

xfinity Chat Transcript

CHAT STARTED AT Dec 2, 2017 4:04:27 PM

4:04 PM MARK KELLY : What is the cost for internet only service without a gateway rental?

---You are now chatting with Frengie---

4:04 PM Frengie : Hi there! I hope your doing fine today.

4:04 PM Frengie : Before we proceed with this chat, let it be known that if in case the chat gets disconnected, it wasn't me closing the chat. We have known issues due to the system upgrade that we are currently innovating.

4:05 PM Frengie : Hello, Mark! I understand that you want to know how much is the Internet without modem rent. No worries, I will definitely help you out with this. By the way, thanks for verifying your account online. For security, may I please verify your full name?

4:05 PM MARK KELLY : mark kelly

4:06 PM Frengie : Thank you, Mark! Please give me one moment to check the account for you.

4:06 PM MARK KELLY : Thx. The address is a ski house, so I really don't need all the other services

4:07 PM Frengie : I got you there, Mark. Do you wish to keep the same Internet that you currently have so we can check it's ala carte price?

4:08 PM MARK KELLY : I'm open for whatever options are available.

4:08 PM Frengie : Sure, I am now checking on it.

4:10 PM Frengie : We have here the same speed of what you currently have which is Performance Pro that cost \$71.95

4:10 PM Frengie : the speed is up to 100 Mbps

4:11 PM MARK KELLY : Sounds good

4:11 PM Frengie : Do you wish to have this Internet Only service?

4:12 PM MARK KELLY : Yes. Can we switch over on 12/4? I have the boxes from my existing equipment and can return them to a Comcast location in my home state of CT

4:13 PM Frengie :

That's perfectly fine, Mark. Please know that since you have other services on the

account, this should be remove by our Retention Team. But you don't have to worry, as I am with you on this. I will go ahead and create a recommendation on your account with regard to you wanting to keep Internet only to make sure that this will be addressed. Here is how we are going to do it. I will take care of the recommendation for you and I will go ahead and provide you the direct number for a specialized team that can set this up for you. Can I have 2 minutes to set do this for you so that once you contact them they know what to do?

4:14 PM MARK KELLY : Please. Thank you.

4:14 PM Frengie : It is my pleasure to help you, Mark! You are most welcome! (smile)

4:15 PM Frengie : Great news. I now have completed the request for your intent of canceling the other service and keep the interment only. Rest assured that my colleague from the Retention team will able to finalize the request. After this chat. please call 1-800-XFINITY (1-800-934-6489) and follow the prompts to "cancel service" or "downgrade service". The line is open during business hours, Monday - Saturday 7AM to 9PM EST.

4:15 PM Frengie : Don't worry, Mark. I already backed you up with full notations on the account of what we've discussed and what you're up to so you won't have to repeat yourself. This way, it will be a easier and faster transaction for you.

4:16 PM MARK KELLY : Excellent. Thanks for your assistance.

4:16 PM Frengie : I am sincerely happy to help you! Have I fully resolve your concern today my friend? Are you satisfied on how I assisted you on our chat?

4:16 PM MARK KELLY : Outstanding service. Thank you!

4:17 PM Frengie : Awesome! I really appreciate it, Mark! Thank you for being such a nice person to talked to. We are all set. Thank you for choosing Xfinity. Happy weekend! (smile)

4:17 PM Frengie : Take care of yourself for me, okay? Bye for now!

---Frengie has ended the chat---

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