

RECEIVED APR 30 2012



April 27, 2012

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

Re: Annual Report submitted on March 30, 2012

Dear Mayor Spring:

Last month, I sent you the above referenced 2011 Annual Report which Comcast prepares pursuant to the Illinois Cable and Video Customer Protection Law (220 ILCS 5/22). It has recently come to my attention that there was a sorting error that resulted in incorrect data being submitted to a number of communities, including yours.

The error has since been corrected and detailed below for your review is the annual customer complaint report as corrected.

Type of Complaint	Total
Billing, Charges, Refunds and Credits	0
Installation or Termination of Service	129
Quality of Service or Repair	87
Programming	0
Miscellaneous	0
All Complaints	<u>216</u>

As I reported previously, Comcast is proud of our commitment to customer service. That commitment will continue to be a primary focus of Comcast as the business grows and we strive to provide our customers in your community with the best products and most reliable and customer-friendly services possible. In 2011, Comcast introduced Customer Convenient Appointment Windows, shortening windows to two hours and to 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.

On behalf of Comcast I apologize for any inconvenience occasioned by the error in the prior annual report. Please do not hesitate to contact me at (217) 527-2905 if you have any questions or would like additional information regarding this report or any of Comcast's products and services.

Sincerely,

Libbie Stehn Tumulty
Government Affairs Manager