



RECEIVED MAR 31 2009

Comcast Cable
3517 N. Dries Lane
Peoria, IL 61604

March 27, 2009

Mayor John Spring
City of Quincy
730 Maine Street
Quincy IL 62301

RE: Comcast Annual Review and Report

Dear Mayor Spring:

At Comcast, we have been proud to serve your community this past year. Our core belief of delivering a superior customer experience to our customers everyday is reflected in everything we do.

In 2008, Comcast made a significant effort to improve the customer experience. Over the last year we invested more in customer service training, technology and personnel than at any other time in our 45-year history. These investments included rolling out smart handheld devices and laptops to field technicians, improving our on-time reliability and introducing other new technologies that are allowing us to problem solve more quickly and even proactively diagnose issues before they impact our customers.

Our goal is to give our customers more value, including the largest On Demand video library and most High-Definition choices, a faster high-speed Internet and the newest technologies for our Comcast Digital Voice service — a low-cost, feature-rich digital home phone service. And we're working to strengthen the communities we serve through local volunteerism and commitments of more than \$740,000 to Illinois non-profits from the Comcast Foundation.

***New Services, dramatically more High Definition TV ("HDTV")
and On-Demand Choices***

Over the last year, Comcast continued to provide customers with more high-definition television programming including the addition of at least 13 full-time HD channels. For Digital Cable customers, we now offer 10,000 On Demand movies, network shows and other programs every month. In addition, we're offering On Demand programming in HD — giving viewers 1,000 different HD choices at any moment. And we have added Big Ten Network and MLB (Major League Baseball) Network to our lineup.

In 2009, HD is even more at the core of Comcast's offerings. Our new HD Triple Play packages include HD equipment and content with the fastest high-speed Internet and reliable home phone service, all at one low monthly price. We will continue to add additional HD channels and HD On Demand choices. At the same time, we've also introduced Digital Economy TV, Economy Internet and Economy Voice services that bring consumers the power of broadband at an economical, Every Day Low Price.

Investments in Community

In 2008, Comcast was an active participant throughout Illinois. The Comcast Foundation contributed to diverse organizations impacting literacy, youth leadership, development and volunteerism. On May 3rd, 2008 over 4,200 Comcasters, their families and friends participated in the annual Comcast Cares Day

which is a Comcast sponsored day of volunteerism. 124 graduating high school seniors were awarded \$1,000 scholarships as part of Comcast's Leaders and Achievers program. And Comcast employees pledged \$208,518 to local United Ways across the state.

Investments in Quality Service and Reliability for all Customers

Comcast has made significant investments in improving reliability and service delivery for all customers. We have created new jobs and retained over 7,000 local employees throughout Illinois, the vast majority of whom serve customers directly in the home or on the phone. As a result we can offer better service and more flexible times for installation and service appointments. We've also deployed technology that allows us to monitor the performance and quality of our network in real time, around the clock — allowing us to diagnose and trouble-shoot network issues faster, often before a single customer is affected. You can be confident we will continue to invest in improving our training, technology and business processes to deliver the most customer-friendly and reliable service in the market.

Customer Interactions

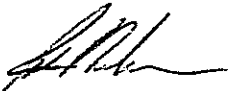
Comcast had over 11.6 million interactions with customers in Illinois related to our video services this past year. I am pleased to report that as a result of our significant investments, customer concerns represented less than one percent of all customer interactions.

Comcast is meeting the customer service standards enacted by the State of Illinois in the Illinois Cable and Video Customer Protection Law (220 ILCS 5/22.) For your review and detailed below is the annual customer complaint report as required by state statute.

<u>Type of Complaint</u>	<u>Total</u>
Billing, Charges, Refunds and Credits	13
Installation or termination of Service	8
Quality of Service or Repair	9
Programming	8
Miscellaneous	0
All Complaints	38

Comcast is proud of our commitment to customer service, which will continue to be one our primary focuses as we grow our business. Please feel free to contact me directly at (309) 686-2612 if you are need of additional information.

Sincerely,



John Niebur
District Director

cc: file