



March 30, 2012

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 2011 Annual Report. This report is being submitted pursuant to the Cable and Video Customer Protection Law (220 ILCS 5/22).

In previous letters, Comcast has informed you about the many operational changes we have made to improve the customer experience, our investments in new technologies and capabilities to provide advanced products. In 2011, Comcast continued to invest in new technologies and advanced products, while working to improve our customer experience.

More to Watch, More Ways—Anytime, Anywhere

- We now offer over 60,000 On Demand TV shows and hit movies on TV and online—many of them free!
- Customers can catch up and keep up with favorite shows from all top networks and enjoy new movies On Demand—many the same day as DVD and a month before Netflix.
- We introduced the ability to watch from your TV or online, anytime, anywhere—even from an iPad or iPhone!

Commitment to Service

- In 2011, Comcast introduced Customer Convenient Appointment Windows. Appointments have been shortened to two hours and we now offer appointment windows as narrow as one hour.
- The Comcast Customer Guarantee promises to provide our customers a consistently superior experience, including 24/7 customer service and on-time appointments or we'll credit customers \$25.

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	0
Installation or Termination of Service	0
Quality of Service or Repair	1
Programming	0
Miscellaneous	0
All Complaints	<u>1</u>

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,

Libbie Stehn Tumulty
 Government Affairs Manager