

**Xfinity:** Hi, I am an Xfinity Advisor. Thanks for your interest in our awesome products! How may I assist you?

**You:** Can I get 6Gb/s fiber offering

**Mikayla:** Thank you for choosing Xfinity! My name is Mikayla. Who do I have the pleasure of chatting with today?

**You:** Robert McMahon

**You:** <https://networkshardware.com/providers/xfinity/gigabit-pro/>

**Mikayla:** Hi Robert! I hope all is well. What is the address we are looking at?

**You:** 69 St Botolph St Boston MA 02116

**Mikayla:** Thank you. One moment please

**Mikayla:** Is there an apartment number>?

**You:** No, this is for the HOA. There are 5 units but the HOA needs whole building internet for things like cameras and fob based access systems.

**You:** I'm on the HOA board

**Mikayla:** OK. One moment while I research this please!

**You:** I have a ticket ECM0000909850

**Mikayla:** What was the ticket for?

**You:** I spent two hours on the phone yesterday and was supposed to get a call back. This occurred multiple times

**You:** I tried to do this in June of 2022 too

**You:** I think I need to speak to the right group that knows about this offering which is limited to certain areas

**Mikayla:** Let me take a look at the ticket.

**You:** I'll be in Boston on April 7th and would like to schedule a site visit then if that's needed

**Mikayla:** Did they say why they needed a ticket?

**You:** No, just that Comcast keeps dropping things and doesn't follow up

**You:** There is some sort of communications break down happening on the

**You:** Comcast side of things

**Mikayla:** I would assume if it was for an entire building it would be considered a business account. Did anyone give you any other information?

**You:** Yes, I was told I could get it as an HOA. We're not a business where an HOA trust for a residential building

**You:** Each unit already has per unit internet from Comcast

**Mikayla:** Ok. I see the address is now built into our system. Let me see if I can move forward with an order

**You:** We have things like fire alarms, etc. in common areas. Don't want a fire like what happened in the Bronx where 17 people died including 8 kids

**You:** [https://en.wikipedia.org/wiki/2022\\_Bronx\\_apartment\\_fire](https://en.wikipedia.org/wiki/2022_Bronx_apartment_fire)

**You:** As an HOA, we need to provide the best systems possible to our residents. We don't like them dying in fires.

**Mikayla:** we have our 2000mbps internet plan. Is that what you are referring to?

**You:** That could work but I'd prefer the 6Gb/s plan as shown in the link I provided

**You:** It's \$300 per month vs \$120 so comcast gets paid more too. I want the lower latencies for our fire alerting systems.

**Mikayla:** It looks like I do not have that at this time. I do see an update was made yesterday on your ticket so I assume someone will reach out soon

**You:** Ok, I've been told that multiple times over the last 18 mos.

**Mikayla:** I do not have access to the plan you are looking for.

**You:** Can you connect me with someone who does?

**You:** Our fire alerting system is going to be a model for all the historic neighborhoods in Boston.

**You:** It's good if Comcast can help here. Saving lives and all that.'

**Mikayla:** We would not be able to assist any further. The only thing I can recommend is calling into 1-800-934-6489. We are limited in the chat space.

**You:** What does that number connect to?

**Mikayla:** However until someone reaches out to you we will not be able to assist.

**Mikayla:** If that ticket is not resolved by that team we cannot assist.

**You:** Every time I call a generic number it takes 1-2 hours before I get somebody who understands the offerings then they they tell me somebody will call me back.

**Mikayla:** At this time I do see the ticket pending. Until it is resolved we have no way of assisting with that offer.

**You:** Can you expedite the call back and raise the priority of the ticket?

**You:** It's not good that our HOA is being hindered here as you can probably understand.

**Mikayla:** I am trying to find more information on the 6X plan. It looks like it does depend on the address if it can be available. From what I can see on your address it is not available in this area.

**You:** I think the availability is limited by the fiber runs. I'm 100M from a fiber. The 2000Mbs is fiber

**Mikayla:** Based off my resources, it is not available to a multiple dwelling address.

**You:** I'll take the 2000Mb/s if that's all that's available

**You:** Oh, that's bad policy.

**Mikayla:** Yes, it looks like the fastest we can do is 2000mbps.

**You:** Put lives at risk?

**Mikayla:** If you were looking for something faster I would recommend our business services at that point.

**You:** Seems better to collect the \$300 and provide the lower latency and not put lives at risk

**You:** I'm not a business

**Mikayla:** The fastest speed we can offer at this address is 2000mbps.

**You:** I'm and HOA board member. Let's do the 2000Mbs offering. I'll bring up the policy issue with the Boston Globe &

**You:** mayor

**You:** kinda crazy to me that Comcast would behave in such a manner

**Mikayla:** I understand. We have a couple of times available on April 7th - 7:30-9am, 8-10am, 10-12pm, 12-2pm

**You:** Please do what you can do here. I believe there is an install charge too, after a site visit

**Mikayla:** Correct. It is \$50 due on the first bill

**You:** hmm, I thought a fiber install was \$1500

**You:** that's what I was told before.

**You:** Then Comcast rents me a juniper switch

**Mikayla:** I believe that is with the 6X

**Mikayla:** This would be a modem connected to a coax outlet./

**You:** Seem slike it's better to offer 6X here. More money for Comcast and better for the health and well being of the residents

**You:** I must have fiber

**You:** That's critical infrastructure

**Mikayla:** We run fiber from the poles and then coax for the modem inside.

**You:** This is not an entertainmnet network

**You:** I'm taking care of the inside

**You:** Or I should say the HOA is.

**Mikayla:** But that is all I can do. I highly recommend speaking with business services and see if they have any advice as it sounds like this would not be the right choice for what you need.

**You:** I just need a fiber to the building

**You:** Please give me a direct number to a real person that can help me. No more call trees

**You:** Also, raise this ticket to the highest possible priority.

**Mikayla:** It would still be a 1-800 number and going through the prompts. Also, we do not need a ticket in this case as 6X is not an option.

**Mikayla:** It is not possible for this address.

**You:** That's not correct

**Mikayla:** 1-844-7693862 is for Business

**You:** They opened a ticket for a reason

**Mikayla:** They opened a ticket for 2X which was already approved

**Mikayla:** It is not possible for 6X.

**You:** Please raise the level of priority and don't brush me off

**Mikayla:** There is no 6X option here so there is no ticket. The agent put in a ticket for 2X which was completed.

**You:** Please verify that 2X is fiber to the building

**You:** Comcast cabling on historic buildings is terrible

**Mikayla:** It is outdoors. And a modem indoors would be coax.

**You:** I have professionals wiring up the building with fiber

**You:** Please indicate this on the ticket that the HOA is going to manage all the building pathways & conduits including the cabling

**You:** Comcast has not met standards with coaxial cabling on these buildings

**You:** It's also a building asset. Drilling through historic brick is not acceptable anymore

**Mikayla:** You will need to call into 1-800-934-6489 for further assist. I also recommend calling into Business. I am not able to assist any further for what you are looking to do. I will be closing the chat. Have a great weekend.

**You:** I haven't been helped

*Thank you for chatting with us today. The agent has left this conversation. For further questions, please open chat again.*