



Comcast Cable  
1500 McConnor Parkway, Suite 200  
Schaumburg, IL 60173

March 30, 2010

The Honorable John Spring  
Mayor  
City of Quincy  
730 Maine St.  
Quincy, IL 62301

***Re: Comcast Annual Report***

Dear Mayor Spring:

On behalf of Comcast I am pleased to present the 2009 Annual Report. This report is being submitted pursuant to the Cable and Video Customer Protection Law (220 ILCS 5/22).

Last year, we told you about the many operational changes we were making to improve the customer experience. These included investments in new technologies and systems – such as handheld mobile devices, an automated diagnostic interface and online databases – that give our technicians and customer service representatives state-of-the-art tools and information to help customers the first time they call or when we visit the customers' home. We also have invested in our operations centers to enhance our network monitoring and product performance capabilities so we can proactively fix issues before they impact customers. These improvements in performance and reliability are translating into fewer service interruptions for customers and faster repair times when there is an issue.

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	25
Installation or Termination of Service	68
Quality of Service or Repair	25
Programming	3
Miscellaneous	1
All Complaints	122

Comcast is proud of our commitment to customer service, which will continue to be a primary focus as the business grows. Please feel free to contact me directly at 217-527-2905 if you are in need of additional information.

Sincerely yours,

Libbie Stehn  
Government Affairs Manager