LICENSE SECTION 11.7, 11.8, and 11.9
COMPLAINT REPORTS
SERVICE INTERRUPTION REPORTS
INDIVIDUAL COMPLAINT REPORTS

Compliance: Form 500 filed annually with the Board of Selectmen and the Cable Division of the Massachusetts Department of Telecommunications and Energy, dated January 26, 2004 and January 27, 2005

Comcast

January 27, 2005

Via Certified Return Receipt Requested Mail

Board of Selectmen
Town of Acton
472 Main Street
Acton, MA 01720

Dear Chairman and Members of the Board:

Attached please find a copy of the 2004 Annual Consumer Complaint Form "Form 500" as required by Chapter 166A of the General Laws of Massachusetts. As you will see from the overall summary there has been a significant year over year reduction in the number of complaints filed by consumers. We believe this to be directly attributable to the many improvements Comcast has initiated throughout 2004. Despite the increasingly complex nature of our business - which yields more than 3 million interactions with our Massachusetts customers monthly overall customer complaints as captured by the Form 500 continue to decline overall. Customer complaints in Massachusetts alone were down by 13% compared to 2003 – and complaints about customer service have decreased by almost 50%. Please be assured the company will continue to focus on this initiative in 2005 in hopes of further reducing customer complaints. We survey thousands of our customers every month to get direct feedback regarding our performance. Every employee in New England has been charged with thinking about the customer first and finding new and innovative ways to make the customer experience with Comcast the best it can possibly be.

The Form 500 requires operators to report how they respond to customer's concerns about the operation of their cable system, including the time it takes to resolve a complaint.

As you may be aware the Division defines "complaint" for Form 500 purposes as:

> Any written or verbal contact with a cable operator in connection with subscription in which a person expresses dissatisfaction with an act, omission, product or service that is (1) within the operator's control, and (2) requires a corrective measure on the part of the operator.

Comcast is proud of the commitment it has made in customer service, which continued to improve despite a year of constant change. We are proud to have added new and improved products such as: Video on Demand, High Definition and Digital Video Recorders, as well as increased the number of digital channels available to customers throughout Massachusetts.

A copy of this Form 500 has been forwarded to the Massachusetts Department of Telecommunication and Energy, Massachusetts Cable Division.

If I can be of further assistance to you on any matters related to this report, please feel free to contact me at 978-692-1906, ext. 2052.

Very truly yours,

Rob Travers

Rob Travers
Manager of Government & Community Relations

Form 500 Complaint Data

Comcast Cable

676 Island Pond Road,
Manchester, NH 03109-

(978) 848-5476

28-Jan-05

Code Key: Avg. Resolution Time

<1> Less than 1 Day <2> 1-3 Days <3> 4-7 Days <4> 8-14 Days <5> 15-30 Days <6> >30 Days

Code Key: Manner of Resolution

A. Resolved to the satisfaction of both parties.
B. Resolved, customer dissatisfied. C. Not Resolved.

Town	ACTON
Year	2004
Subscribers	6045

	Total Complaints	Avg Resolution Time (see code above)	Manner of Resolution (see code key above for the manner represented by the letters below) The number below each letter indicates the number of complaints resolved in that manner.		
			A.	B.	C.
Advertising/Marketing	1	<2>	1	0	0
Appointment Service Call	33	<3>	29	4	0
BILLING	12	<2>	11	1	0
Customer Service	1	<2>	1	0	0
EQUIPMENT	39	<2>	34	5	0
INSTALLATION	189	<2>	166	22	1
Other: Programming	1	<2>	1	0	0
Reception	1	<2>	1	0	0
SERVICE INTERRUPTION	159	<2>	139	19	1

Form 500 Service Interruption Data

28-Jan-05

Comcast Cable

676 Island Pond Road,
Manchester, NH 03109-

(978) 848-5476

Code Key: Duration of Service Interruption <1> Less than 1 Day <2> 1-3 Days <3> 4-7 Days <4> 8-14 Days <5> 15-30 Days <6> >30 Days

Town Acton **Year** 2004 **Subscribers** 6045

	Date of Service Interruption	Duration of Service Interruption (see Code Key above)
Acton	8/26/2004	<1>
Acton	5/2/2004	<1>
Acton	5/30/2004	<1>
Acton	7/10/2004	<1>
Acton	10/12/2004	<1>
Acton	6/24/2004	<1>
Acton	8/28/2004	<1>
Acton	8/25/2004	<1>
Acton	2/4/2004	<1>
Acton	12/29/2004	<1>
Acton	1/16/2004	<1>
Acton	10/6/2004	<1>
Acton	8/4/2004	<1>
Acton	9/16/2004	<1>
Acton	7/9/2004	<1>
Acton	11/2/2004	<1>
Acton	2/4/2004	<1>

Comcast Cable Communications, Inc.
676 Island Pond Road
Manchester, NH 03109
www.comcast.com

January 26, 2004

Board of Selectmen
Town of Acton
472 Main Street
Acton, MA 01720

Dear Chairman and Members of the Board:

Attached please find a copy of the Annual Consumer Complaint Form "Form 500" as required by Chapter 166A of the General Laws of Massachusetts.

The Annual Consumer Complaint Form is designed to collect complaint data that is useful to municipalities, cable operators and the Cable Division in measuring cable operators' performance. Specifically, the Form 500 requires operators to report how they respond to customer's concerns about the operation of their cable system, including the time it takes to resolve a complaint.

It is important to note that the Division defines "complaint" for Form 500 purposes as:

> Any written or verbal contact with a cable operator in connection with subscription in which a person expresses dissatisfaction with an act, omission, product or service that is (1) within the operator's control, and (2) requires a corrective measure on the part the operator.

A copy of this Form 500 has been forwarded to the Massachusetts Department of Telecommunications and Energy, Massachusetts Cable Television Division.

If I can be of further assistance to you on any matters related to this report, please feel free to contact me at 978-692-1906, ext. 2052.

Very truly yours,

Rob Travers
Manager of Government & Community Relations

Enclosure

Form 500 Complaint Data

Comcast Corp,

(Formerly AT&T Broadband), 676 Island Pond Rd
Manchester, NH 03109-

23-Jan-04

(888) 633-4866

Code Key: Avg. Resolution Time

<1> Less than 1 Day <2> 1-3 Days <3> 4-7 Days <4> 8-14 Days <5> 15-30 Days <6> >30 Days

Code Key: Manner of Resolution

A. Resolved to the satisfaction of both parties.
B. Resolved, customer dissatisfied. C. Not Resolved.

Town	ACTON
Year	2003
Subscribers	5723

	Total Complaints	Avg Resolution Time (see code above)	Manner of Resolution (see code key above for the manner represented by the letters below) The number below each letter indicates the number of complaints resolved in that manner.		
			A.	B.	C.
Advertising/Marketing	4	<1>	4	0	0
Appointment/Service Call	64	<4>	58	3	3
Billing	18	<2>	16	2	0
Compliment	1	<1>	1	0	0
Customer Service	6	<2>	6	0	0
EQUIPMENT	31	<1>	29	1	1
INSTALLATION	137	<1>	127	6	4
Other	3	<1>	3	0	0
Service Interruption	213	<2>	198	11	4

Form 500 Service Interruption Data

23-Jan-04

Comcast Corp,

(Formerly AT&T Broadband), 676 Island Pond Rd
Manchester, NH 03109-

(888) 633-4866

Code Key: Duration of Service Interruption <1> Less than 1 Day <2> 1-3 Days <3> 4-7 Days <4> 8-14 Days <5> 15-30 Days <6> >30 Days

Town Acton **Year** 2003 **Subscribers** 5723

	Date of Service Interruption	Duration of Service Interruption (see Code Key above)
Acton	8/25/2003 8:30:00 AM	<1>
Acton	1/13/2003 1:26:52 PM	<1>
Acton	1/19/2003 12:39:19 PM	<1>
Acton	2/27/2003 5:00:00 AM	<1>
Acton	3/4/2003 8:52:51 AM	<1>
Acton	4/4/2003 7:52:33 AM	<1>
Acton	4/4/2003 10:35:30 PM	<1>
Acton	4/18/2003 6:01:01 PM	<1>
Acton	1/9/2003 8:19:11 AM	<1>
Acton	8/24/2003 7:36:00 PM	<1>
Acton	12/12/2003 11:12:00 AM	<1>
Acton	8/25/2003 8:43:00 AM	<1>
Acton	8/25/2003 4:58:00 PM	<1>
Acton	8/27/2003 2:29:00 PM	<1>
Acton	8/29/2003 3:33:00 PM	<1>
Acton	9/4/2003 12:14:00 PM	<1>
Acton	9/15/2003 6:12:00 PM	<1>
Acton	11/22/2003 3:42:00 PM	<1>
Acton	6/8/2003 10:38:17 AM	<1>