



May 12, 2011

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

Dear Mayor Spring:

I am writing to provide you with information regarding the Comcast Customer Guarantee. In the highly competitive telecommunications market the Customer Guarantee is Comcast's promise that we will hold our products, service and employees to the highest standards and that our goal is to provide a superior customer experience the first time, every time. This is not a promotion; this is a long term commitment to our customers and your community.

While we try to deliver great customer service every time, there are certainly times when we make mistakes. When that happens, we believe that it's important for customers to know what they can expect from us. That's where the Comcast Customer Guarantee comes in. The Comcast Customer Guarantee reinforces our commitment to provide a consistently positive experience during every step in the relationships with our customers.

The guarantee outlines those promises and the customers' options if we don't live up to their expectations. Our guarantee promises:

- To give a 30-day, money-back guarantee on all of our services;
- To be respectful and courteous of customers and their homes;
- To answer customers' questions at their convenience 24 hours a day, seven days a week;
- To offer easy-to-understand packages and provide a clear bill to customers;
- To continually offer the best and most video choices;
- To quickly address any problems that customers experience; and
- To schedule appointments at our customers' convenience and be mindful of their time

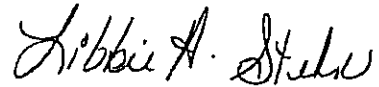
The Comcast Guarantee not only demonstrates to our customers that we are dedicated to getting it right the first time, but also empowers our employees to make it right when we miss the mark. For example, after the first visit to a customer's home, if we do not satisfactorily complete installation or can't resolve a routine issue, we will extend a complimentary 3-month premium service or \$20 credit to their account. We also won't charge them for a service visit that results from a Comcast equipment or network problem. And if we fail to arrive for a scheduled visit during the promised appointment window, we will provide the customer with a \$25 credit for the inconvenience.

While it is still early in the launch, the Comcast Customer Guarantee along with our increased investment in training, equipment and customer facing employees are already making a difference. Of course the ultimate test is customer satisfaction and we plan to gauge additional results through customer satisfaction surveys.

We know that we don't always get it right, but we want to do a great job and are working to make each customer experience a great experience, and the Customer Guarantee is part of that. We interact with our customers one million times a day. Each one of those interactions is a genuine opportunity to prove we care, we understand and we are committed to getting it right!

For more information on Comcast's Customer Guarantee, or any of our other initiatives to improve our customers' experiences please feel free to contact me at Libbie_Stehn@cable.comcast.com or (217) 527-2905.

Sincerely,

A handwritten signature in black ink that reads "Libbie A. Stehn". The signature is written in a cursive, flowing style.

Libbie Stehn
Government Affairs Manager