(home address)

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June 18, 2022

Gentlemen:

Please ask a member of your staff to refer this letter to the appropriate senior support manager for a resolution of the issues described in this letter. I would appreciate a response to this letter and contact information for the support manager assigned to this issue. My email address is xxx@yyy.com. My account number is XXXXXXXXXXX.

I am writing to you in desperation and anger about the extremely poor functioning of my Outlook desktop email since April, as a result of very serious issues with email on the web server. I am very familiar with the IMAP email protocol. It appears that this protocol is not working correctly for web email, impacting the performance of Outlook on my desktop, after years of correct operation. **Sometimes important email is not delivered to Outlook for days after it is sent or is delivered to the Trash or Spam folders**. I am wasting at least one hour each day as a result.

This letter includes detailed descriptions and screenshots of these issues.
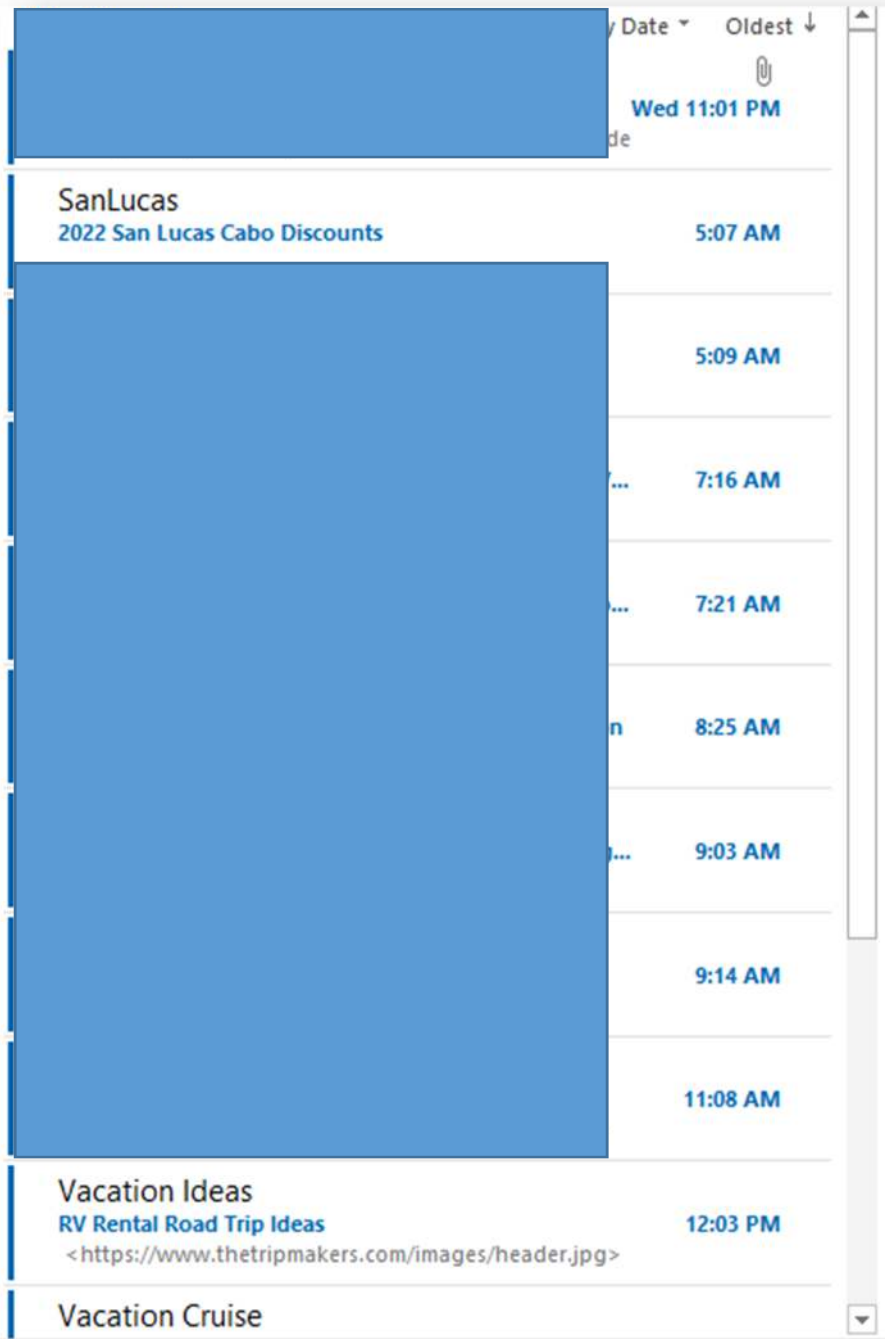
I have not been able to resolve these issues through normal Comcast support channels. Nor could I resolve these issues by myself, even though I am a very experienced computer user, and solve most issues by myself. A half-hour-plus call with a second level support agent was very unsatisfactory. The agent admitted that he could not solve my problem, and said that I needed to talk with a "higher department" but did not provide me with a phone number.

Outlook Issue – Incoming Email misfiled.

Incoming e-mail to Outlook now being delivered automatically filed in Trash or Junk mail folders instead of the inbox.

I have verified that this issue occurs at your server because the issue is also present when I checked the mail from my Apple iPhone or iPad.

Below is a screen shot of new e-mail mis-delivered to Trash. Some of these emails should properly have been put into the junk mail folder.

	Date ▾	Oldest ↓
		📎
	Wed 11:01 PM	
de		

SanLucas
2022 San Lucas Cabo Discounts   5:07 AM

5:09 AM

/...   7:16 AM

)...   7:21 AM

n   8:25 AM

)...   9:03 AM

9:14 AM

11:08 AM

Vacation Ideas
RV Rental Road Trip Ideas   12:03 PM
<https://www.thetripmakers.com/images/header.jpg>

Vacation Cruise

<u>Outlook inbox issue - S*ame messages* sometimes reappear in a subsequent Trash folder download.</u>

After I moved those Trash messages into the Inbox the same messages often *reappeared* in the trash folder. This behavior is a real time waster.

In the screenshot below even though I cleared out Trash folder in the early afternoon on Thursday I was still getting trash messages from late Wednesday on Thursday afternoon.

All   Un   lest ↓

Re
Protect
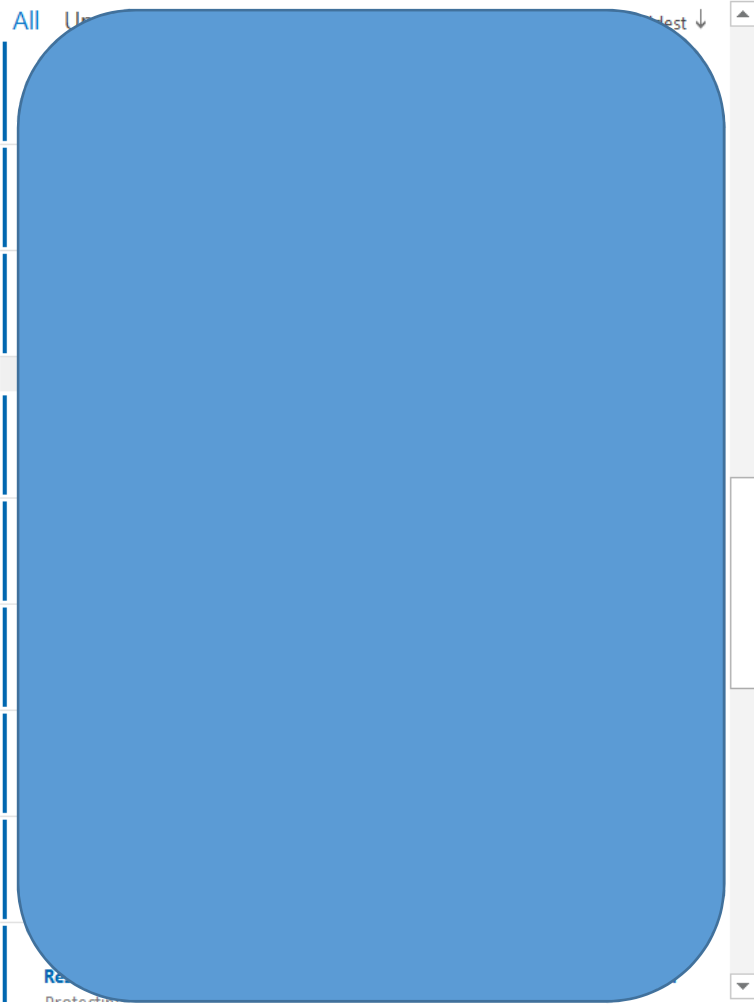
As a result of getting the same messages delivered more than once, and then being moved to the inbox, these messages appeared two or more times in the Outlook Inbox and I am wasting at least one hour each day as a result.

Wed 3:58 PM

<end>

Wed 3:58 PM

<end>

Outlook Issue - Mail folder item count incorrect

In this screenshot, the Inbox count is 446 three days after I last did Manual corrections (below) in web e-mail.
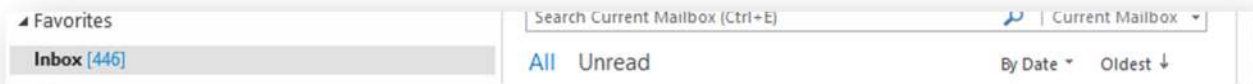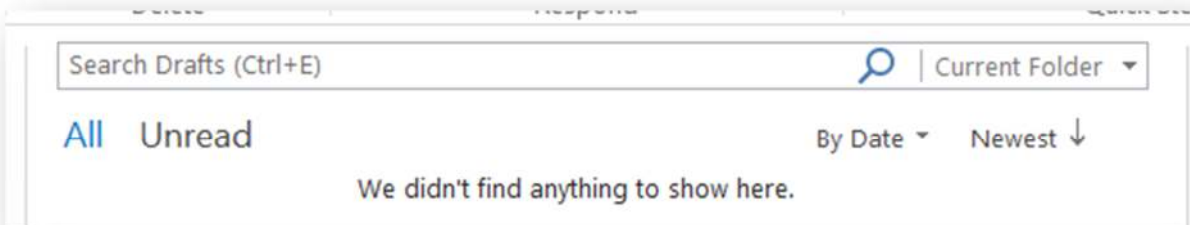

After 10 days, the inbox count is up to 861 although there were fewer than 30 messages there.


Outlook Issue - Clearing or emptying all messages in a folder does not reset item account

In this screenshot, the count of folder messages is not zero for but the folder itself is empty, even after I deleted all the messages in the Outlook Drafts folder.

In this next screenshot, Trash folder messages that were really Inbox messages were moved to the Inbox, but the item count was not changed. In reality there is only one message left in the trash.

This behavior occurs all the time with Outlook folders.
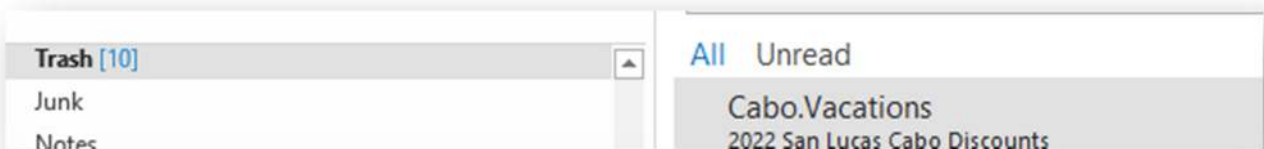
In this screenshot, the Inbox count is obviously wrong, since the Inbox is empty. All Inbox nessages were moved to different folders.

Outlook Issue - Only way to correct folder count issues is to log in to web email.

Outlook folder count should automatically update on the server as mailbox item count changes. However, changing the Outlook folder accounts can be accomplished only when clicking on each web email folder (below).

Web Issue -Extremely difficult to switch from Xfinity home page to e-mail because of errors in the website.

I have no problems logging into the Xfinity website.

When I try to switch to e-mail I usually get this error message, which makes it impossible to remedy any of the web issues. As a result, I continue to have problems in Outlook.

The same problem occurs when I select the telephone icon.

Web email Issue-incorrect unread email counts for email folders. Needs to be reset manually by selecting each individual folder.

Since April web email folder unread item counts have not updated until I log in web email and click individually on each folder, which point the count would be updated in web email.

Once the folder account is reset on web email, the Outlook email folder was also reset to the correct unread item value.

Before clicking on the Drafts folder in web email.
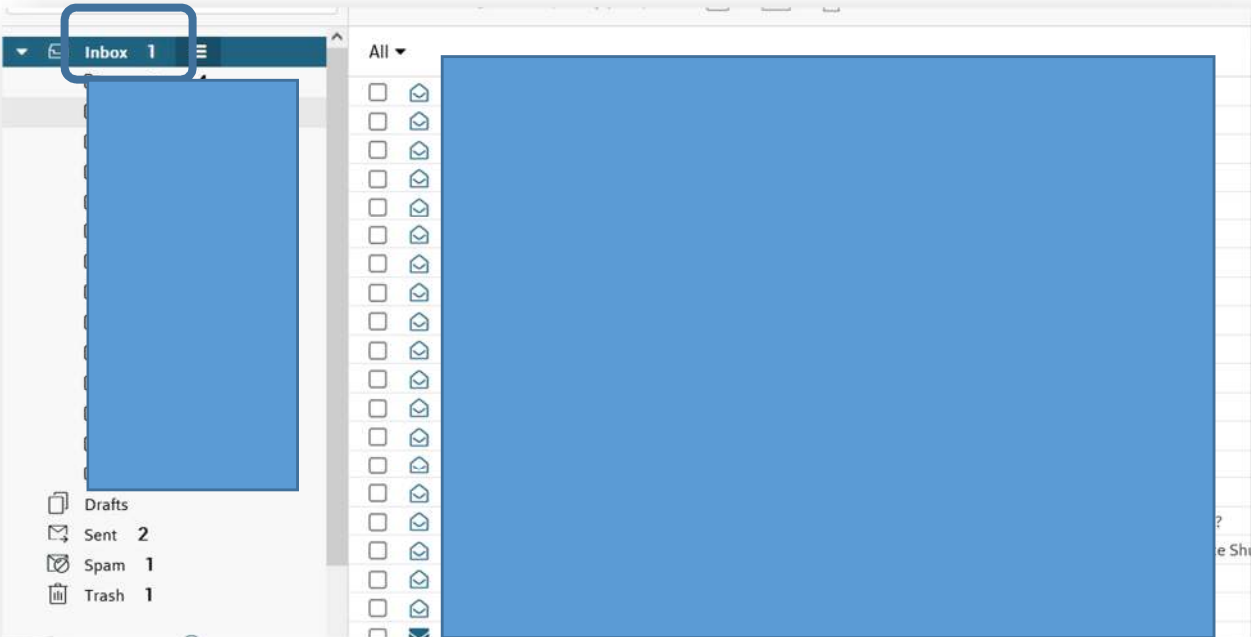
After clicking on the Drafts folder
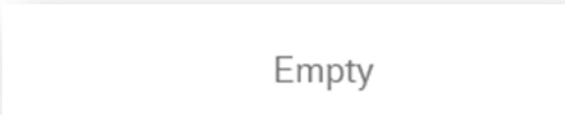
Before I clicked on the web mail Inbox icon, the folder count was incorrect.

After clicking on the webmail Inbox folder, the unread message count is correct.

<u>Web email Issue- Inbox subfolders created in webmail did not appear as subfolders in Outlook Inbox.</u>

In addition, true for Inbox subfolders in created in Outlook email.

Webmail Issue-the webmail software put in new messages into the Trash folder instead of the Inbox or the Spam Junk folder

Observed on a daily basis.

Issue-Actions for Outlook client not reflected in webmail for the same folder.

Issue – Important email not delivered for several days.

Even after Spam box emptied in Outlook, change not synchronized with web email.

Further, the deleted spam messages re-appear several times in the Outlook spam folder. Those messages have included older legitimate email mis-filed into spam. As a result, I have not seen some important emails until days after they were sent.

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	Traveler Direct	Compare Car Rental Rates Here		91.4 KB	4:27 PM
	Business Class Specials	Fly Smarter With Business Travel		8.4 KB	4:25 PM
	ADT Security	24-HR Monitoring Protection with ADT		34.7 KB	9:58 AM
				9.4 KB	8:16 AM
				5.6 KB	7:27 AM
				11.7 KB	6:43 AM
				21.1 KB	4:29 AM
				8.6 KB	4:25 AM
				9.5 KB	3:42 AM
	Must_See_Places	12_Of The Most Colorful Places On This Planet		6.6 KB	2:49 AM
	providencedirectlife.com...	Get Free Whole Life Insurance Quotes Today!Protect the Ones you Love!		7.9 KB	Yesterday

Webmail Issue –Trying to empty the Spam folder does not actually empty the folder.

Also emptying the Spam folder in Outlook has no effect on the web mail folders

Clicking on the three bar icon and selecting empty Spam does not empty the folder