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Subject: Billing Problems

Posted by [Kenwoody](#) on Mon, 03 Feb 2014 15:45:00 GMT

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Our cable company just sent us a \$90 bill for what's supposed to be \$60/month cable service. When I looked at the bill closely, I noticed a \$30 charge for a "failed self-install fee." Well, we were able to successfully install the cable ourselves, so now I'm on the phone, on hold, with billing. I'm going to be so upset if we can't get this straightened out!

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Subject: Re: Billing Problems

Posted by [LuvMartin](#) on Mon, 03 Feb 2014 19:09:36 GMT

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Billing problems seem to be going around here lately! You always need to look at your bill closely to make sure that they are right. I have heard of some cable companies sneaking in ridiculous charges lately!

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Subject: Re: Billing Problems

Posted by [timron](#) on Tue, 04 Feb 2014 09:00:22 GMT

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Kenwoody, were you able to get the charge taken care of? A friend of mine had a similar problem with AT&T, if I'm not mistaken, and had to take it all the way up to corporate to have the problem resolved.

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Subject: Re: Billing Problems

Posted by [Samuel](#) on Tue, 04 Feb 2014 09:37:45 GMT

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They should have pretty clear records of you not having had an engineer visit, so I wouldn't worry too much. Lots of things take a fight to fix but I can't see how this one should be honest.

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Subject: Re: Billing Problems

Posted by [iLoveiPod](#) on Tue, 04 Feb 2014 09:57:45 GMT

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Kenwoody, can I ask who your cable company is? We have had a string of problems with ours ever since we initiated service with them. We haven't had false charges show up yet, but it's just been a constant scenario of the right hand not knowing what the left hand is doing!

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