreed to months ago stated i would magically get phone service?

8:43:20 PM Hidden Name : i see that email you jsut sent

8:43:33 PM Hidden Name : this is something i requested?

8:43:45 PM Hidden Name : because i certainly did not delete that email, and ive never seen it before

8:45:36 PM Hidden Name : can you tell me how that would happen?

8:45:50 PM Hidden Name : other than a comcast rep adding this without my consent?

8:47:08 PM Rigor : Yes, since we do not have any override for the approval of the changes.

8:47:34 PM Rigor : It can be only approved through customer consent by email or text

8:47:53 PM Hidden Name : OK, and the notes say i approved this over email

8:47:59 PM Hidden Name : is that right?

8:48:16 PM Rigor : Yes, and as per email confirmation by our system it was approved

8:48:38 PM Hidden Name : ok, and taht email was from **andyName@comcast.net**

8:49:38 PM Hidden Name : because i literally have no sent items

8:51:26 PM Hidden Name : if i have to pay someone at comcast to forensically look through my email and verify what happened, because it isn't right

9:08:10 PM Hidden Name : are you still there? i am willing to wait

9:17:24 PM Rigor : Yes I am still here

9:17:36 PM Rigor : Sorry for the delay

9:17:39 PM Hidden Name : No worries

9:17:46 PM Hidden Name : I appreciate your help

9:20:23 PM Rigor : Please give me 2-3 minutes

9:20:32 PM Hidden Name : ok

9:26:39 PM Hidden Name : Are you still there?

9:27:17 PM Rigor : Yes, i am reviewing all the details and it was added with your consent through email approval

9:27:34 PM Hidden Name : what time did i send that email

9:27:39 PM Hidden Name : "i"

9:28:17 PM Hidden Name : why is that email not in my comcast email account

9:28:40 PM Hidden Name : i really do not understand what is happening

9:28:58 PM Hidden Name : can you please forward me the email where i authorized this

9:29:10 PM Rigor : we suggest to call our customer solution for us to investigate thoroughly

9:29:20 PM Hidden Name : no, Rigor

9:29:23 PM Rigor : Since they can check or pull up the call recordings

9:29:26 PM Hidden Name : i have done that, multiple times

9:29:35 PM Hidden Name : can you have someone call me so i don't wait on hold

9:29:43 PM Rigor : here on chat, we can check the recordings on how it was added with your consent

9:29:48 PM Hidden Name : what exactly can i do to avoid being on hold for an hour

9:30:02 PM Hidden Name : can you please send me the email where i consented

9:30:07 PM Rigor : We do not perform any callback since we are from chat support team

9:30:12 PM Hidden Name : why are you talking about a phone call

9:30:22 PM Rigor : You can schedule a callback here: <https://www.xfinity.com/support/schedule-callback>

9:30:22 PM Hidden Name : when it was clear, that "i" authorized this over email?

9:30:26 PM Hidden Name : no, Rigor

9:30:40 PM Hidden Name : We don't need to verify phone conversations

9:30:46 PM Hidden Name : because this was authorized over email

9:30:54 PM Hidden Name : You said it, Sharyn said it

9:31:16 PM Hidden Name : We don't need to review phone recordings, because it was done over email

9:31:54 PM Hidden Name : I have either lose all logical comprehension skills or this is being danced around

9:31:59 PM Hidden Name : lost*

9:32:36 PM Rigor : Hidden, it was sent by the previous rep and it was recorded through call.

9:33:12 PM Rigor : The best thing is to call our phone partners to pull up the recording in that way we can check if its agreed to be added on the account

9:33:43 PM Hidden Name : ok, i look forward to this conversation being send to Kwame Raoul's office

9:33:49 PM Hidden Name : have a good night, Rigor

9:34:00 PM Rigor : Thanks for you time

9:34:05 PM Rigor : Have a great day

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