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Via Electronic Filing and First Class Mail

March 12, 2007

Louise E. Rickard
Acting Executive Secretary
Department of Public Utility Control
10 Franklin Square
New Britain, CT 06051

Re: **Docket No. 05-06-13 – Joint Application of Adelphia Communications Corporation, Time Warner Cable Inc. and Comcast Corporation for Approval of a Transfer of Assets and Subsequent Change of Control – Compliance (Order No. 2)**

Dear Ms. Rickard:

In accordance with Order No. 2 of the Department of Public Utility Control's ("Department") Decision dated September 22, 2005 in connection with the above-referenced proceeding, Comcast Corporation ("Comcast") hereby submits its third comprehensive report discussing operational changes in the Connecticut cable systems resulting from the transactions by which Adelphia Communications Corporation franchises in Connecticut were acquired by Comcast. As noted in prior communication to the Department, the affected cable systems now operate under the legal entity Comcast of Connecticut/Georgia/Massachusetts/ New Hampshire/New York/North Carolina/Virginia/Vermont, LLC.

A. Customer Service Operations.

1. Customer service policies and procedures (e.g., deposit policies, credit and collection policies): Charges related to cable service (e.g., returned check charges, late payment fees).

2. Office hours and customer service telephone hours of operation.

3. Bill form.

There are no proposed changes in any customer service policies for cable customers, or telephone hours for customer service in the former



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Adelphia/Tele-Media systems in the State of Connecticut. Effective January 8, 2007, the former Adelphia/Tele-Media systems in the State of Connecticut were officially re-branded to Comcast. As a result of this planned re-branding, customers now receive billing statements from Comcast rather than the former Adelphia/Tele-Media.

4. Call center operations (e.g., consolidation and/or expansion).

Comcast continues, for the short term, to use the third-party call centers previously utilized by Adelphia. These centers respond to the calls of Comcast customers in the former Adelphia/Tele-Media markets, and are located in Pensacola, FL, and Universal City, TX.

Comcast also continues to operate and maintain call center operations at its Berlin, Connecticut facility. This facility currently seats approximately 150 customer account executives who respond to customer calls in the ten Connecticut franchise areas served by Comcast prior to the Adelphia transaction.

On February 15, 2007, Comcast began operations at its new call center in Enfield, CT. The Enfield call center currently employs 11 customer account executives with an additional 41 undertaking training at the Enfield facility. This number will increase and Comcast expects the center to be fully operational by the end of 2007. Comcast plans a formal opening of this call center on April 24, 2007. Integration of calls from the former Tele-Media / Adelphia customers will begin in the months that follow, and will be reported to the Department in our next Report. This call center, coupled with our Berlin center will allow for the integration of all Connecticut cable service calls and the continued improvement of call answering statistics under normal operating conditions.

In the Department's Final Decision in Docket Number 03-06-07, Application of Comcast/Lakeville for Franchise Renewal, Order No. 2 required that Comcast report to the Department regarding its ability to comply with statutory telephone answering responsiveness requirements in light of increased call center telephone volume related to the introduction of VoIP services. At this juncture, Comcast can report that the company is effectively responding to any additional call volume generated through the introduction of any new products and services. Comcast has added additional call centers and customer account executives throughout the Region and Division to



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service the calls of Connecticut customers. When needed, Comcast engages the services of its third party vendors for call assistance. Comcast has also embraced the concept of "Think Customer First". This concept involves a culture of improving the customer experience through appropriate and effective training of all Comcast employees to meet and exceed customer expectations whenever possible.

5. Statistical Analysis of Telephone Responsiveness (e.g., longest time on hold, average speed of answer, number of calls answered in less than-more than two minutes, and calls abandoned) (segmenting calls handled by automatic response units).

A summary of data reflecting the required telephone response time information to date is attached as Exhibit A.

B. Employment Levels.

1. Total current number of Connecticut employees (excluding out-of-state call center operations).

Customer Service –	Comcast 240 (207 call center, 33 service center) Former Adelphia 41 Total
Technical –	Comcast 500 Former Adelphia 104.5 Total 604.5
Administrative And Managerial –	Comcast 82 Former Adelphia 18 Total 100

Planned changes to employment levels.

Comcast has no current plans to change overall employment levels at this time. As in any industry, employment levels fluctuate from month to month in any given year. Comcast expects that employment levels will increase as it



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begins activity related to the new call center discussed earlier in this report and will be reflected in subsequent reports to the Department.

C. Plant Data.

1. **Prior period upgrades and rebuilds.**

Task	Planned Mileage	Actual		% Complete
		To Date	Pending Mileage	
Strand	5.45	6.28	(0.83)	115%
Coax Aerial	18.23	30.51	(12.28)	167%
Coax UG	6.30	7.66	(1.36)	122%
Fiber	98.50	101.16	(2.66)	103%
RF Splicing	446.20	430.65	15.55	97%
Activation	446.20	328.94	117.26	74%

2. **Planned rebuilds and upgrades.**

As demonstrated in the response above, Comcast will complete its franchise required upgrade of the Old Lyme cable system within the timeframe set forth in the franchise agreement.

D. New Services.

1. **Status of High-Speed Internet Access.**

High-Speed Internet service is available in the former Tele-Media/Adelphia franchise areas, and there have been no material changes since the Department's September 22, 2005 Decision. Any enhancements to this service will be reflected in future reports to the Department.

2. **Status of competitive local exchange telephony service.**

Comcast continues to make necessary technical modifications and enhancements to its physical infrastructure in order to provide Comcast Digital Voice in the former Tele-Media/Adelphia franchise areas. On February 23rd, Comcast launched this service in the Norwich Franchise Area, and it is tentatively scheduled to launch in the Waterbury Franchise Area on



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March 20th. It is Comcast's goal to launch this service throughout the acquired systems during the first half of 2007. Comcast will continue to report progress to the Department in future reports.

E. Commitments to the Educational Community.

1. Changes to policies/funding levels and/or outreach.

There have been no changes in the policies and/or funding levels and/or outreach with regard to commitments to the educational community in the former Tele-Media/Adelphia franchise areas since the Department's September 22, 2005 Decision.

2. Status of Middletown and Clinton Franchise Area Interconnection with Adelphia Cable Communications.

There has been no change since our previous report in which we stated that Comcast has explored options related to the interconnection of the Middletown and Clinton franchise areas. At this juncture, Comcast believes that status quo operations will continue to meet the cable-related needs of the customers in the franchise areas. Comcast's School and Library Connections Program, coupled with its return lines throughout the state, offer customers and community access providers the opportunity to access a vast library of information and programming. Comcast will continue to explore the possibility of interconnection, depending on requested uses and costs of such.

F. Public, Educational and/or Governmental Access.

1. Changes to policies, procedures, funding, grants, and/or donations.

There have been no changes to the policies, procedures, funding, grants, and/or donations for public, educational and/or governmental access since the Department's September 22, 2005 Decision. Comcast is in the process of evaluating the access rules currently in place. Any modification of access rules will be presented to the Department.



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G. Service Quality (by franchise).

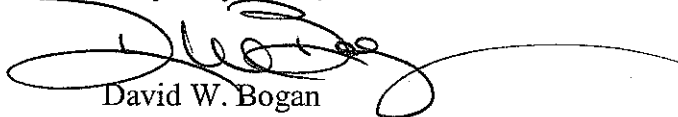
1. Average number of days to fulfill requests for:

a. Service/repair:	Waterbury:	4 days
	Seymour:	1-2 days
	Old Lyme:	1-3 days
	Norwich:	1-3 days
b. Installation:	Waterbury:	1-3 days
	Seymour:	4 days
	Old Lyme:	3-4 days
	Norwich:	3-4 days
c. Disconnection:	Waterbury:	1-3 days
	Seymour:	2-3 days
	Old Lyme:	1-2 days
	Norwich:	1-2 days

Please feel free to contact the undersigned or John Poakeart of this office (203-462-7524) should you have any questions with regard to this correspondence.

I certify that a copy hereof has been sent on this date to all parties, intervenors, and participants of record as reflected on the Department's service list as of this date, via first class mail, postage prepaid. A copy has also been filed with the Department as an electronic web filing and is complete.

Very truly yours,



David W. Bogan
cc: Service List



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Exhibit A

Call Center Report	Dec-06	Jan-07	Feb-07
Calls offered to IVR	48,699	61,494	86,356
Calls handled within IVR	11,412	11,044	14,665
% of calls handled within IVR	23.4%	18.0%	17.0%
Calls offered to Agents	37,287	50,450	71,691
Calls Handled within 30 secs.	27,106	26,517	56,887
Calls Handled within 120 secs.	NA at the 120 sec bucket	NA at the 120 sec bucket	NA at the 120 sec bucket
SL or % of calls answered within 30 seconds	72.7%	52.6%	79.4%
% Calls answered within 120 seconds	NA	NA	NA
Abandoned calls	1,613	5,511	3,764
% of calls abandoned	4.3%	10.9%	5.3%
ASA	55	128	63

