

### **Notes from conversation 2022-07-01 with support agent from Comcast Executive Office**

- Agent said that he understood my frustration, but didn't take any steps to really address it.
- He said that I would need to talk to the email server engineering team but said he didn't have the authority to set up that call
- He kept on insisting that my issues with my Outlook desktop client, when I could see these issues when I logged into web email, before I even started up Outlook for the day, and that I had some of the same issues with email on my iPhone/iPad.
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- Even after I explained that some of the issues were also on my phone email, he kept on insisting that my problems were with Outlook.
- Even though I told him that when I logged into web email, I could see that many messages were improperly filed in Trash or Junk email folder, before I started Outlook on any given day he kept on insisting that it was Outlook that was responsible.
- He did not take me seriously when I told him I was getting these 400 bad browser requests.
- He has no more authority or training than the typical first-line support agent does.
- He seemed to have no motivation to please a 20+ year customer with multiple Comcast services.