

ATTACHMENT 1

(Comcast Responses to Data Request 1)

CONFIDENTIAL

ATTACHMENT 2

(Comcast Responses to Data Request 2)

CONFIDENTIAL

ATTACHMENT 3

(Comcast Responses to Data Request 3)

CONFIDENTIAL

ATTACHMENT 4

(Comcast Responses to Data Request 4)

CONFIDENTIAL

ATTACHMENT 5

(Comcast Responses to Data Request 5)

CONFIDENTIAL

ATTACHMENT 6

(Comcast Responses to Data Request 6)

CONFIDENTIAL

ATTACHMENT 7
(SED Data Requests 1 through 6)

PUBLIC UTILITIES COMMISSION

505 Van Ness Avenue
San Francisco, CA 94102-3298



February 1, 2013

JOHN GUTIERREZ
3055 COMCAST PLACE
LIVERMORE, CA 94551

Re: DR-TEL-00406-1
Due Date: February 15, 2013

Dear JOHN GUTIERREZ:

The California Public Utilities Commission's (CPUC) Safety and Enforcement Division (SED) requests information as described in the attached document.

Please carefully review the specifics of the attached data request, and if you have any questions, do not hesitate to contact me via email (rmm@cpuc.ca.gov) or telephone (415) 703-1725.

To facilitate the complete review of Comcast Phone of California, LLC's operations and practices, submit the information on or before **February 15, 2013** to:

California Public Utilities Commission
Safety and Enforcement Division
Attn: Rahmon Momoh, Utility Enforcement Branch
505 Van Ness Avenue
San Francisco, CA 94102-3298

If for any reason, you are unable to complete the data request by this date, please provide a written explanation -- by 5:00 pm on February 6, 2013 -- why you cannot meet the response date and when you can provide the information.

Thank you for your cooperation.

Sincerely,

Rahmon Momoh
PUBLIC UTILITIES REGULATORY ANALYST V, SED Utility Enforcement Branch
rmm@cpuc.ca.gov (415) 703-1725

Cc: Linda J. Woods, Program and Project Supervisor, PUC

PUBLIC UTILITIES COMMISSION

505 Van Ness Avenue

San Francisco, CA 94102-3298

**DEFINITIONS AND INSTRUCTIONS**

- a. "You", "your", "responding party", and "respondent" refers to **Comcast Phone of California, LLC**.
- b. The term "data" refers to any and all documents, work papers, reports, reference materials, spreadsheets, diskettes and any other papers or files in the respondent's possession, or in the possession of its agents, staff or representatives, including all written, recorded or graphic matters, however produced or reproduced, records, notes, summaries, schedules, contracts or diaries, reports, forecasts or appraisals, memoranda of telephone or in person conversations by or with any person, or any other memoranda, correspondence, letters, mail, e-mail, attachments to e-mail and all other forms of correspondence (however recorded), telegraphs, telexes or cables -- whether presently in electronic or hard-copy form.
- c. Person means, in the plural as well as the singular, any natural person, association, partnership, corporation, or other form of legal entity, including all representatives of any such person.
- d. In answering each request, please reiterate the text of the data request to which the respondent is responding.
- e. Please provide responses **electronically** via e-mail and in hard copy. For data available only in hard copy, please so state on your email response when the hard copy response was sent.
- f. For any response that requires computation and/or calculation, please provide any and all relevant calculations on diskette(s) in Excel format.
- g. If any response refers to specific source document(s), please identify the source documents(s), specify the pages that are referenced and provide copies of the source documents(s).
- h. Provide the name and title of the person(s) who responded to the question(s) and his or her employer.

PUBLIC UTILITIES COMMISSION

505 Van Ness Avenue

San Francisco, CA 94102-3298

**DATA REQUEST**

Please provide the following information for Data Request **DR-TEL-00406-1**:

1. Please provide the number of times California Voice Over Internet Protocol (VOIP) unlisted service customer names and telephone numbers were released by Comcast during the year 2012 or earlier.
Response Format: Word Document or MS Word Compatible
Due Date: **February 15, 2013**
2. Please provide the following information for each time unlisted information was released:
 - a. Number of customers whose unlisted numbers were released.
 - b. Date the information was released;
 - c. Date the release was discovered;
 - d. Dates customers were notified;
 - e. Dates CPUC and/or FCC were notified; and
 - f. Names of the recipients that this information was released to.Response Format: Word Document or MS Word Compatible
Due Date: **February 15, 2013**
3. For the incident reported to the CPUC on January 9, 2013, please provide the number of individuals who subscribed to unlisted service, and had domestic violence concerns and other personal protection needs that were released.
Response Format: Word Document or MS Word Compatible
Due Date: **February 15, 2013**
4. For the incident reported to the CPUC on January 9, 2013, please explain corrective measures undertaken (if any) for individuals with domestic violence concerns and other personal protection needs.
Response Format: Word Document or MS Word Compatible
Due Date: **February 15, 2013**
5. For the incident reported to the CPUC on January 9, 2013, please provide a detailed explanation how the unlisted names and telephone numbers were produced and released.
Response Format: Word Document or MS Word Compatible
Due Date: **February 15, 2013**
6. For the incident reported to the CPUC on January 9, 2013, please identify any and all places where the information has been made public.
Response Format: Word Document or MS Word Compatible
Due Date: **February 15, 2013**
7. For the incident reported to the CPUC on January 9, 2013, please identify corrective measures taken to address any disclosures.
Response Format: Word Document or MS Word Compatible
Due Date: **February 15, 2013**

PUBLIC UTILITIES COMMISSION

505 Van Ness Avenue

San Francisco, CA 94102-3298



8. For the incident reported to the CPUC on January 9, 2013, please provide any press releases from Comcast or press inquiries regarding this incident.
Response Format: Word Document or MS Word Compatible
Due Date: **February 15, 2013**
9. For the incident reported to the CPUC on January 9, 2013, please provide a copy of the customer notification letter.
Response Format: Word Document or MS Word Compatible
Due Date: **February 15, 2013**
10. For the incident reported to the CPUC on January 9, 2013, if Comcast made or plans to make refunds, please explain how the refunds were calculated.
Response Format: Word Document or MS Word Compatible
Due Date: **February 15, 2013**
11. For the incident reported to the CPUC on January 9, 2013, please provide a list of customers that filed complaints with Comcast regarding release of unlisted names and phone numbers.
Response Format: Word Document or MS Word Compatible
Due Date: **February 15, 2013**
12. For the incident reported to the CPUC on January 9, 2013, please provide details on how Comcast responded to each complaint including copies of any correspondence.
Response Format: Word Document or MS Word Compatible
Due Date: **February 15, 2013**
13. For the incident reported to the CPUC on January 9, 2013, please provide (if available) preventive measures (going forward) to prevent future release of unlisted customer names and phone numbers.
Response Format: Word Document or MS Word Compatible
Due Date: **February 15, 2013**
14. Please provide the number of times Comcast released unlisted VOIP service customer names and telephone numbers throughout its service territories during the year 2012 or earlier, including:
 - a. Dates
 - b. States
 - c. Number of affected customersResponse Format: Word Document or MS Word Compatible
Due Date: **February 15, 2013**

PUBLIC UTILITIES COMMISSION

505 Van Ness Avenue
San Francisco, CA 94102-3298



February 22, 2013

JOHN GUTIERREZ
3055 COMCAST PLACE
LIVERMORE, CA 94551

Re: DR-TEL-00406-2
Due Date: March 8, 2013

Dear JOHN GUTIERREZ:

The California Public Utilities Commission's (CPUC) Safety and Enforcement Division (SED) requests information as described in the attached document.

Please carefully review the specifics of the attached data request, and if you have any questions, do not hesitate to contact me via email (rmm@cpuc.ca.gov) or telephone (415) 703-1725.

To facilitate the complete review of Comcast Phone of California, LLC's operations and practices, submit the information on or before **March 8, 2013** to:

California Public Utilities Commission
Safety and Enforcement Division
Attn: Rahmon Momoh, Utility Enforcement Branch
505 Van Ness Avenue
San Francisco, CA 94102-3298

If for any reason, you are unable to complete the data request by this date, please provide a written explanation -- by 5:00 pm on February 28, 2013 -- why you cannot meet the response date and when you can provide the information.

Thank you for your cooperation.

Sincerely,

Rahmon Momoh
PUBLIC UTILITIES REGULATORY ANALYST V, SED Utility Enforcement Branch
rmm@cpuc.ca.gov (415) 703-1725

Cc: Linda J. Woods, Program and Project Supervisor, PUC

PUBLIC UTILITIES COMMISSION

505 Van Ness Avenue

San Francisco, CA 94102-3298

**DEFINITIONS AND INSTRUCTIONS**

- a. "You", "your", "responding party", and "respondent" refers to **Comcast Phone of California, LLC**.
- b. The term "data" refers to any and all documents, work papers, reports, reference materials, spreadsheets, diskettes and any other papers or files in the respondent's possession, or in the possession of its agents, staff or representatives, including all written, recorded or graphic matters, however produced or reproduced, records, notes, summaries, schedules, contracts or diaries, reports, forecasts or appraisals, memoranda of telephone or in person conversations by or with any person, or any other memoranda, correspondence, letters, mail, e-mail, attachments to e-mail and all other forms of correspondence (however recorded), telegraphs, telexes or cables -- whether presently in electronic or hard-copy form.
- c. Person means, in the plural as well as the singular, any natural person, association, partnership, corporation, or other form of legal entity, including all representatives of any such person.
- d. In answering each request, please reiterate the text of the data request to which the respondent is responding.
- e. Please provide responses **electronically** via e-mail and in hard copy. For data available only in hard copy, please so state on your email response when the hard copy response was sent.
- f. For any response that requires computation and/or calculation, please provide any and all relevant calculations on diskette(s) in Excel format.
- g. If any response refers to specific source document(s), please identify the source documents(s), specify the pages that are referenced and provide copies of the source documents(s).
- h. Provide the name and title of the person(s) who responded to the question(s) and his or her employer.

PUBLIC UTILITIES COMMISSION

505 Van Ness Avenue

San Francisco, CA 94102-3298

**DATA REQUEST**

Please provide the following information for Data Request **DR-TEL-00406-2**:

1. What is the monthly service charge for:
 - a. "non-published" service; and
 - b. "non-listed" service?Response Format: Word Document or MS Word Compatible
Due Date: **March 8, 2013**
2. With regard to the parent company, Comcast Corporation (NASDAQ: CMCSA), please provide a copy of organization structure.
Response Format: Word Document or MS Word Compatible
Due Date: **March 8, 2013**
3. Please provide a copy of Comcast Corporation's organization structure in California.
Response Format: Word Document or MS Word Compatible
Due Date: **March 8, 2013**
4. Please explain whether Comcast Telephone and Comcast IP have different offices, staff, and officers. If so, please provide detailed information.
Response Format: Word Document or MS Word Compatible
Due Date: **March 8, 2013**
5. Please explain how a customer differentiates service between Comcast IP and Comcast Telephone. For example, if I order phone service from Comcast, how do I know whether I will get regulated or non-regulated service?
Response Format: Word Document or MS Word Compatible
Due Date: **March 8, 2013**
6. With regard to Comcast IP, please provide a copy of the company's structure.
Response Format: Word Document or MS Word Compatible
Due Date: **March 8, 2013**
7. With regard to Comcast Telephone, please provide a copy of the company's structure.
Response Format: Word Document or MS Word Compatible
Due Date: **March 8, 2013**
8. With regard to Comcast Telephone, please provide the total number of customers in California as of 12/31/12.
Response Format: Word Document or MS Word Compatible
Due Date: **March 8, 2013**
9. With regard to Comcast IP, please provide the total number of customers in California as of 12/31/12.
Response Format: Word Document or MS Word Compatible
Due Date: **March 8, 2013**

PUBLIC UTILITIES COMMISSION

505 Van Ness Avenue

San Francisco, CA 94102-3298



10. With regard to Comcast IP, how many customers have non-published or non-listed service as of 12/31/12.
Response Format: Word Document or MS Word Compatible
Due Date: **March 8, 2013**
11. Please explain why it took Comcast IP almost 18 months to discover the release of non-published and non-listed customer's information.
Response Format: Word Document or MS Word Compatible
Due Date: **March 8, 2013**
12. Please explain the disciplinary actions taken because of these disclosures.
Response Format: Word Document or MS Word Compatible
Due Date: **March 8, 2013**
13. With regard to customers with domestic abuse concerns, please explain the corrective measures taken 18 months after the fact.
Response Format: Word Document or MS Word Compatible
Due Date: **March 8, 2013**
14. How many of the concerned customers asked for relocation (to be moved)? If so, please explain the steps Comcast took.
Response Format: Word Document or MS Word Compatible
Due Date: **March 8, 2013**
15. How many of the concerned customers asked for a new telephone number? If so, please explain the steps Comcast took.
Response Format: Word Document or MS Word Compatible
Due Date: **March 8, 2013**
16. Of the [REDACTED] telephone numbers that were released, how many were non-published and how many were non-listed?
Response Format: Word Document or MS Word Compatible
Due Date: **March 8, 2013**
17. Of the [REDACTED] who contacted Comcast IP via the unique toll-free telephone number, how many asked to have their telephone number changed?
Response Format: Word Document or MS Word Compatible
Due Date: **March 8, 2013**
18. Of the approximately [REDACTED] California active Comcast IP customers whose information was published in printed directories, how many were "non-published" and how many were "non-listed"?
Response Format: Word Document or MS Word Compatible
Due Date: **March 8, 2013**
19. With regard to the approximately [REDACTED] customers published in printed material, please explain how 12 months of non-publish credits were determined.
Response Format: Word Document or MS Word Compatible

PUBLIC UTILITIES COMMISSION

505 Van Ness Avenue

San Francisco, CA 94102-3298



Due Date: **March 8, 2013**

20. With regard to Comcast IP, did an outside company perform the new process for producing and disseminating listing information that led to the release of customers' non-published or non-listed information? (Response to Data Request DR-TEL-00406-1, Question 5). If so, please provide the name of the company.
Response Format: Word Document or MS Word Compatible
Due Date: **March 8, 2013**
21. With regard to Comcast IP, please provide the status of implementing recurring reconciliation of the database used to provide listing information to third parties. (Response to Data Request DR-TEL-00406-1, Question 7).
Response Format: Word Document or MS Word Compatible
Due Date: **March 8, 2013**
22. What attempts, if any, were made to retrieve the printed directories?
Response Format: Word Document or MS Word Compatible
Due Date: **March 8, 2013**
23. Please provide copies of any customer care instructions for addressing customer contacts concerning the disclosure of non-published and non-listed customer information. (Response to Data Request DR-TEL-00406-1, Question 4).
Response Format: Word Document or MS Word Compatible
Due Date: **March 8, 2013**
24. Did any other entity, such as the California Attorney General's office, Federal Communications Commission, Federal Trade Commission, or the Better Business Bureau, contact Comcast as a result of these disclosures. If so, please provide copies of the contacts and correspondence.
Response Format: Word Document or MS Word Compatible
Due Date: **March 8, 2013**
25. Please explain if there are any legal actions by affected customers or other entities (mentioned above) as a result of these disclosures,
Response Format: Word Document or MS Word Compatible
Due Date: **March 8, 2013**

PUBLIC UTILITIES COMMISSION

505 Van Ness Avenue
San Francisco, CA 94102-3298



April 11, 2013

JOHN GUTIERREZ
3055 COMCAST PLACE
LIVERMORE, CA 94551

Re: DR-TEL-00406-3
Due Date: April 30, 2013

Dear JOHN GUTIERREZ:

The California Public Utilities Commission's (CPUC) Safety and Enforcement Division (SED) requests information as described in the attached document.

Please carefully review the specifics of the attached data request, and if you have any questions, do not hesitate to contact me via email (rmm@cpuc.ca.gov) or telephone (415) 703-1725.

To facilitate the complete review of Comcast Phone of California, LLC's operations and practices, submit the information on or before **April 30, 2013** to:

California Public Utilities Commission
Safety and Enforcement Division
Attn: Rahmon Momoh, Utility Enforcement Branch
505 Van Ness Avenue
San Francisco, CA 94102-3298

If for any reason, you are unable to complete the data request by this date, please provide a written explanation -- by 5:00 pm on April 18, 2013 -- why you cannot meet the response date and when you can provide the information.

Thank you for your cooperation.

Sincerely,

Rahmon Momoh
PUBLIC UTILITIES REGULATORY ANALYST V, SED Utility Enforcement Branch
rmm@cpuc.ca.gov (415) 703-1725

Cc: Linda J. Woods, Program and Project Supervisor, PUC
Cc: Hien Vo, PUBLIC UTILITIES COUNSEL III, PUC

PUBLIC UTILITIES COMMISSION

505 Van Ness Avenue

San Francisco, CA 94102-3298

**DEFINITIONS AND INSTRUCTIONS**

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- b. The term "data" refers to any and all documents, work papers, reports, reference materials, spreadsheets, diskettes and any other papers or files in the respondent's possession, or in the possession of its agents, staff or representatives, including all written, recorded or graphic matters, however produced or reproduced, records, notes, summaries, schedules, contracts or diaries, reports, forecasts or appraisals, memoranda of telephone or in person conversations by or with any person, or any other memoranda, correspondence, letters, mail, e-mail, attachments to e-mail and all other forms of correspondence (however recorded), telegraphs, telexes or cables -- whether presently in electronic or hard-copy form.
- c. Person means, in the plural as well as the singular, any natural person, association, partnership, corporation, or other form of legal entity, including all representatives of any such person.
- d. In answering each request, please reiterate the text of the data request to which the respondent is responding.
- e. Please provide responses **electronically** via e-mail and in hard copy. For data available only in hard copy, please so state on your email response when the hard copy response was sent.
- f. For any response that requires computation and/or calculation, please provide any and all relevant calculations on diskette(s) in Excel format.
- g. If any response refers to specific source document(s), please identify the source documents(s), specify the pages that are referenced and provide copies of the source documents(s).
- h. Provide the name and title of the person(s) who responded to the question(s) and his or her employer.

PUBLIC UTILITIES COMMISSION

505 Van Ness Avenue

San Francisco, CA 94102-3298

**DATA REQUEST**

Please provide the following information for Data Request **DR-TEL-00406-3**:

1. Please provide the total number of employees that work for Comcast Phone of California, LLC (Comcast Phone).
Response Format: Word Document or MS Word Compatible
Due Date: **April 30, 2013**
2. Please provide the total number of employees that work for Comcast IP Phone II, LLC (Comcast IP).
Response Format: Word Document or MS Word Compatible
Due Date: **April 30, 2013**
3. Please provide the number and names of employees that worked for both Comcast IP and Comcast Phone, from 2009 to present. Include the following information:
 - a. Office locations
 - b. Job title
 - c. Description of job duties and responsibilities
 - d. Time allocation between entities
 - e. Time period of employment
(See attached format)Response Format: Excel Spreadsheet or Excel Compatible
Due Date: **April 30, 2013**
4. Where does Comcast Cable Communications Management, LLC fit in the organizational structure?
 - a. How is it related to Comcast Phone?
 - b. How is it related to Comcast IP? [see DR 1, response to 2f]Response Format: Word Document or MS Word Compatible
Due Date: **April 30, 2013**
5. Please provide information regarding the prior owners of Targus (acquired by Neustar).
Response Format: Word Document or MS Word Compatible
Due Date: **April 30, 2013**
6. During the period from 2009 to present, did Comcast Cable Communications Management, LLC employ the same employees as either Comcast Phone or Comcast IP? If yes, please provide the same information as requested in Question 3 above for those same employees.
Response Format: Excel Spreadsheet or Excel Compatible
Due Date: **April 30, 2013**
7. Please provide details of Neustar's acquisition of Targus, including date of acquisition and other pertinent information.
Response Format: Word Document or MS Word Compatible
Due Date: **April 30, 2013**

PUBLIC UTILITIES COMMISSION

505 Van Ness Avenue

San Francisco, CA 94102-3298



8. Please provide a copy of the contract between Comcast Cable Communications Management, LLC and Targus.
Response Format: Word Document or MS Word Compatible
Due Date: **April 30, 2013**
9. Please provide Neustar's address and number of employees.
 - a. Does Neustar share employees with Comcast Telephone and/or Comcast IP? If yes, please provide the same information as requested in Question 3 above for those same employees.
Response Format: Excel Spreadsheet or Excel Compatible
Due Date: **April 30, 2013**
10. How many times between July 2010 and Dec 2012 was www.ecolisting.com updated?
Response Format: Word Document or MS Word Compatible
Due Date: **April 30, 2013**
11. Does Neustar share office locations with Comcast Telephone and/or Comcast IP?
Response Format: Word Document or MS Word Compatible
Due Date: **April 30, 2013**
12. Please provide the exact date that the system error occurred in July 2010.
Response Format: Word Document or MS Word Compatible
Due Date: **April 30, 2013**
13. Please provide the exact number of customers affected by this system error.
Response Format: Word Document or MS Word Compatible
Due Date: **April 30, 2013**
14. Does Comcast Phone or Comcast IP have a practice of or ever engage in internet searches for customer complaints on any consumer websites, e.g., www.google.com, www.consumeraffairs.com, or www.betterbusinessbureau.com.
 - a. If yes, please describe how those internet searches were performed and provide the dates from period 2009 to present of each search.
 - b. Please also provide the name of the employee(s) responsible for these internet searches.
 - c. Please provide all search results relating to Comcast IP's mistaken release of confidential customer information from the period 2009 to present.Response Format: Word Document or MS Word Compatible
Due Date: **April 30, 2013**
15. Please explain whether Comcast is still reviewing the dates and number of customers affected by the release of non-listed and non-published phone numbers and addresses.
Response Format: Word Document or MS Word Compatible
Due Date: **April 30, 2013**
16. Provide the contact information for the [REDACTED] customers that raised personal safety concerns. [DR 1, response to 3]
 - a. Please explain the discrepancy of affected customers with personal safety concerns -- February 15, 2013 Data Response ([REDACTED] customers) and the Updated Data Response ([REDACTED])

PUBLIC UTILITIES COMMISSION

505 Van Ness Avenue

San Francisco, CA 94102-3298



customers).

Response Format: Word Document or MS Word Compatible

Due Date: **April 30, 2013**

17. Please explain under what conditions consumers received refunds in excess of the standard refund. (i.e., [REDACTED] [DR 2, Attachment 5])

Response Format: Word Document or MS Word Compatible

Due Date: **April 30, 2013**

18. How many customers received refunds exceeding the standard refund? Please identify names, phone numbers, amount of refund, and reasons for the refund.

Response Format: Word Document or MS Word Compatible

Due Date: **April 30, 2013**

19. Please explain the difference between printed directories and "test files" directory.

Response Format: Word Document or MS Word Compatible

Due Date: **April 30, 2013**

20. Please explain whether a customer could have both "non-published" and "non-listed" numbers.

a. If so, how many customers have both services?

b. What is the price for the combined services?

Response Format: Word Document or MS Word Compatible

Due Date: **April 30, 2013**

21. Please explain the "protracted and difficult... complex process" to extract from the IT database the requisite information to identify the specific customers affected by these disclosures. (Comcast Updated Response to CPUC Data response DR-TEL-00406-1, March 26, 2013, page 1.)

Response Format: Word Document or MS Word Compatible

Due Date: **April 30, 2013**

22. Please explain how Comcast IP splits its California revenues for federal universal service funds contributions as identified on FCC Form 499 (e.g. does Comcast use the FCC Safe Harbor, traffic studies or books and records for identifying interstate revenues?). If Comcast uses a method other than the Safe Harbor, please identify the interstate percentage.

Response Format: Word Document or MS Word Compatible

Due Date: **April 30, 2013**

23. Regarding Comcast's comment "[a]ll local voice services provided by Comcast in California are VoIP services," please explain whether that includes intrastate calls.

Response Format: Word Document or MS Word Compatible

Due Date: **April 30, 2013**

24. Please provide a list of Comcast Telephone interconnection and other regulated service retail customers.

Response Format: Word Document or MS Word Compatible

Due Date: **April 30, 2013**

PUBLIC UTILITIES COMMISSION

505 Van Ness Avenue

San Francisco, CA 94102-3298



25. Please explain whether both Comcast Phone and Comcast IP have Certificates of Public Convenience and Necessity (CPCN) or other operating licenses in California. If so, please provide details of each (CPCN, U numbers and the respective decision granting operating authority.)
Response Format: Word Document or MS Word Compatible
Due Date: **April 30, 2013**
26. Please provide a copy of Comcast's response to the California Attorney General's letter of March 12, 2013.
Response Format: Word Document or MS Word Compatible
Due Date: **April 30, 2013**
27. Please provide copies of any (or future) correspondences with other regulatory or law enforcement agencies regarding the release of unlisted or unpublished phone numbers by Comcast IP and/or Comcast Phone.
Response Format: Word Document or MS Word Compatible
Due Date: **April 30, 2013**

PUBLIC UTILITIES COMMISSION

505 Van Ness Avenue
San Francisco, CA 94102-3298



April 25, 2013

JOHN GUTIERREZ
3055 COMCAST PLACE
LIVERMORE, CA 94551

Re: DR-TEL-00406-4
Due Date: May 10, 2013

Dear JOHN GUTIERREZ:

The California Public Utilities Commission's (CPUC) Safety and Enforcement Division (SED) requests information as described in the attached document.

Please carefully review the specifics of the attached data request, and if you have any questions, do not hesitate to contact me via email (rmm@cpuc.ca.gov) or telephone (415) 703-1725.

To facilitate the complete review of Comcast Phone of California, LLC's operations and practices, submit the information on or before **May 10, 2013** to:

California Public Utilities Commission
Safety and Enforcement Division
Attn: Rahmon Momoh, Utility Enforcement Branch
505 Van Ness Avenue
San Francisco, CA 94102-3298

If for any reason, you are unable to complete the data request by this date, please provide a written explanation -- by 5:00 pm on April 30, 2013 -- why you cannot meet the response date and when you can provide the information.

Thank you for your cooperation.

Sincerely,

Rahmon Momoh
PUBLIC UTILITIES REGULATORY ANALYST V, SED Utility Enforcement Branch
rmm@cpuc.ca.gov (415) 703-1725

Cc: Linda J. Woods, Program and Project Supervisor, PUC
Cc: Hien Vo, PUBLIC UTILITIES COUNSEL III, PUC

PUBLIC UTILITIES COMMISSION

505 Van Ness Avenue

San Francisco, CA 94102-3298

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- b. The term "data" refers to any and all documents, work papers, reports, reference materials, spreadsheets, diskettes and any other papers or files in the respondent's possession, or in the possession of its agents, staff or representatives, including all written, recorded or graphic matters, however produced or reproduced, records, notes, summaries, schedules, contracts or diaries, reports, forecasts or appraisals, memoranda of telephone or in person conversations by or with any person, or any other memoranda, correspondence, letters, mail, e-mail, attachments to e-mail and all other forms of correspondence (however recorded), telegraphs, telexes or cables -- whether presently in electronic or hard-copy form.
- c. Person means, in the plural as well as the singular, any natural person, association, partnership, corporation, or other form of legal entity, including all representatives of any such person.
- d. In answering each request, please reiterate the text of the data request to which the respondent is responding.
- e. Please provide responses **electronically** via e-mail and in hard copy. For data available only in hard copy, please so state on your email response when the hard copy response was sent.
- f. For any response that requires computation and/or calculation, please provide any and all relevant calculations on diskette(s) in Excel format.
- g. If any response refers to specific source document(s), please identify the source documents(s), specify the pages that are referenced and provide copies of the source documents(s).
- h. Provide the name and title of the person(s) who responded to the question(s) and his or her employer.

PUBLIC UTILITIES COMMISSION

505 Van Ness Avenue

San Francisco, CA 94102-3298



DATA REQUEST

Please provide the following information for Data Request **DR-TEL-00406-4**:

1. Of the [REDACTED] numbers that were submitted in "test files", how many were non-listed and how many were non-published?
Response Format: Word Document or MS Word Compatible
Due Date: **May 10, 2013**

2. Did Comcast provide reimbursement or any compensation to the approximately [REDACTED] customers that requested new numbers? (Response to DR-TELE-00406-2, Question 17)
Response Format: Word Document or MS Word Compatible
Due Date: **May 10, 2013**

PUBLIC UTILITIES COMMISSION

505 Van Ness Avenue
San Francisco, CA 94102-3298



June 6, 2013

JOHN GUTIERREZ
3055 COMCAST PLACE
LIVERMORE, CA 94551

Re: DR-TEL-00406-5
Due Date: June 21, 2013

Dear Mr. GUTIERREZ:

The California Public Utilities Commission's (CPUC) Safety and Enforcement Division (SED) requests information as described in the attached document.

Please carefully review the specifics of the attached data request, and if you have any questions, do not hesitate to contact me via email (rmm@cpuc.ca.gov) or telephone (415) 703-1725.

Please submit the information on or before **June 21, 2013** to:

California Public Utilities Commission
Safety and Enforcement Division
Attn: Rahmon Momoh, Utility Enforcement Branch
505 Van Ness Avenue
San Francisco, CA 94102-3298

If you are unable to complete the data request response by this date, please provide a written explanation -- by 5:00 pm on June 14, 2013 -- why you cannot meet the response date and when you can provide the information.

Thank you for your cooperation.

Sincerely,

Rahmon Momoh
PUBLIC UTILITIES REGULATORY ANALYST V, SED Utility Enforcement Branch
rmm@cpuc.ca.gov (415) 703-1725

Cc: Linda J. Woods, Program and Project Supervisor, PUC
Cc: Hien Vo Winter, Legal Counsel, PUC

PUBLIC UTILITIES COMMISSION

505 Van Ness Avenue

San Francisco, CA 94102-3298

**DEFINITIONS AND INSTRUCTIONS**

- a. "Comcast", "You", "Your", and "Responding Party" all refer to **Comcast Cable Communications Management, LLC, Comcast Phone of California, LLC ("Comcast Phone"), Comcast IP Phone II, LLC ("Comcast IP")**, and any subsidiaries, affiliates, and/or agents of these companies (collectively referred to as "**Comcast**").
- b. The term "data" refers to any and all documents, work papers, reports, reference materials, spreadsheets, diskettes and any other papers or files in the respondent's possession, or in the possession of its agents, staff or representatives, affiliates, subsidiaries, parent company, or any other entity conducting business on respondent's behalf, including all written, recorded or graphic matters, however produced or reproduced, records, notes, summaries, schedules, contracts or diaries, reports, forecasts or appraisals, memoranda of telephone or in person conversations by or with any person, or any other memoranda, correspondence, letters, mail, e-mail, attachments to e-mail and all other forms of correspondence (however recorded), telegraphs, telexes or cables – whether presently in electronic or hard-copy form.
- c. Person means, in the plural as well as the singular, any natural person, association, partnership, corporation, or other form of legal entity, including all representatives of any such person.
- d. In answering each request, please reiterate the text of the data request to which the respondent is responding.
- e. Please provide responses **electronically** via e-mail and in hard copy. Voluminous data may, by agreement, be provided electronically only. We request that the default form for electronic submissions be MS Word or Word compatible.
- f. For any response that requires computation and/or calculation, please provide any and all relevant calculations on diskette(s) in Excel format.
- g. Please Bates-number any documents produced in response to these requests. If any response refers to specific document(s), please identify the documents(s) by title and Bates-number, specify the pages that are referenced, and provide copies of the documents(s).
- h. For each of the following data requests, please provide the name and title of the person(s) who responded to the question(s) and his or her employer.
- i. Please submit the requested information on or before **June 21, 2013**

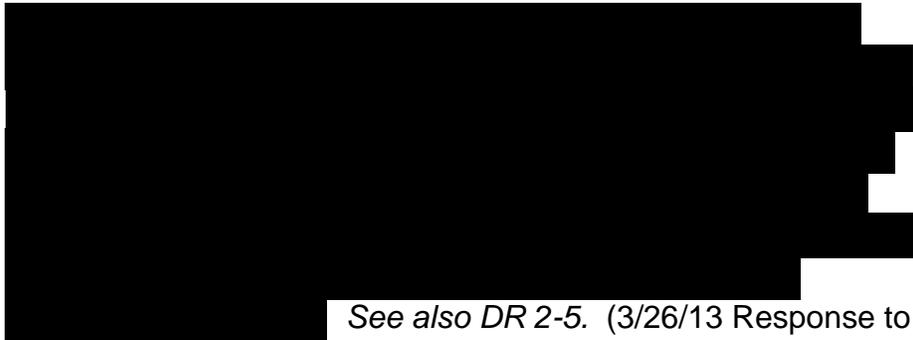
PUBLIC UTILITIES COMMISSION

505 Van Ness Avenue
San Francisco, CA 94102-3298

**DATA REQUEST**

Please provide the following information for Data Request **DR-TEL-00406-5**:

1. Please list and describe the services provided by Comcast Phone of California ("Comcast Phone") to Comcast IP Phone II, LLC ("Comcast IP") from January 1, 2010 to present, and – to the extent not produced in response to DR 3 below – please provide the contracts, memoranda of understanding, or other documentation of the agreement or arrangement between Comcast Phone and Comcast IP for provision of such services.
2. Comcast provided the following response to Data Request 2, Question 4, which requested detailed information as to "whether Comcast Telephone and Comcast IP have different offices, staff, and officers":



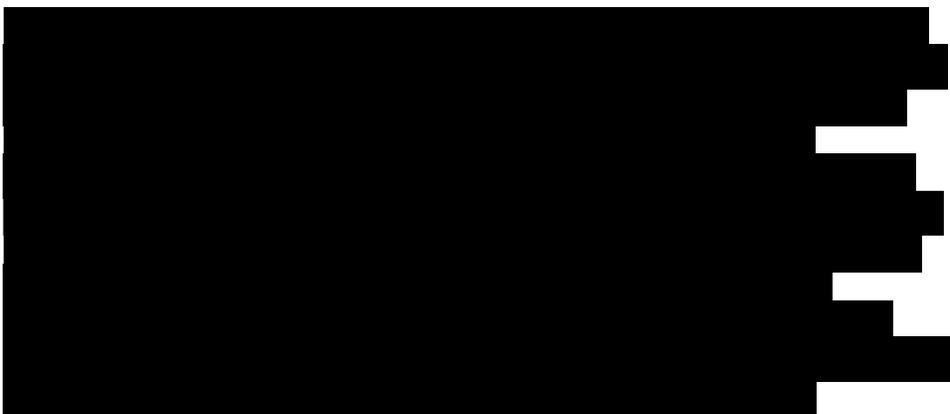
See also DR 2-5. (3/26/13 Response to DR-2, Q.4, at p.7.)

With respect to the above response, please fully respond to the following questions:

- a. Please specify, including the name and contact information, of the "various Comcast entities" that support Comcast Phone of California and/or Comcast IP in their operations;
- b. For each of the "various Comcast entities," please provide your best estimate of the number of "business operations staff employed" by such entities that support Comcast Phone's California operations;
- c. Do any of the staff described in response to question (b) above also support Comcast IP's operations in California? If so, please specify or estimate as accurately as possible the number of employees of each entity that also support Comcast IP.

DR-TEL-00406-5

3. Based on the organizational flow charts of Comcast Phone of California and Comcast IP which Comcast provided, please provide executed copies of all contracts by and/or between the entities listed in the flow charts (Comcast IP, Comcast Phone of California, Comcast Phone, LLC, Comcast Cable Communications, LLC, Comcast Cable Communications Management, LLC, Comcast Holdings Corporation, LLC, and Comcast Corporation) which relate in any way to the provision of phone services (TDM or VoIP) in California. Your response should include, but not be limited to, the following documents:
- the contract(s) between Comcast Phone of California and Comcast IP, including any interconnection service agreements, contracts, or documents that relate to business conducted between Comcast Phone of California and Comcast IP;
 - the contract(s) between Comcast Cable Communications Management, LLC, and Neustar/Targus (See Comcast updated response 3/26/13, Question 2(f), at p.8. Please note, this document was requested in DR-3, but Comcast failed to provide the contract);
 - to the extent not provided in response to DR 3, please provide any other contract related to the listing of Comcast IP customer phone numbers on www.ecolistings.com, or otherwise through Neustar/Targus.
4. For the period January 1, 2009 to present, please provide all emails, correspondence, or other communications or documentation of oral communication by or received by any Comcast employee or agent which relates to or concerns the unauthorized publishing of Comcast IP's subscribers' unlisted telephone numbers (including both non-published and non-listed telephone numbers) on www.ecolisting.com.
5. For the period January 1, 2009 to present, please provide all communication from consumers to Comcast or any entity conducting business, including customer relations services, on behalf of Comcast, that relates to or concerns Comcast IP's unauthorized publishing of Comcast IP's subscribers' unlisted telephone numbers (including both non-published and non-listed telephone numbers) on www.ecolisting.com.
6. In an updated response to Data Request 1, Question 5, Comcast provided the following response:



DR-TEL-00406-5

[REDACTED]

[REDACTED]

[REDACTED]

(3/26/13, DR

With respect to the above response, please fully respond to the following questions:

- a. Describe the previous “process for producing and disseminating listing information” for Comcast IP’s residential VoIP customers;
- b. Please explain how the “new query” worked, including any and all **data** related to that “new query”;
- c. Provide the names of the person(s) and/or entitie(s) involved in creating or supporting the “new query”;
- d. Provide a copy of the “data table” referenced in the above response;
- e. Provide the names of the person(s) and/or entitie(s) responsible for tracking updates to customers’ non-published and non-listed status as referenced in the above response;
- f. Are the person(s) and/or entities listed in your response to section (e) above, involved in any manner in any of the remedial measures taken by Comcast. If so, please provide a full explanation of their involvement.

DR-TEL-00406-5

7. In Comcast's 5/14/13 updated response to Data Request 1, Question 11, you stated in part:

[REDACTED]

With respect to the above response, please fully respond to the following questions:

- a. Provide the contact information of the entity that employs the customer service representatives that respond to calls made to the toll free number referenced in your response above;
- b. Please explain fully how Comcast determined that the nature of [REDACTED]

[REDACTED]

PUBLIC UTILITIES COMMISSION

505 Van Ness Avenue
San Francisco, CA 94102-3298



July 16, 2013

JOHN GUTIERREZ
3055 COMCAST PLACE
LIVERMORE, CA 94551

Re: DR-TEL-00406-6
Due Date: July 31, 2013

Dear Mr. GUTIERREZ:

The California Public Utilities Commission's (CPUC) Safety and Enforcement Division (SED) requests information as described in the attached document.

Please carefully review the specifics of the attached data request, and if you have any questions, do not hesitate to contact me via email (rmm@cpuc.ca.gov) or telephone (415) 703-1725.

Please submit the information on or before **July 31, 2013** to:

California Public Utilities Commission
Safety and Enforcement Division
Attn: Rahmon Momoh, Utility Enforcement Branch
505 Van Ness Avenue
San Francisco, CA 94102-3298

If you are unable to complete the data request response by this date, please provide a written explanation -- by 5:00 pm on July 24, 2013 -- why you cannot meet the response date and when you can provide the information.

Thank you for your cooperation.

Sincerely,

Rahmon Momoh
PUBLIC UTILITIES REGULATORY ANALYST V, SED Utility Enforcement Branch
rmm@cpuc.ca.gov (415) 703-1725

Cc: Linda J. Woods, Program and Project Supervisor, PUC
Cc: Hien Vo Winter, Legal Counsel, PUC

PUBLIC UTILITIES COMMISSION

505 Van Ness Avenue

San Francisco, CA 94102-3298

**DEFINITIONS AND INSTRUCTIONS**

- a. "You", "your", "responding party", and "respondent" refers to **Comcast Phone of California, LLC ("Comcast Phone") and/or Comcast IP Phone II, LLC ("Comcast IP") (collectively referred to as "Comcast")**.
- b. The term "data" refers to any and all documents, work papers, reports, reference materials, spreadsheets, diskettes and any other papers or files in the respondent's possession, or in the possession of its agents, staff or representatives, affiliates, subsidiaries, parent company, or any other entity conducting business on respondent's behalf, including all written, recorded or graphic matters, however produced or reproduced, records, notes, summaries, schedules, contracts or diaries, reports, forecasts or appraisals, memoranda of telephone or in person conversations by or with any person, or any other memoranda, correspondence, letters, mail, e-mail, attachments to e-mail and all other forms of correspondence (however recorded), telegraphs, telexes or cables – whether presently in electronic or hard-copy form.
- c. Person means, in the plural as well as the singular, any natural person, association, partnership, corporation, or other form of legal entity, including all representatives of any such person.
- d. In answering each request, please reiterate the text of the data request to which the respondent is responding.
- e. Please provide responses **electronically** via e-mail and in hard copy. For data available only in hard copy, please so state on your email response when the hard copy response was sent.
- f. For any response that requires computation and/or calculation, please provide any and all relevant calculations on diskette(s) in Excel format.
- g. If any response refers to specific source document(s), please identify the source documents(s), specify the pages that are referenced and provide copies of the source documents(s).
- h. Provide the name and title of the person(s) who responded to the question(s) and his or her employer.

PUBLIC UTILITIES COMMISSION

505 Van Ness Avenue

San Francisco, CA 94102-3298

**DATA REQUEST**

Please provide the following information for Data Request **DR-TEL-00406-6**:

In Updated Response to DR-TEL-00406-1, question 2, Comcast states:

“
[REDACTED]
[REDACTED]
[REDACTED]”

- 1) Please explain in detail the “investigation” that Comcast conducted into the “few customer inquiries” noted in your response, including the dates of each inquiry and respective specific reason(s) why each customer contacted Comcast.
- 2) With regard to the “few customer inquiries received in October and November 2012,” please provide all communications from each customer and/or from Comcast (including Comcast customer service representatives) concerning those “inquiries,” and all records of those communications, whether oral or written. In other words, if Comcast received these “customer inquiries” in writing, please provide copies of all the correspondence between the customer and Comcast. Similarly, if Comcast received these “customer inquiries” by telephone, please provide true and accurate copies of all records maintained by Comcast of “inquiries” by these customers including but not limited to, Customer Service Representative notes. If any of these telephone contacts resulted in written correspondence, please also provide all of those correspondences.

ATTACHMENT 8
(Comcast Phone of California
Corporate Structure Document)

CONFIDENTIAL

ATTACHMENT 9

(Comcast IP Corporate Structure Document)

CONFIDENTIAL

ATTACHMENT 10
(Comcast Phone and Comcast IP
Interconnection Agreement)

CONFIDENTIAL

ATTACHMENT 11
(Directory Listing License and
Distribution Agreement)

CONFIDENTIAL

ATTACHMENT 12

**(Comcast Customer Notification Letters re
Publication of Unlisted Numbers)**

CONFIDENTIAL

ATTACHMENT 13

**(General Release Forms Sent to Customers Who
Received Additional Remediation from Comcast)**

CONFIDENTIAL

ATTACHMENT 14

(Screenshot of XFINITY Voice website)

Get the reliability and safety of a home phone with unlimited nationwide talk and text.

Sign up online for XFINITY Voice and get FREE activation.



XFINITY Voice Unlimited®

\$29^{99/mo}
for 6 months
starting price for new customers
[Add to Cart](#)

New Customer Offers in Van Nuys, CA 91409

Existing Customer? [See Offers](#)

Find the best deals in your area

[ENTER ADDRESS](#)

Enter your address to view local offers and pricing

| Package | Local Calling | Long Distance | VoiceMail | Calling Features | Price |
|---|---------------|----------------------|-----------------------------------|---------------------------------|--|
| XFINITY Voice Unlimited® Learn More | Unlimited | Unlimited Nationwide | Access messages anytime, anywhere | Call Waiting, Caller ID & More! | Special Offer! Free Activation \$29 ^{99/mo} for the first 6 months Add To Cart |

Package Details:

- Unlimited nationwide talk and text.
- Voicemail you can check online or read as an email – on your smartphone or laptop.
- Reliable phone service with the best call clarity.
- It's easy to switch — you can keep your current number.
- Backed by the 30-Day Money-Back Comcast Customer Guarantee.
- Activation fee waived if ordered on online Comcast.com

This special price is for customers who currently do not subscribe to other XFINITY services.

[Details and Restrictions](#)

| | | | | | |
|---|-----------|------------------------|--------------|---------------------------------|--|
| XFINITY Voice Local with More® Learn More | Unlimited | 5¢ a minute Nationwide | \$3.95/MONTH | Call Waiting, Caller ID & More! | Free Activation \$34 ^{99/mo} Add To Cart |
|---|-----------|------------------------|--------------|---------------------------------|--|

Package Details:

- Unlimited local calling – plus nationwide long-distance for just 5 cents a minute.
- Reliable phone service with the best call clarity.
- It's easy to switch – you can keep your current number.
- 12 popular calling features including Caller ID, Call Waiting, and more.
- Backed by the 30-Day Money Back Comcast Customer Guarantee.

This price is for customers who currently do not subscribe to other XFINITY services.

[Details and Restrictions](#)

XFINITY Voice: Home Phone Service from Comcast

XFINITY Voice from Comcast gives you more ways to connect and more ways to save. Not only do you get reliable home phone service with the best call clarity, but you also get unlimited nationwide talk and text – so you can save on your

12 Popular Calling Features

When you sign up for XFINITY Voice, enjoy 12 popular calling features including:

wireless bill too. It's easy to switch – you can even keep your current home phone number. You'll get the popular features you expect like Call Waiting, 3-Way Calling and even voicemail, plus features you might not expect like Caller ID on your TV, laptop, and smartphone. If you're looking to get a new home phone service, switch to XFINITY Voice and make Comcast your home phone service provider.

- | | |
|---------------------------|----------------------------------|
| 3-Way Calling | Call Waiting |
| Anonymous Call Rejection | Caller ID |
| Call Forwarding | Caller ID Blocking Per Call/Line |
| Call Forwarding Selective | Caller ID with Call Waiting |
| Call Return | Repeat Dialing |
| Call Screening | Speed Dial |

Carefree Minutes® Worldwide 300

Get 300 minutes to landline phones in these countries for **\$14.95/month**.

| | | | |
|--------------------|-----------------|-------------------|----------------|
| Albania | El Salvador | Macau | Switzerland |
| Andorra | Finland | Malawi | Taiwan |
| Antigua | France | Malaysia | Thailand |
| Argentina | French Guiana | Mexico | Turkey |
| Armenia | Georgia | Monaco | Turkmenistan |
| Australia | Germany | Montserrat | Ukraine |
| Austria | Greece | Netherlands | United Kingdom |
| Bahamas | Guadeloupe | New Zealand | Uruguay |
| Bahrain | Guatemala | Norway | Uzbekistan |
| Bangladesh | Haiti | Pakistan | Vatican City |
| Barbados | Hong Kong | Panama | Venezuela |
| Belgium | Hungary | Peru | Vietnam |
| Bermuda | Iceland | Philippines | Zambia |
| Brazil | India | Poland | Zimbabwe |
| Brunei | Indonesia | Portugal | |
| Bulgaria | Ireland | Romania | |
| Cambodia | Israel | Russia | |
| Cameroon | Italy | Saudi Arabia | |
| Cayman Islands | Jamaica | Singapore | |
| Chile | Japan | Slovak Republic | |
| China | Jordan | Slovenia | |
| Colombia | Kazakhstan | South Africa | |
| Costa Rica | Kuwait | South Korea | |
| Croatia | Kyrgyz Republic | Spain | |
| Cyprus | Latvia | Sri Lanka | |
| Czech Republic | Lebanon | St. Kitts & Nevis | |
| Denmark | Liechtenstein | St. Lucia | |
| Dominican Republic | Lithuania | St. Vincent | |
| Ecuador | Luxembourg | Sweden | |

Carefree Minutes® Latin America 300

Get 300 minutes to landline phones and discounted rates to mobile phones in these countries for **\$9.95/month**.

| | |
|--------------------|-----------|
| Argentina | Guatemala |
| Brazil | Honduras |
| Bolivia | Nicaragua |
| Chile | Panama |
| Colombia | Paraguay |
| Costa Rica | Peru |
| Dominican Republic | Uruguay |
| Ecuador | Venezuela |
| El Salvador | |

Carefree Minutes® Western Europe 100

Get 100 minutes to landline phones in these countries for **\$4.95/month**.

| | |
|---------|----------------|
| Austria | Netherlands |
| Belgium | Norway |
| Denmark | Portugal |
| France | Spain |
| Germany | Sweden |
| Greece | Switzerland |
| Ireland | United Kingdom |
| Italy | |

Carefree Minutes® Asia 100

Get 100 minutes to landline phones in these countries for **\$4.95/month**.

| | |
|-----------|-------------|
| China | Singapore |
| Hong Kong | South Korea |
| Japan | Taiwan |

Carefree Minutes® Mexico 100

Get 100 minutes to landline phones in Mexico for **\$4.95/month**.

Carefree Minutes® Mexico 300

Get 300 minutes to landline and mobile phones in Mexico for **\$9.95/month**.

Equipment & Installation and Setup

Our local XFINITY technicians will deliver your equipment and set up phone service. In addition, the technician will provide easy-to-read user guides, and walk you through new features so you can get the most out of your new phone service.

Our Customer Guarantee



Learn more about the Comcast Customer Guarantee.

XFINITY Signature Support

Protect your computers and flat-panel TVs under one simple, affordable warranty plan. [Learn more](#)

Share XFINITY

Share XFINITY deals with friends and family!

Like 257 Tweet

4.8k

[Pennsylvania](#) | [Rhode Island](#) | [South Carolina](#) | [South Dakota](#) | [Tennessee](#) | [Texas](#) | [Utah](#) | [Vermont](#) | [Virginia](#) | [Washington](#) | [West Virginia](#) | [Wisconsin](#) | [Wyoming](#)

Offer ends 9/30/13, and is limited to new residential customers. Not available in all areas. Offer limited to XFINITY® Voice Unlimited service. After promotional period, regular rates apply. Comcast's current monthly service charge for XFINITY® Voice Unlimited ranges from \$39.95 to \$44.95, and may vary depending on your area and other Comcast services subscribed to, if any. Equipment, installation, taxes, the Regulatory Recovery Fee and other applicable charges (e.g., per-call, toll and international rates) extra. \$29.95 activation fee waived if service ordered via www.comcast.com. May not be combined with other offers. Readable Voicemail requires XFINITY Voice and XFINITY Internet services. Transcription services are not error free and the accuracy of the transcription can be affected by a number of factors. Text Messaging: Standard data charges apply. Check with your carrier. Service (including 911/emergency services) may not function after an extended power outage. Transfers of existing telephone number not always available. Call clarity claim based on January 2012 analysis of traditional phone service by Tektronix. Caller ID on TV and laptop requires subscription to XFINITY TV, Internet, and Voice services. Savings claim based on comparison of XFINITY Voice Unlimited service (with XFINITY TV or Internet service) and comparably featured traditional phone service as of January 2013. 30-Day Money-Back Guarantee applies to one month's recurring service charge and standard installation charges up to \$500. Call for restrictions and complete details. © 2013 Comcast. All rights reserved.

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[Find tutorials and demos](#)

[Connect on Facebook](#)

| Shop | | My Account | My Services | Support | Info | |
|----------------------|-------------------------|---------------------------|-------------------|--------------------------|-----------------------|-------------------------------|
| Bundles & Promotions | Why XFINITY? | Pay Bill | Watch TV Online | Comcast Customer Service | Find a Service Center | Sitemap |
| TV | Customer Guarantee | Manage My Account | Check TV Listings | Bill & Payments | Contact Us | About Comcast |
| Internet | Compare the Competition | Manage Users & Alerts | Manage My DVR | TV Help | Support Forums | Corporate Blog |
| Voice | Accessories | Move Your Services | Parental Controls | Internet Help | Signature Support | Press Room |
| Home | Service in My Area | Constant Guard | Check Email | Voice Help | | Careers |
| Signature Support | | Customer Agreement Policy | Check Voicemail | Home Help | | Comcast Social Responsibility |
| Comcast Business | | | | | | Privacy Statement |
| Comcast Home Page | | | | | | Visitor Agreement |

© Comcast 2013 [Website Feedback](#)

ATTACHMENT 15

(Redacted Sample of XFINITY Voice Telephone Bill)



Account Number
Billing Date
Total Amount Due
Auto Pay



Page 1 of 2

Contact us: @ www.comcast.com 1-800-XFINITY (1-800-934-6489)



Monthly Statement Summary

Previous Balance
Credit Card Payment -
New Charges - *see below*
Total Amount Due
Auto Pay



News from Comcast

Thank you for your prompt payment. To avoid a \$4.75 late fee and service interruption, payment of the unpaid balance must be received before the due date for current charges. If we pick up payment, a \$10 fee will be applied. Charges will apply to reactivate service if your account is suspended or fully disconnected.

This billing statement reflects the new prices you were notified of in your last billing statement. Services received on a promotional basis or under a minimum term agreement associated with a specific rate, will not be affected during the promotional period or minimum term agreement.



Moving? XFINITY makes it easy to stay connected to your TV, Internet and home phone service. For more information about the XFINITY Mover's

Edge program, call our dedicated move specialists at 1-855-MOV-EDGE or visit comcast.com/moversedge today!

New Charges Summary

- XFINITY Bundled Services
 - XFINITY TV
 - Additional XFINITY Internet Services
 - Additional XFINITY Voice Services
- Taxes, Surcharges & Fees

Total New Charges

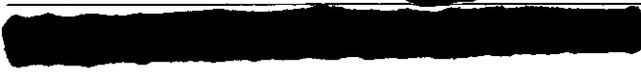
You saved this month with your XFINITY services!



9602 S 300 W. STE B SANDY UT 84070-3302



Account Number
Auto Pay
Total Amount Due



COMCAST
PO BOX 34744
SEATTLE WA 98124-1744





Service Details

Contact us: @ www.comcast.com 1-800-XFINITY (1-800-934-6489)

Account Number
 Billing Date
 Total Amount Due
 Auto Pay




XFINITY Bundled Services

HSI/Digital Voice Bundle

Includes: Performance High Speed Internet & Digital Voice Unlimited.

Customer Discount

Total XFINITY Bundled Services



XFINITY TV

Wireless Gateway Device

Service Protection Plan

Signature Support - Inside Home Wiring
Protection For Your Cable TV, High-Speed Internet and Phone Services

Total XFINITY TV



Additional XFINITY Internet Services

D3 Modem Rental

Total Additional XFINITY Internet Services



Additional XFINITY Voice Services

For Telephone Number(s)

TN Package

Caller ID PC

Univ. Connectivity Chg. - Recurring

Regulatory Recovery Fees - Recurring



Additional XFINITY Voice Services, cont.

The Regulatory Recovery Fee (RRF) is a Comcast service charge imposed on voice services to recover Comcast's contributions for federal, state and municipal regulatory programs and assessments, including, without limitation, universal service. The RRF is neither government mandated nor a tax or fee imposed on you by the government, but is an amount that Comcast retains. The aggregated fee may vary based on service usage patterns and program surcharge rates, and may change over time.

View Voice Detail at www.comcast.com/viewbill

Total Additional XFINITY Voice Services

Taxes, Surcharges & Fees

Internet

State Sales Tax

Voice

911 Fee(s)

Total Taxes, Surcharges & Fees

Important Account Information

The FCC modifies the rate that voice providers pay into the USF on a quarterly basis. USF is assessed on applicable voice services as the Univ Conn Chg at the FCC's approved rate. See: http://www.fcc.gov/encyclopedia/contribution-factor-quarterly-filings-universal-service-fund-usf-management-support. A new rate becomes effective 07/01/2013.

Closed Captioning Customers: For assistance call (800)266-2278 or go online for email or live chat at www.comcast.com/support. For written concerns contact: N.W. Patel, Comcast Closed Captioning Office, 1701 John F. Kennedy Blvd., Phila., PA 19103-2838, email: Closed_Captioning@Comcast.com, fax:(215) 286-4700 or leave a message on our closed captioning line (215) 286-8000.

Hearing/Speech Impaired - Call 711 for Customer Service

MOVING? Call 1-888-COMCAST

Questions about this Bill? - Chat live with us now or email us at: www.askcomcast.com/CA

Your Local Franchise Authority Is:

[Redacted Franchise Authority Name]

(THIS IS NOT A PAYMENT OR SERVICE CENTER)

Nearest Comcast Store:

[Redacted Store Name]

Hours: Mon-Sat 9am-6pm

ATTACHMENT 16

(Correspondence from Comcast to SED)

CONFIDENTIAL

ATTACHMENT 17
(Comcast's California Pricing Lists)

COMCAST XFINITY[®] VOICE SERVICE
RESIDENTIAL PRICING LIST (EFFECTIVE: JULY 08, 2013)
BAY AREA, CALIFORNIA
 VERSION 65

To modify/change this document contact David Lloyd.

Service is for residential customers located in Comcast serviceable areas only and is subject to availability. Multi-product discounts require continuous subscription to all specified Comcast products. Pricing shown does not include federal, state or local regulatory fees, taxes or surcharges. Service is subject to the Comcast Residential Subscriber Agreement and other applicable terms and conditions. Prices shown are effective on the date specified and are subject to change. Other restrictions apply. For additional information, contact us at 1-888-COMCAST.

MONTHLY SERVICES

| | MONTHLY CHARGE |
|--|-----------------------|
| Xfinity Unlimited[™] [1] | |
| • Comcast Unlimited with Comcast High-Speed Internet <i>and</i> Comcast Cable services | \$39.95 |
| • Comcast Unlimited with Comcast High-Speed Internet <i>or</i> Comcast Cable services | 44.95 |
| • Comcast Unlimited only | 44.95 |
| • Additional Premium Line (with Calling Features) | 21.95 |
| • Additional Basic Line (without Calling Features) | 11.95 |
| | |
| Local with More[®] [2] | |
| • Local with More with Comcast Internet <i>and/or</i> Comcast Video Services | \$24.95 |
| • Local with More only | 34.95 |
| • Enhanced Voice Mail | 3.95 |
| • Additional Premium Line (with Calling Features and Voice Mail) | 21.95 |
| • Additional Basic Line (without Calling Features and Voice Mail) | 11.95 |

[1] Includes unlimited nationwide direct-dial calling from your home including calls to Puerto Rico, US Virgin Islands, Guam, Saipan/N. Mariana Islands, Canada, and American Samoa. The following calling features are also included: 3-way Calling, Anonymous Call Rejection, Call Forwarding Selective, Call Forwarding Variable, Call Return, Call Screening, Call Waiting, Caller ID, Caller ID Per-Call or Per-Line Blocking, Caller ID with Call Waiting, Repeat Dialing, Speed Dial 8, Enhanced Voice Mail and other enhanced features. Prices shown are for the Voice component only.

[2] Includes unlimited direct-dialed local calling from your home. (For information regarding your Local Calling Area, call 1-888-COMCAST.) The following calling features are also included: 3-way Calling, Anonymous Call Rejection, Call Forwarding Selective, Call Forwarding Variable, Call Return, Call Screening, Call Waiting, Caller ID, Caller ID Per-Call or Per-Line Blocking, Caller ID with Call Waiting, Repeat Dialing, Speed Dial 8 and other enhanced features. Prices shown are for the Voice component only. Usage charges apply for calls to (and calls forwarded to) non-local terminating numbers.

COMCAST XFINITY® VOICE SERVICE
RESIDENTIAL PRICING LIST (EFFECTIVE: JULY 08, 2013)
BAY AREA, CALIFORNIA
 VERSION 65

MONTHLY SERVICES – (CONT'D)

MONTHLY CHARGE

Optional Services

| | |
|---|-----------|
| • Call Trace, per call | No Charge |
| • Domestic Toll Restriction | No Charge |
| • International Toll Restriction | No Charge |
| • Prohibit Bill to Third Party | No Charge |
| • Prohibit Collect Calls | No Charge |
| • Speed Dial 30 | No Charge |
| • Text Messaging, Xfinity Unlimited – per line ^[1] | No Charge |
| • Text Messaging, Local with More – per line ^[1] | No Charge |

Directory Listing Services

| | |
|---|--------------------------|
| • Standard Directory Listing ^[2] | No Charge |
| • Non-published Directory Service, per line | \$1.50 |
| • Non-listed Directory Service, per line | 1.25 ^[3] |
| • Computer/Fax Line Directory Exclusion, per line | No Charge ^[4] |
| • Additional Listing, per line | Note ^[5] |

Modem Lease Fee, up to a maximum of:

| | |
|----------------|--------|
| • 2-line Modem | \$7.00 |
| • 4-line Modem | 7.00 |

[1] Includes daily allowance of 250 messages. Contact Comcast at www.xfinity.com/textmessaging for text area description and additional information.

[2] The Standard Directory Listing will be made available at ecolisting.com and through the Comcast directory assistance operator. The Company is unable to guarantee inclusion (or the accuracy of information) in databases/directories controlled by other information providers.

[3] This service is grandfathered to existing service arrangements at existing locations for Customers of record as of 4-26-10.

[4] This service is grandfathered to existing service arrangements at existing locations for Customers of record as of 1-06-10.

[5] Service is not currently available.

COMCAST XFINITY[®] VOICE SERVICE
RESIDENTIAL PRICING LIST (EFFECTIVE: JULY 08, 2013)
BAY AREA, CALIFORNIA
 VERSION 65

TRANSACTIONAL CHARGES

| | CHARGE |
|---|---------------------|
| Directory Assistance Services | |
| • Domestic Directory Assistance ^[1,2] | |
| – Standard Directory Assistance | \$2.49/call |
| – Enhanced Directory Assistance | 2.49/call |
| – Directory Assistance with Call Completion ^[3] | 2.99/call |
| • International Directory Assistance ^[4] | 4.99/call |
| • International Call Completion | Note ^[5] |
| Domestic Operator Services | |
| • Operator Surcharge ^[2,6] | \$2.49/call |
| • Busy Line Verify | Note ^[5] |
| • Busy Line Interrupt (includes busy line verify) | Note ^[5] |
| International Operator Services | |
| • Operator Surcharge ^[6] | \$4.99/call |
| Domestic Long Distance Usage Charges | |
| • Direct-Dialed Domestic Long Distance ^[7] | Included |
| • Local with More Direct-Dialed Domestic Long Distance (includes DA Call Completion) ^[8] | \$0.05/min. |
| • Operator-Assisted Domestic Long Distance | \$0.12/min. |
| International Long Distance Usage Charges | |
| (Rating information for direct-dialed and operator-assisted International calling is detailed in the Pricing Lists for those services.) | |

[1] Limit 3 number requests per call.

[2] Registered users with qualifying disabilities may be eligible for waived or discounted charges for calls originating from their home that utilize Domestic Directory Assistance, Domestic Call Completion, or Operator Services for Domestic Station-to-Station Sent-Paid calls.

[3] Usage rates apply to non-local DA Call Completion for Local with More subscribers.

[4] Limit 1 number request per call.

[5] Service is not currently available.

[6] Usage rate applies in addition to specified surcharge.

[7] Included Domestic Long Distance applies to Xfinity Unlimited service subscribers only.

[8] Domestic Long Distance includes non-local calls to 50 United States, D.C. Puerto Rico, US Virgin Islands, Guam, Saipan, N. Mariana Islands and American Samoa. Rate shown also applies to calls to Canada. Partial minutes are rounded up to the next whole minute.

COMCAST XFINITY[®] VOICE SERVICE
RESIDENTIAL PRICING LIST (EFFECTIVE: JULY 08, 2013)
BAY AREA, CALIFORNIA
 VERSION 65

INSTALLATION/REPAIR/CHANGE CHARGES

| | CHARGE |
|--|---------------------|
| Installation | |
| • Standard Service Installation ^[1] , per event | Note ^[2] |
| • Service Activation ^[3] , per event | \$29.95 |
| • Self Install Kit | 15.00 |
| • Reconnect Charge, per event | 5.00 |
| • Backup Battery Installation | 30.00 |
| • Non-published Directory Service, per event | 9.25 |
| • Additional Listing Directory Service, per event | Note ^[4] |
| Repair | |
| • Service Charge – per technician, per hour | \$31.00 |
| • In-Home Repair – (trouble call) | 50.00 |
| • Jack Charge (for new jacks), per jack | 25.00 |
| • Jack Change Charge, per jack | 20.00 |
| Change Charges | |
| • Telephone Number Change | \$20.00 |
| • Feature Change | 1.99 |
| • Directory Listing Change | 9.25 |
| • Change of Billing Responsibility | No Charge |
| • Number Referral Service, (30 days) | No Charge |
| – Extended Referral (additional 30 days) | Note ^[4] |

[1] “Service Installation” includes premises-related field activities: dispatching a technical as well as time and materials for physical installation.

[2] Contact Comcast for rate information.

[3] “Service Activation” includes back-office activities associated with the establishment of an account: set-up, order processing, bill initiation, etc.

[4] Service may not be available in all areas, contact Comcast for additional information.

COMCAST XFINITY® VOICE SERVICE
RESIDENTIAL PRICING LIST (EFFECTIVE: JULY 08, 2013)
BAY AREA, CALIFORNIA
 VERSION 65

ADMINISTRATIVE/GENERAL

| | CHARGE |
|--|---------------------|
| Late Payment Fee ^[1] | \$4.75 |
| Payment Convenience Fee, up to ^[2] | \$5.99 |
| Returned Check Fee | \$25.00 |
| Unreturned Equipment Fees ^[3] | |
| • 2-Line Modem (DOCSIS 2.0), up to | \$ 70.00 |
| • 2-Line Modem (DOCSIS 3.0), up to | 90.00 |
| • 4-Line Modem, up to | 100.00 |
| • ACG Base (including Data Card), up to | 130.00 |
| • Xfinity Voice Wireless Gateway, up to | 100.00 |
| Equipment Purchase Pricing ^[4] | |
| • 2-Line Modem (DOCSIS 3.0) | \$ 149.00 |
| • 2-Line Modem (DOCSIS 2.0) | 99.00 |
| • Backup Battery | 35.00 |
| Service Protection Plan | \$ 2.99/mo. |
| Federal Universal Service Fund (USF) | |
| – Universal Connectivity Charge | Note ^[5] |

Regulatory Recovery Fee

The Regulatory Recovery Fee (RRF) is a Comcast service charge imposed on voice services to recover Comcast's contributions for federal, state and municipal regulatory programs and assessments, including, without limitation, universal service. The RRF is neither government mandated nor a tax or fee imposed on you by the government, but is an amount that Comcast retains. The aggregated fee may vary based on service usage patterns and program surcharge rates, and may change over time.

| | |
|--|--------|
| – State Universal Service Fund (USF) | 1.15% |
| – State Telecom Relay Service | 0.059% |
| – City Utility User's Tax, up to a maximum of | 11.00% |
| – County Utility User's Tax, up to a maximum of | 5.50% |
| – State PUC recovery fee | 0.18% |
| – State Hearing Impaired Fund | 0.20% |
| – High Cost Fund - A | 0.40% |
| – High Cost Fund - B | 0.30% |
| – CA Advanced Services Fund | 0.164% |
| – Federal Cost Recovery Fee (TRS/Telecom Provider) | 2.182% |

[1] Applied to unpaid balances of \$13.01 or more, 15 days after end of billing period.

[2] A Payment Convenience Fee may apply when a customer engages a Company employee or uses an Interactive Voice Response (IVR) System to complete a billing transaction.

[3] Fee applies for unreturned or customer-damaged equipment. Replacement equipment is Comcast (and not customer) owned. Actual charge is a function of equipment in use and, in some cases, may be less than charge shown.

[4] Offer subject to product availability. Price shown does not include shipping and handling (where applicable). Contact Comcast for additional information.

[5] In calculating the Federal USF Universal Connectivity Charge, the Company uses a percentage equal to the FCC's current USF carrier contribution percentage.

COMCAST XFINITY[®] VOICE SERVICE
RESIDENTIAL PRICING LIST (EFFECTIVE: JULY 08, 2013)
CENTRAL CALIFORNIA
 VERSION 57

To modify/change this document contact David Lloyd.

Service is for residential customers located in Comcast serviceable areas only and is subject to availability. Multi-product discounts require continuous subscription to all specified Comcast products. Pricing shown does not include federal, state or local regulatory fees, taxes or surcharges. Service is subject to the Comcast Residential Subscriber Agreement and other applicable terms and conditions. Prices shown are effective on the date specified and are subject to change. Other restrictions apply. For additional information, contact us at 1-888-COMCAST.

MONTHLY SERVICES

| | MONTHLY CHARGE |
|--|-----------------------|
| Xfinity Unlimited[™] [1] | |
| • Comcast Unlimited with Comcast High-Speed Internet <i>and</i> Comcast Cable services | \$39.95 |
| • Comcast Unlimited with Comcast High-Speed Internet <i>or</i> Comcast Cable services | 44.95 |
| • Comcast Unlimited only | 44.95 |
| • Additional Premium Line (with Calling Features) | 21.95 |
| • Additional Basic Line (without Calling Features) | 11.95 |
| | |
| Local with More[®] [2] | |
| • Local with More with Comcast Internet <i>and/or</i> Comcast Video Services | \$24.95 |
| • Local with More only | 34.95 |
| • Enhanced Voice Mail | 3.95 |
| • Additional Premium Line (with Calling Features and Voice Mail) | 21.95 |
| • Additional Basic Line (without Calling Features and Voice Mail) | 11.95 |

[1] Includes unlimited nationwide direct-dial calling from your home including calls to Puerto Rico, US Virgin Islands, Guam, Saipan/N. Mariana Islands, Canada, and American Samoa. The following calling features are also included: 3-way Calling, Anonymous Call Rejection, Call Forwarding Selective, Call Forwarding Variable, Call Return, Call Screening, Call Waiting, Caller ID, Caller ID Per-Call or Per-Line Blocking, Caller ID with Call Waiting, Repeat Dialing, Speed Dial 8, Enhanced Voice Mail and other enhanced features. Prices shown are for the Voice component only.

[2] Includes unlimited direct-dialed local calling from your home. (For information regarding your Local Calling Area, call 1-888-COMCAST.) The following calling features are also included: 3-way Calling, Anonymous Call Rejection, Call Forwarding Selective, Call Forwarding Variable, Call Return, Call Screening, Call Waiting, Caller ID, Caller ID Per-Call or Per-Line Blocking, Caller ID with Call Waiting, Repeat Dialing, Speed Dial 8 and other enhanced features. Prices shown are for the Voice component only. Usage charges apply for calls to (and calls forwarded to) non-local terminating numbers.

COMCAST XFINITY® VOICE SERVICE
RESIDENTIAL PRICING LIST (EFFECTIVE: JULY 08, 2013)
CENTRAL CALIFORNIA
 VERSION 57

MONTHLY SERVICES – (CONT'D)

MONTHLY CHARGE

Optional Services

| | |
|---|-----------|
| • Call Trace, per call | No Charge |
| • Domestic Toll Restriction | No Charge |
| • International Toll Restriction | No Charge |
| • Prohibit Bill to Third Party | No Charge |
| • Prohibit Collect Calls | No Charge |
| • Speed Dial 30 | No Charge |
| • Text Messaging, Xfinity Unlimited – per line ^[1] | No Charge |
| • Text Messaging, Local with More – per line ^[1] | No Charge |

Directory Listing Services

| | |
|---|--------------------------|
| • Standard Directory Listing ^[2] | No Charge |
| • Non-published Directory Service, per line | \$1.50 |
| • Non-listed Directory Service, per line | 1.25 ^[3] |
| • Computer/Fax Line Directory Exclusion, per line | No Charge ^[4] |
| • Additional Listing, per line | Note ^[5] |

Modem Lease Fee, up to a maximum of:

| | |
|----------------|--------|
| • 2-line Modem | \$7.00 |
| • 4-line Modem | 7.00 |

[1] Includes daily allowance of 250 messages. Contact Comcast at www.xfinity.com/textmessaging for text area description and additional information.

[2] The Standard Directory Listing will be made available at ecolisting.com and through the Comcast directory assistance operator. The Company is unable to guarantee inclusion (or the accuracy of information) in databases/directories controlled by other information providers.

[3] This service is grandfathered to existing service arrangements at existing locations for Customers of record as of 4-26-10.

[4] This service is grandfathered to existing service arrangements at existing locations for Customers of record as of 1-06-10.

[5] Service is not currently available.

COMCAST XFINITY[®] VOICE SERVICE
RESIDENTIAL PRICING LIST (EFFECTIVE: JULY 08, 2013)
CENTRAL CALIFORNIA
 VERSION 57

TRANSACTIONAL CHARGES

| | CHARGE |
|---|---------------------|
| Directory Assistance Services | |
| • Domestic Directory Assistance ^[1,2] | |
| – Standard Directory Assistance | \$2.49/call |
| – Enhanced Directory Assistance | 2.49/call |
| – Directory Assistance with Call Completion ^[3] | 2.99/call |
| • International Directory Assistance ^[4] | 4.99/call |
| • International Call Completion | Note ^[5] |
| Domestic Operator Services | |
| • Operator Surcharge ^[2,6] | \$2.49/call |
| • Busy Line Verify | Note ^[5] |
| • Busy Line Interrupt (includes busy line verify) | Note ^[5] |
| International Operator Services | |
| • Operator Surcharge ^[6] | \$4.99/call |
| Domestic Long Distance Usage Charges | |
| • Direct-Dialed Domestic Long Distance ^[7] | Included |
| • Local with More Direct-Dialed Domestic Long Distance (includes DA Call Completion) ^[8] | \$0.05/min. |
| • Operator-Assisted Domestic Long Distance | \$0.12/min. |
| International Long Distance Usage Charges | |
| (Rating information for direct-dialed and operator-assisted International calling is detailed in the Pricing Lists for those services.) | |

[1] Limit 3 number requests per call.

[2] Registered users with qualifying disabilities may be eligible for waived or discounted charges for calls originating from their home that utilize Domestic Directory Assistance, Domestic Call Completion, or Operator Services for Domestic Station-to-Station Sent-Paid calls.

[3] Usage rates apply to non-local DA Call Completion for Local with More subscribers.

[4] Limit 1 number request per call.

[5] Service is not currently available.

[6] Usage rate applies in addition to specified surcharge.

[7] Included Domestic Long Distance applies to Xfinity Unlimited service subscribers only.

[8] Domestic Long Distance includes non-local calls to 50 United States, D.C. Puerto Rico, US Virgin Islands, Guam, Saipan, N. Mariana Islands and American Samoa. Rate shown also applies to calls to Canada. Partial minutes are rounded up to the next whole minute.

COMCAST XFINITY[®] VOICE SERVICE
RESIDENTIAL PRICING LIST (EFFECTIVE: JULY 08, 2013)
CENTRAL CALIFORNIA
 VERSION 57

INSTALLATION/REPAIR/CHANGE CHARGES

| | CHARGE |
|--|---------------------|
| Installation | |
| • Standard Service Installation ^[1] , per event | Note ^[2] |
| • Service Activation ^[3] , per event | \$29.95 |
| • Self Install Kit | 15.00 |
| • Reconnect Charge, per event | 5.00 |
| • Backup Battery Installation | 30.00 |
| • Non-published Directory Service, per event | 9.25 |
| • Additional Listing Directory Service, per event | Note ^[4] |
| Repair | |
| • Service Charge – per technician, per hour | \$31.00 |
| • In-Home Repair – (trouble call) | 50.00 |
| • Jack Charge (for new jacks), per jack | 25.00 |
| • Jack Change Charge, per jack | 20.00 |
| Change Charges | |
| • Telephone Number Change | \$20.00 |
| • Feature Change | 1.99 |
| • Directory Listing Change | 9.25 |
| • Change of Billing Responsibility | No Charge |
| • Number Referral Service, (30 days) | No Charge |
| – Extended Referral (additional 30 days) | Note ^[4] |

[1] “Service Installation” includes premises-related field activities: dispatching a technical as well as time and materials for physical installation.

[2] Contact Comcast for rate information.

[3] “Service Activation” includes back-office activities associated with the establishment of an account: set-up, order processing, bill initiation, etc.

[4] Service may not be available in all areas, contact Comcast for additional information.

COMCAST XFINITY® VOICE SERVICE
RESIDENTIAL PRICING LIST (EFFECTIVE: JULY 08, 2013)
CENTRAL CALIFORNIA
VERSION 57

ADMINISTRATIVE/GENERAL

| | CHARGE |
|--|---------------------|
| Late Payment Fee ^[1] | \$4.75 |
| Payment Convenience Fee, up to ^[2] | \$5.99 |
| Returned Check Fee | \$25.00 |
| | |
| Unreturned Equipment Fees ^[3] | |
| • 2-Line Modem (DOCSIS 2.0), up to | \$ 70.00 |
| • 2-Line Modem (DOCSIS 3.0), up to | 90.00 |
| • 4-Line Modem, up to | 100.00 |
| • ACG Base (including Data Card), up to | 130.00 |
| • Xfinity Voice Wireless Gateway, up to | 100.00 |
| | |
| Equipment Purchase Pricing ^[4] | |
| • 2-Line Modem (DOCSIS 3.0) | \$ 149.00 |
| • 2-Line Modem (DOCSIS 2.0) | 99.00 |
| • Backup Battery | 35.00 |
| | |
| Service Protection Plan | \$ 2.99/mo. |
| | |
| Federal Universal Service Fund (USF) | |
| – Universal Connectivity Charge | Note ^[5] |

Regulatory Recovery Fee

The Regulatory Recovery Fee (RRF) is a Comcast service charge imposed on voice services to recover Comcast's contributions for federal, state and municipal regulatory programs and assessments, including, without limitation, universal service. The RRF is neither government mandated nor a tax or fee imposed on you by the government, but is an amount that Comcast retains. The aggregated fee may vary based on service usage patterns and program surcharge rates, and may change over time.

| | |
|--|--------|
| – State Universal Service Fund (USF) | 1.15% |
| – State Telecom Relay Service | 0.059% |
| – City Utility User's Tax, up to a maximum of | 11.00% |
| – County Utility User's Tax, up to a maximum of | 5.50% |
| – State PUC recovery fee | 0.18% |
| – State Hearing Impaired Fund | 0.20% |
| – High Cost Fund - A | 0.40% |
| – High Cost Fund - B | 0.30% |
| – CA Advanced Services Fund | 0.164% |
| – Federal Cost Recovery Fee (TRS/Telecom Provider) | 2.182% |

[1] Applied to unpaid balances of \$13.01 or more, 15 days after end of billing period.

[2] A Payment Convenience Fee may apply when a customer engages a Company employee or uses an Interactive Voice Response (IVR) System to complete a billing transaction.

[3] Fee applies for unreturned or customer-damaged equipment. Replacement equipment is Comcast (and not customer) owned. Actual charge is a function of equipment in use and, in some cases, may be less than charge shown.

[4] Offer subject to product availability. Price shown does not include shipping and handling (where applicable). Contact Comcast for additional information.

[5] In calculating the Federal USF Universal Connectivity Charge, the Company uses a percentage equal to the FCC's current USF carrier contribution percentage.

ATTACHMENT 18

(Screenshot of Ecolisting Directory Listing Guidelines)

Directory Listing Guidelines

Updated 4/9/2013 8:20:28 PM by Comcast Expert

Introduction

As an XFINITY Voice subscriber, you can choose to publish or not publish your number in our Comcast Ecolisting online directory. Here's everything you need to know about our directory listing guidelines.

Ecolisting Online Directory

Our Ecolisting online directory is the green way to list your number for the general public. You may allow publishers of other online and/or paper directories to include your listing information. If you want to keep your telephone number private, you can request "non-published status". This means your number will be made unavailable both in directories and directory assistance. Below are our basic directory listing rules:

- If you publish your primary telephone number, you can also publish your secondary number or keep it private.
- If you keep your primary telephone number private, your secondary number must be non-published too.
- You cannot use a business name for XFINITY Voice residential directory listings.
- Only one last name may be used as the main listing name for any directory listings.
- Using only initials in your directory listing is not allowed.
- Multiple first names must share the same last name.
- Multiple listings for a single line are not available.

Find this article at:

<http://customer.comcast.com/help-and-support/phone/directory-listing-guidelines/>

©2013 [Comcast](#)

ATTACHMENT 19

(Screenshot of Ecolisting Advertising 2011)

CONFIDENTIAL

ATTACHMENT 20
(Complaints from Comcast's
Help and Support Forums)

ATTACHMENT 20(a)

(3/27/2010)

Customer Service

Board

Go To
[Register](#) | [Sign In](#)
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[Comcast Help and Support Forums](#) > [Xfinity Central](#) > [Customer Service](#) > [Unlisted Phone Numbers Publishd on the Net](#)
[Reply](#)
[Topic Options](#)
[Message Listing](#)
[Previous Topic](#)
[Next Topic](#)
SoUSay


Visitor

 Posts: 4
 Registered: 03-24-2010

✓Unlisted Phone Numbers Publishd on the Net

[Options](#)

03-24-201002:16 PM

When we changed to Comcast, we were supposed to have our phone numbers unlisted as we have been for the last 30+ years. While we paid for unlisted service, this did not happen. When we found our information on the internet and in the public phonebook, we called Comcast. They credited me the money back for the unlisted service but our phone number is still all over the internet (i.e. Google, etc.) along with our home address. We have always used a PO Box so our home address is never listed anywhere. In my line of work it is not a good idea to be listed. While I cannot do anything about the phone book that is all ready out, I want my phone numbers and addresses off the internet. I was told it would take up to 72 hours. Its been several months... We are frustrated. We have called about this problem several times and have been told each time it has been resolved only to find it has not. I am tired of calling and wasting my time on the phone. I can leave Comcast but the information still lives on the net and in phone books. Any help?

Solved! [Go to Solution.](#)

Message 1 of 8(3,443 Views)

1 Kudo

CCCcarole

Email Expert

 Posts: 25,513
 Registered: 05-21-2006

Re: Unlisted Phone Numbers Publishd on the Net

[Options](#)

03-24-201003:06 PM

I have requested that an Administrator read your post.

Need Email Help? Please post the following information in your post.

Do you use XfinityConnect? The Full or Lite version?
 Do you use an email client? Which one? (Eg; Windows Live mail, Outlook, a smartphone etc.)
 Which browser/version do you use? And- have you cleared your browser cache?
 Which operating system? XP, Vista, Windows 7, Mac OS X
 Details of the problem you are having.

Message 2 of 8(3,437 Views)

1 Kudo

nalquist


New Visitor

 Posts: 1
 Registered: 05-29-2008

Re: Unlisted Phone Numbers Publishd on the Net

[Options](#)

03-27-201010:14 PM

I also have not had my address listed for a number of years for a reason. Yet when signing up with Comcast, my address is listed all over the internet and in the printed phone book. Due to an abusive relationship and restraining order, my address needed to be kept unpublished.

Message 3 of 8(3,406 Views)

0 Kudos

SOUPSOLD


Re: Unlisted Phone Numbers Publishd on the Net

[Options](#)

New Visitor
Posts: 2
Registered: 03-30-2010

03-30-2010 11:59 AM

i would get a lawyer,there HAS to be one out there to take your complaints and RUN WITH THEM!!!! i am SURE you are not the only one it happening to. When you mention a lawyer working this issue for you they will more than likely correct the problem rather quickly. you may be surprised how quickly it acted upon. GOOD LUCK!!!! 😊

Message 4 of 8(3,382 Views)

0 Kudos

SoUSay

Visitor
Posts: 4
Registered: 03-24-2010

Re: Unlisted Phone Numbers Published on the Net

[Options](#)

04-05-2010 01:11 PM

Comcast was able to get one of my phone numbers removed. However, we have TWO phone numbers and one is still listed online. I called this morning and spoke to Alex who said he would "try" to get it off but thought once it was published online there was nothing that could be done to get it off. I explained Comcast had taken one phone number off last week so they should be able to get *both* numbers removed. We are frustrated it is taking so much time, effort, and energy on our part when we PAID to have an unlisted number that has been spread all over the net and published anyway. We are still **PAYING** for an unpublished phone number yet there it is for everyone to see. This was not our mistake but we are the ones having to deal with this mess we did not create. We understand mistakes do happen. However we have been told no less than five times the problem has been resolved only to find it hasn't been. I am going from frustrated to angry.

Message 5 of 8(3,358 Views)

0 Kudos

slouke

Regular Problem Solver
Posts: 1,130
Registered: 06-16-2006

Re: Unlisted Phone Numbers Published on the Net

[Options](#)

04-05-2010 01:24 PM

As Tom Waits sang, "You can't unring a bell." Once it's out there, it's very difficult to get it back in the box (to mix metaphors). Once one on-line site has it, the rest get it from that one, and so forth. You could spend an entire career getting it cleaned up - just ask famous people who have embarrassing photos posted to the web...

If you really feel strongly about this and your safety, your best bet is not to rely on Comcast but to change your numbers (either with a different carrier or with Comcast).

Message 6 of 8(3,353 Views)

0 Kudos

CCCarole

Email Expert
Posts: 25,513
Registered: 05-21-2006

Re: Unlisted Phone Numbers Published on the Net

[Options](#)

04-05-2010 01:50 PM

SoUSay-

I have notified the Administrator of your post regarding your second phone line problem.
CC

Need Email Help? Please post the following information in your post.

Do you use XfinityConnect? The Full or Lite version?

Do you use an email client? Which one? (Eg; Windows Live mail, Outlook, a smartphone etc.)

Which browser/version do you use? And- have you cleared your browser cache?

Which operating system? XP, Vista, Windows 7, Mac OS X

Details of the problem you are having.

Message 7 of 8(3,346 Views)

0 Kudos

SoUSay

Visitor
Posts: 4
Registered: 03-24-2010

✔ **Re: Unlisted Phone Numbers Published on the Net**

[Options](#)

05-13-2010 07:21 PM

This problem has been resolved to my satisfaction. Thank you Comcast for clearing up what I thought was impossible. I appreciate the time and energy given to solving this.

Message 8 of 8(3,308 Views)

0 Kudos

[Message Listing](#)

[Previous Topic](#) [Next Topic](#)

ATTACHMENT 20(b)

(2/28/2011)

Customer Service

Board

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[Comcast Help and Support Forums](#) > [Xfinity Central](#) > [Customer Service](#) > [Unlisted Phone STILL being listed](#)
[Reply](#)
[Topic Options](#)
[Message Listing](#)
[Previous Topic](#)
[Next Topic](#)
SoUSay


Visitor

Posts: 4

Registered: 03-24-2010

Unlisted Phone STILL being listed

02-28-2011 11:53 AM

[Options](#)

This has been an ongoing situation ever since we switched to Comcast. I was assured everything had been cleared up and I believed it had been. However, I discovered Comcast sold my unlisted name, phone, and address AFTER they had claimed to have straighten this all out. Again I am listed in public phone books and all over the net. I have paid for a service to help find and get off my information off the net but the damage has been done. Not every source will remove my information. This has taken me hours and hours over weeks and months. I did not create this mess but I am left to clean it up.

I called the phone books I found our names in and they told me the information has been sold to them in April 2010 by Comcast.

What is even harder to understand is why we have been **paying** to be unlisted all along yet our personal and private information has been sold. Again. And after we were told it had been straightened out.

I want to know how this is going to be worked out to my satisfaction.

Message 1 of 3(197 Views)

0 Kudos

[Reply](#)
commanguy


Silver Problem Solver

Posts: 4,542

Registered: 01-11-2010

Re: Unlisted Phone STILL being listed

02-28-2011 11:56 AM

[Options](#)

Hi

I have reported your issue to the Administrator. Please monitor this thread for a response.

Thank you

Message 2 of 3(194 Views)

0 Kudos

[Reply](#)
CC_Dete

Retired Administrator

Posts: 2,486

Registered: 07-01-2010

Re: Unlisted Phone STILL being listed

03-01-2011 03:12 PM

[Options](#)

Our Regional office is lookig into this now. Apologies for the trouble.

Just 'Dete'

Retired Help Forums Admin

Message 3 of 3(149 Views)

0 Kudos

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ATTACHMENT 20(c)

(4/9/2012)

Customer Service

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Report2All

Contributor
Posts: 5
Registered: 04-09-2012

Let's see what corporate does!

04-09-201207:15 PM

[Options](#)

So! I've experienced a very bad issue with Comcast! They have put my life in danger & this is not even the littlest bit of exaggerating. They put our phone numbers as listed when they were suppose to be un listed, unpublished! I'm tired of getting the run around & have now contacted corporate office, being paraplegic already how am I suppose to protect myself from a man that has threatened to kill me with an ak57, or other guns. Yet Comcast puts my number out there for him to get n see, and then they give me the run around. Wow! Shows they care. Wonder how many other people they have put in danger yet don't care if they get killed or not! Just today when I called the corporate office & spoke with the supposedly executive office, they still didn't seem to care! Wow! So when I get killed I guess they still won't care there's more customers out there to get to buy there services! Wow! This is what gets me!

Message 1 of 7(425 Views)

0 Kudos

[Reply](#)

CCCarole

Email Expert
Posts: 25,513
Registered: 05-21-2006

Re: Let's see what corporate does!

04-09-201208:25 PM

[Options](#)

I have notified the Forums Administrator of your post.

Need Email Help? Please post the following information in your post.

Do you use XfinityConnect? The Full or Lite version?
Do you use an email client? Which one? (Eg; Windows Live mail, Outlook, a smartphone etc.)
Which browser/version do you use? And- have you cleared your browser cache?
Which operating system? XP, Vista, Windows 7, Mac OS X
Details of the problem you are having.

Message 2 of 7(411 Views)

0 Kudos

[Reply](#)

Report2All

Contributor
Posts: 5
Registered: 04-09-2012

Re: Let's see what corporate does! [Edited]

04-09-201209:31 PM - edited 04-09-201209:33 PM

[Options](#)

Every time I called in I would have to repeat th entire situation over to a new person, then they would transfer me & I would have to again repeat my situation over telling that person. They would tell me there resolution yet nothing would get done! So I would call back & again I'm back to repeating myself all over again several times over & over again to different departments or supervisors. Again they would tell me there resolution yet nothing would be done! So again I get back on the phone. Yet again here I go repeating myself over & over again what is this? Is this policy let's play with the customer till they can't take it no more? Well I'm about ready to build a website reporting this issue & others & let the public express there true feelings about Comcast! I can not believe I have to go through hoops, ladders, ropes, well let's just say its like a challenging phase Comcast puts there customers through. & I for one am not happy that my life being put at risk is a joke to Comcast & that I have to keep calling back & talk to someone for this. Why can't Comcast get things right? Instead they make me go through weeks of calling over & over to get what? That's why I'm reaching out to corporate but yet the man I spoke with still gave me moody attitood what is going on?

Message 3 of 7(396 Views)

0 Kudos

[Reply](#)**Tony_Dean** Regular ContributorPosts: 37
Registered: 04-07-2012**Re: Let's see what corporate does!**

04-09-2012 10:13 PM

[Options](#) ▾

Wow. This sounds like a really bad deal.
Probably need to speak to the Better Business Bureau or your state's State Corporation Commission.
You can always file a Civil Suit as well.

Message 4 of 7(390 Views)

0 Kudos

[Reply](#)**Report2All** ContributorPosts: 5
Registered: 04-09-2012**Re: Let's see what corporate does!** [Edited]

04-09-2012 10:44 PM - edited 04-09-2012 10:48 PM

[Options](#) ▾

I am thinking about contacting an attorney. This has been upsetting me the entire time since I found out they didn't do their job. Then when you call them it's like they don't know who to transfer the call to so I end up talking to several people in one call & repeating myself so many times it's not funny! I'm scared my ex is going to get the info & come to kill me because of their mistake, yet nobody seems to know what department to transfer me to & when I tell supervisors they promise me different things on our account yet nothing gets done! Then when I call back it's the same thing all over again. Yet nobody seems to be concerned about Comcast putting my life in danger! Why is this I have no clue why people can be so crude. I should not be treated as a joke or that this matter is not important! How would anyone else feel if the shoe was on the other foot? I don't think anyone else would be sitting back relaxed & comfy cozy! No! They would be pitching a fit just like I am. However, I do have to say there have been maybe a couple of people that understood my issue & they couldn't do anything because they had no authorization to do anything. But when you talk with supervisors they tell you they will do something & when you find out they did not do it you end up in Comcast loop holerepeating yourself over & over! I'm really seriously about to build a website telling the world about comcasts lack of customer service professionalism. I'm tired of me calling them reminding them what they did to me & what they promised me yet to deliver! Do they think I'm going to just give up? Well perhaps! However, I'll do far more than that, & then some. I'll make sure it gets out EVERYWHERE! Comcast has the worst people in customer service that I have ever seen in my life, I either that their policy is to allow me to get killed on their expense. Wow. My vote will not be for Comcast too much longer, & when people ask for my opinion I will make sure to broadcast what Comcast has done!

Message 5 of 7(382 Views)

1 Kudo

[Reply](#)**MissyLaneous** Recognized ContributorPosts: 849
Registered: 01-07-2007**Re: Let's see what corporate does!**

04-10-2012 04:28 AM

[Options](#) ▾

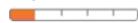
Notwithstanding your other issues, you definitely need a new telephone number and pronto. Also, clarify if there the difference between "unlisted" and "non-published"; there used to be a HUGE difference. The "unlisted" meant it was not published but was available through directory assistance; and "non-published" meant that it could NOT be obtained from directory assistance.

Also, be sure to Opt Out of both internal and external telemarketing with Comcast. Big money to be made by selling/renting/sharing personal information.

For the record, I have a restraining order against an ex, who happens to be an ex-law enforcement officer and who can get such things as my phone number from companies like Comcast (despite their so-called "privacy"). Still -- Comcast is the ONLY company to demand (very rudely) to have my number. All the other companies understand that basic fact.

Message 6 of 7(364 Views)

0 Kudos

[Reply](#)**Report2All** ContributorPosts: 5
Registered: 04-09-2012**Re: Let's see what corporate does!**

04-10-2012 11:48 AM

[Options](#) ▾

Wow! It looks like corporate is not going to do anything! They are being hard heads! So I'm livid at this time! There going to try & make it so that they look like I was not told I would get things on my account! Then to top it off there saying the account wasn't set up like that!!!! HELLO I told the rep from Comcast what I needed done with my phone numbers! It's not my fault she didn't listen to direction! So because they have their account that's messed up & employees that make mistakes, corporate is no help don't waste your breath! There only going to send the complaint back down to your local office for a supervisors to call! NOBODY FROM PA, TALKS TO YOU! So, you may get the number & call it. But, your going to get a call from your local office. Corporate don't handle anything! So that's why I would say cable costs are the way they are! We pay everyone's pay in PA to sit there & when people call, they refer the call back to your area! Wow! So now I've got no resolution! & my life is in danger &

Comcast don't care! Guess I should just sit back & wait for my death! & thank Comcast for ending my life.

Message 7 of 7(355 Views)

0 Kudos

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ATTACHMENT 20(d)

(6/20/2012)

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dorie-s


Contributor
Posts: 7
Registered: 06-20-2012

Phone book listings

06-20-2012 11:36 AM

[Options](#)

We are paying Comcast for an unlisted number - but it keeps getting published in the AT&T phone book as well as the Valley Yellow Pages. Why are we paying if it still gets published?

Message 1 of 5 (572 Views)

0 Kudos

[Reply](#)

CCCarole

Email Expert
Posts: 25,513
Registered: 05-21-2006

Re: Phone book listings

06-20-2012 11:37 AM

[Options](#)

Have you called 1-800 Comcast about this?

Need Email Help? Please post the following information in your post.

Do you use XfinityConnect? The Full or Lite version?
Do you use an email client? Which one? (Eg; Windows Live mail, Outlook, a smartphone etc.)
Which browser/version do you use? And- have you cleared your browser cache?
Which operating system? XP, Vista, Windows 7, Mac OS X
Details of the problem you are having.

Message 2 of 5 (571 Views)

0 Kudos

[Reply](#)

dorie-s


Contributor
Posts: 7
Registered: 06-20-2012

Re: Phone book listings

06-20-2012 11:59 AM

[Options](#)

I have not called Comcast, I was looking for an e-mail contact and could not find one. Since I contacted both companies to NOT list our number, I presume they will honor it.

Message 3 of 5 (568 Views)

0 Kudos

[Reply](#)

CCCarole

Email Expert
Posts: 25,513
Registered: 05-21-2006

Re: Phone book listings

06-20-2012 12:10 PM

[Options](#)

If you don't want to call Comcast, you can send an email to we_can_help@cable.comcast.com Include all the following. Your full name- Service address- Phone number- Your Comcast account number- A link to this thread - Full details of the problem.

Need Email Help? Please post the following information in your post.

Do you use XfinityConnect? The Full or Lite version?
Do you use an email client? Which one? (Eg; Windows Live mail, Outlook, a smartphone etc.)
Which browser/version do you use? And- have you cleared your browser cache?
Which operating system? XP, Vista, Windows 7, Mac OS X
Details of the problem you are having.

Message 4 of 5 (564 Views)

0 Kudos

[Reply](#)

dorie-s


Contributor
Posts: 7
Registered: 06-20-2012

Re: Phone book listings

06-20-2012 02:03 PM

[Options](#)▼

Thank you for that information - I will be sure to save it in the event I need it in the future as it will undoubtedly work faster than waiting on-line.

Message 5 of 5 (557 Views)

0 Kudos

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ATTACHMENT 20(e)

(7/29/2012)

Voice Service and Equipment

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sleepycat


Contributor

Posts: 5

Registered: 06-18-2012

Comcast published my "non-published" phone number

[Options](#)

07-29-2012 09:38 PM

I've had the same phone number for 13 years, always non-published, unlisted, whatever you call it. I work in the criminal justice system and need to maintain my privacy. I switched to Comcast less than 2 months ago and specifically asked for my number to remain non-published. The monthly non-published fee is listed on my bill. However, my phone number, along with my address, now shows up in online searches and I've started getting telemarketing calls.

I logged into my account at digitalvoice.comcast.net and there it is, my phone number and the notation "published". I called customer service and had a live chat - Comcast reps say my phone number is indeed non-published, but they can't explain why it appears as published on their own website and in online searches. Any help?

Message 1 of 4(2,764 Views)

0 Kudos

ComcastVic

ADMIN

Administrator

Posts: 125

Registered: 04-05-2012

Re: Comcast published my "non-published"

[Options](#)

07-30-2012 03:49 PM

hopp0023-I am sorry for the trouble this is causing, I will have this addressed for you. Please send me your contact and account information to my inbox, I sent you a message for you to reply to.

Thank you
Comcast Vic.

Message 2 of 4(2,698 Views)

1 Kudo

tjscujo1975


New Visitor

Posts: 1

Registered: 08-07-2012

Re: Comcast published my "non-published"

[Options](#)

08-07-2012 12:51 PM

As far as I know you can pay for non publishing, and years ago it worked with society using phone books (published) now that society uses the internet, EVERYTHING can be found, your social security number, your address, your phone number, relatives and so on. There is no real privacy setting for online publishing.

In my opinion, paying the non published fee in today's world is wasteless.

Message 3 of 4(2,571 Views)

0 Kudos

Isabelle1


New Visitor

Posts: 1

Registered: 12-19-2011

Re: Comcast published my "non-published"

[Options](#)

01-14-2013 10:20 PM

Same thing happened to me. I would be interested to know how they compensated you for everything over the past 13 years you have been keeping away from prying eyes. Let me know if you can. I also work in the criminal justice system and have had my information "hidden" for the past 25 years. Recently I have learned comast posted it on their "on-line directory" inadvertently. They say sorry, but I think it's a little too late for that.

Message 4 of 4(1,458 Views)

0 Kudos

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ATTACHMENT 20(f)

(9/15/2012)

Customer Service

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XFINITYblows



Contributor

Posts: 5

Registered: 07-20-2012

NEVER, EVER USE COMCAST - CUSTOMER SERVICE SUCKS / BILLING DEPT DOESNT SPEAK ENGLISH

Options

07-20-2012 03:05 PM

THIS COMPANY IS BEYOND IRRITATING TO CONSUMERS - AS AN INDIVIDUAL WHOSE BUSINESS THRIVES ON CONSUMERS AND CUSTOMER SATISFACTION, I WOULD EXPECT AT LEAST A LITTLE BIT OF COMMON COURTESY -

THEY DIDN'T CANCEL MY SERVICES ON THE DATE I ASKED THEM TO, THEN THEY "CLAIMED" THAT THEY WERE GOING TO BACK-DATE MY SERVICES TO THE DATE THAT IT WAS SUPPOSED TO BE CANCELED AND I WAS GOING TO HAVE A PRORATED BALANCE. LOW AND BEHOLD, THEY DIDN'T DO IT!!!! AFTER SPENDING OVER 45 MINUTES ON THE PHONE WITH A GENTLEMAN WHO COULDN'T UNDERSTAND WHAT I WAS ASKING AND CONTINUALLY TOLD ME HE 'PROMISED' I WOULDNT HAVE ANY MORE ISSUES, I WAS TRANSFERED TO ANOTHER NON-NATIVE ENGLISH SUPERVISOR WHO ASSURED ME THAT THIS WAS GOING TO BE TAKEN CARE OF AND THAT I WOULD BE SATISFIED LEAVING THE PHONE CALL.

AFTER STRAINING MY VOICE SO MUCH TRYING TO GET ANSWERS, I WAS WORN OUT AND FELT THAT MAYBE, JUST MAYBE THEY WOULD HAVE EVERYTHING TAKEN CARE OF.

BOY WAS I WRONG - AS I SIT HERE, BEING PLACED ON HOLD FOR THE 5TH TIME, AND HAVING TO LISTEN TO MANY 'APOLOGIES' - THEY ARE TELLING ME THAT THEY DID IN FACT PRORATE IT AND BACK-DATE IT, HOWEVER MY INITIAL DEPOSIT THAT I MADE COVERED THAT PORTION OF MY BILL, BUT I STILL HAVE A BALANCE OF \$51 - WHICH IS FUNNY, SINCE MY DEPOSIT WAS \$100 AND MY MONTHLY BILL WAS NEVER MORE THAN \$110, SO HOW I LOSE MY DEPOSIT AND STILL OWE MORE THAN HALF OF WHAT MY BILL NORMALLY WAS, IS BEYOND ME.

THESE PEOPLE DON'T GIVE 2 S#ITS ABOUT THEIR CUSTOMER SATISFACTION - ALL THEY CARE ABOUT IS THAT THEY ARE CHARGING YOU DOLLAR AFTER DOLLAR AND NOT GIVING A CARE IN THE WORLD TO FIX A SITUATION THAT IS THEIR FAULT TO BEGIN WITH.

USE ANYTHING BUT COMCAST - NOT FOR TV, INTERNET, OR PHONE. I SHOULD HAVE LISTENED TO EVERYONE WHO TOLD ME NOT TO USE THEM.

PS - WRITING THIS DURING MY 2ND PHONE CALL TRYING TO GET ANSWERS, I HAVE BEEN ON THE PHONE WITH THEM FOR 29 MINUTES, 52 SECONDS AND HAVE STILL NOT HAD ONE PERSON BE ABLE TO TELL ME WHY EVERYTHING IS SO MESSED UP - NOT TO MENTION BEING ON HOLD FOR THE MAJORITY OF THIS "PHONE CALL"

WHAT A JOKE THIS COMPANY IS

Message 1 of 12(2,835 Views)

1 Kudo

barbie123



Bronze Problem Solver

Posts: 2,344

Registered: 10-18-2008

Re: NEVER, EVER USE COMCAST - CUSTOMER SERVICE SUCKS / BILLING DEPT DOESNT SPEAK ENGL

Options

07-20-2012 03:16 PM

Comcast phone support can be difficult at best. If you have a local office, try going there, they sometimes can get things done. Other people have had luck with e-mailing to: we_can_help@cable.comcast.com
No need to use all caps in red, we know you are angry.
Good luck

Message 2 of 12(2,826 Views)

0 Kudos

XFINITYblows



Contributor
Posts: 5
Registered: 07-20-2012

**Re: NEVER, EVER USE COMCAST - CUSTOMER SERVICE SUCKS / BILLING
DEPT DOESNT SPEAK ENGL [Edited]**

07-20-2012 03:18 PM - edited 07-20-2012 03:19 PM

[Options](#)

I don't live in that state anymore - otherwise I would have been more than happy to storm into a local office and verbalize my issues face to face.

my apologies if you took offense to the red caps

PS - STILL on hold

Message 3 of 12(2,822 Views)

0 Kudos

barbie123



Bronze Problem Solver
Posts: 2,344
Registered: 10-18-2008

**Re: NEVER, EVER USE COMCAST - CUSTOMER SERVICE SUCKS / BILLING
DEPT DOESNT SPEAK ENGL**

07-20-2012 03:23 PM

[Options](#)

No offense taken. I know how frustrating it is. Sitting on hold for someone else who won't help, try the e-mail thing.

Message 4 of 12(2,816 Views)

0 Kudos

XFINITYblows



Contributor
Posts: 5
Registered: 07-20-2012

**Re: NEVER, EVER USE COMCAST - CUSTOMER SERVICE SUCKS / BILLING
DEPT DOESNT SPEAK ENGL**

07-23-2012 01:01 PM

[Options](#)

update:

nothing was done that they said that they were going to do. I still somehow have a balance due, got no response from the email team and my post on the billing page was deleted. this company is AWFUL.

oh and I'm currently on hold (surprise surprise) with their billing department again. so frustrated

Message 5 of 12(2,758 Views)

0 Kudos

swole



New Visitor
Posts: 4
Registered: 07-23-2012

**Re: NEVER, EVER USE COMCAST - CUSTOMER SERVICE SUCKS / BILLING
DEPT DOESNT SPEAK ENGL**

07-23-2012 10:26 PM

[Options](#)

I have been a customer for less than 3 weeks and I wholeheartedly agree. Now I'm stuck in a contract but will quickly revert to my old provider as soon as I am eligible. Its beyond frustrating when you are paying for service and cannot hold a conversation with your support team, the language barrier is unbelievable but the service is worse. I truly regret signing up with them and I am not looking forward to the next two years of headache. I am very busy and just need things to work.

Message 6 of 12(2,725 Views)

0 Kudos

gregski



Contributor
Posts: 20
Registered: 04-20-2009

**Re: NEVER, EVER USE COMCAST - CUSTOMER SERVICE SUCKS / BILLING
DEPT DOESNT SPEAK ENGL**

07-23-2012 11:40 PM

[Options](#)

I think the red all caps were very appropriate, I feel your pain, but what do you expect from a monopoly.

Message 7 of 12(2,718 Views)

1 Kudo

XFINITYblows



Contributor
Posts: 5
Registered: 07-20-2012

**Re: NEVER, EVER USE COMCAST - CUSTOMER SERVICE SUCKS / BILLING
DEPT DOESNT SPEAK ENGL**

07-24-2012 12:07 AM

[Options](#)

RED CAPS ARE BACK - THANKS FOR ALL OF YOUR SUPPORT, AT LEAST THE UNHAPPY COMCAST COMMUNITY IS HARDWORKING AND RESPONSIVE.

NO RESOLUTION FOR ME YET, JUST EMPTY PROMISES. MAYBE IN THE NEXT 48-72 HOURS (AS I WAS ASSURED, ONCE AGAIN) WE MIGHT HAVE SOMETHING TO CELEBRATE.

IF NOT, ANYONE UP FOR A LAWSUIT? 😊

Message 8 of 12(2,715 Views)

0 Kudos

Bill-1948


Bronze Star Contributor
Posts: 483
Registered: 06-03-2006

**Re: NEVER, EVER USE COMCAST - CUSTOMER SERVICE SUCKS / BILLING
DEPT DOESNT SPEAK ENGL**

07-24-2012 12:18 AM

[Options](#)▼

swole:

Check the Comcast 30 day Guarantee.

<http://www.comcast.com/Corporate/Customers/CustomerGuarantee.html>

Message 9 of 12(2,712 Views)

0 Kudos

McCaffreys


New Visitor
Posts: 3
Registered: 04-22-2009

**Re: NEVER, EVER USE COMCAST - CUSTOMER SERVICE SUCKS / BILLING
DEPT DOESNT SPEAK ENGL**

08-25-2012 08:59 PM

[Options](#)▼

Im am frustrated with comcast. Their customer service is the worst! Im about to switch to fios. My cable box has been having problems and I have called them four times. They can't even send me real help. Im always talking to someone in an office or a robot. Just send me a person to my house!

Message 10 of 12(2,476 Views)

0 Kudos

Bill-1948


Bronze Star Contributor
Posts: 483
Registered: 06-03-2006

Re: NEVER, EVER USE COMCAST - CUSTOMER SERVICE SUCKS /

08-25-2012 09:42 PM

[Options](#)▼

Have you tried walking you TV box through Comcast's door, and asking for a new one? I don't have any faith in Comcast's customer service. If you live in a Comcast only community this is the only customer service you have. Always get a receipt for what you carry in. Keep it for 120 years, or Comcast might try to make you pay for it.

Message 11 of 12(2,470 Views)

0 Kudos

whydoipayu


New Visitor
Posts: 1
Registered: 09-15-2012

**Re: NEVER, EVER USE COMCAST - CUSTOMER SERVICE SUCKS / BILLING
DEPT DOESNT SPEAK ENGL**

09-15-2012 05:32 PM

[Options](#)▼

Same experiences here, nonstop since starting service. The problem is that no only do none of the reps know what's going on, they get nothing done, lie saying they did, then when you get the next rep the cycle continues. My phone number was constantly bombarded by sales calls, I called cx support to get an unlisted number which for some reason I need to pay \$2 for to make up for the lost ad revenue on comcast's part. THE LOCAL PHONE BOOK INFORMED ME THAT MY NUMBER IS LISTED. Upon asking a rep why I was ignored and told that they had made the change NOW. No explanation whatsoever, they ignore their mistakes completely. Asking for a supervisor as the rep refused to explain what had happened I was put on hold for a while then told I would have to wait for a call back that never came. I dont even need this phone line anyway, but I am forced to keep it because of comcasts pricing game. If I were to cancel my internet price would go higher than the phone+internet bundled. Next time I speak to comcast it will be to discontinue service. And why do we put up with this in the first place? Comcast trying to position themselves as the ONLY option.

Message 12 of 12(2,189 Views)

0 Kudos

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ATTACHMENT 20(g)

(2/13/2013)

Voice Service and Equipment

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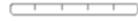
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fieldswb



New Visitor

Posts: 1

Registered: 05-29-2008

Paying for unlisted number

[Options](#)

02-13-2013 12:31 AM

Why are you still charging me to have an unlisted number when you screwed up and published it anyway. Once you publish a number, you cannot go back and undo it. I am guessing you are charging everyone of your customers who wanted unlisted phone numbers the same even though you didn't provide the service.

Message 1 of 1 (706 Views)

0 Kudos

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ATTACHMENT 20(h)

(2/21/2013)

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Halfon57



New Visitor

Posts: 1

Registered: 02-21-2013

Comcast published my unlisted number!!!

[Options](#)

02-21-2013 03:56 PM

I'd been wondering why I've been getting so many calls from sales people lately trying to sell me everything under the sun. Well...I recently received a letter from Comcast apologizing for inadvertently publishing my unlisted number. Apologize my foot, they ought to reimburse me for the inconvenience and aggravation!!!

Message 1 of 1(750 Views)

0 Kudos

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ATTACHMENT 20(i)

(8/13/2013)

Voice Service and Equipment

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[Comcast Help and Support Forums](#) > [Xfinity Voice](#) > [Service & Equipment](#) > Unlisted/unpublished phone number

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Draggnldy

New Visitor
Posts: 1
Registered: 07-30-2008

Unlisted/unpublished phone number

[Options](#)

08-13-201302:29 PM

When I got Comcast 19 months ago, I specifically told them I wanted my phone number unlisted/unpublished. I am being charged for this but my number continues to show up when I call people. I called Comcast twice about this and my number is still showing up. Also, I am always getting calls from people wanting to make reservations for renting a room.....

Message 1 of 2(159 Views)

0 Kudos

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tbonecopper

Recognized Contributor
Posts: 49
Registered: 06-23-2012

Re: Unlisted/unpublished phone number [Edited]

[Options](#)

08-13-201308:09 PM - edited 08-13-201308:11 PM

Unlisted/Unpublished numbers only keep your number from appearing in the phone book. They don't block your number when you call out. That can be done on a manual basis using these instructions: <http://customer.comcast.com/help-and-support/phone/caller-id-blocking-by-line/>

Hence un "listed" / "published" - meaning, on a list, in a book, printed somewhere physically.

Message 2 of 2(109 Views)

0 Kudos

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ATTACHMENT 21

(Complaints from Online Consumer Forums)

ATTACHMENT 21(a)

(2/4/2010)

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comcast published my address and a convicted felon has it.

- by somad (<http://www.pissedconsumer.com/people/somad.html>) Feb 04, 2010
- Review #: 170070

← [Previous \(http://www.pissedconsumer.com/reviews-by-company/comcast/worst-customer-service-20100205170205.html\)](http://www.pissedconsumer.com/reviews-by-company/comcast/worst-customer-service-20100205170205.html)
1122 of **1403** Comcast Reviews (<http://www.pissedconsumer.com/reviews-by-company/comcast.html>)
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I've had comcast for 15 years. we started out only purchasing their cable packages. When they offered the bundle service we signed up for it. Perviously we had phone service through verizon and had always kept our name, number, and address unlisted. when we switched our phone to comcast I asked them if they would keep it unlisted. they said no problem. a few months later I looked our name up in a phone book. there I was. I called comcast and told them that my number had to be unlisted. again they promised to take care of it.

We moved and I transferred service. we decided to keep the same phone number. I told them that they had screwed up and published my number before. I was very specific that with this move my number had to be unpublished. They said no problem. I trusted the companies word that this was going to be taken care of. I didn't look up my name. a few days ago I received a letter at the address that was supposedly unlisted. this letter was from a violent convicted felon. This felon was the reason for making sure that my number was unlisted. guess where he got it from....the white pages. How did the white pages get it...one guess...comcast sold it to them. the really crazy part is that this felon will be transferred to a prison just blocks from my house. what is going to stop him from swinging by upon release.

I called comcast. It took days to get a supervisor to call me back. Once I finally got one they were worthless. they told me that they had no record on their end regarding my 3 previous attempts to make my number unlisted. Of course they won't take responsibility for putting my children, husband and self in serious danger. I'm sure that in the days that it took to get a call back..they go rid of any notations regarding my requests. I was told that now they will make my number unlisted. My question is...what does that do for me???? the violent person that I needed to keep my address away from already has it. I told them to do it anyway. they then said there would be a service fee...WHAT????...not only did they do this to us..now we are going to be

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charged!!!! I then asked them how do I know that my number is going to be unlisted...Now I have no trust with anything they tell me.. He said that I should be trusting because he was putting in a work order as we spoke. I asked to have a copy of the work order. He said they don't do that. so now I have no proof that this conversation ever happened.. On top of that he said that the new round of listing may have already been sent to businesses like the white pages. He said that there was a small window of opportunity to stop listing from being published. so he's going to charge me and he still can't promise that my number is going to be unlisted...I am so angry....

I'm looking for people in the state of washington that had the same thing happen. I'm ready to go to the media. comcast can't continue to sell our info when we have requested it to be private. this puts people at serious risk. what about our law enforcement..How do we protect them from the criminals that they work so hard to remove from society. If their numbers are unlisted what happens to their families??? there are some horrible criminals out there that plan revenge and get out of prison way to early. 1ef602a

- Useful (0)
- Funny (0)
- Bullshit (0)
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Jennifer

Mar 23, 2011 I had a similar problem with Comcast. I ordered a non-published number because I have a restraining order against my exhusband. My number was published, which means that if you enter my name and city into a search engine you can find my address and phone number. I went to great lengths to hide from my exhusband and now I am considering a name change and moving again.

Mike s.Reply ()

Mar 23, 2011 I recently found that comcast sold my name and address to vonage. comcast has me down on their books as Mick. My name is mike. The only folks who mail me with mick, is comcast. So, I get a letter from vonage address to Mick. I spoke with a bunch of my neighbors. All of the comcast ones recall getting a vonage letter within the past couple weeks. None of directv or dish network folks did. I plan on starting a class action lawsuit. I hate that company. Why can they make money off of selling my info., and I still have to pay them as well. Reply ()

Comcast Customer Help
www.directly.com
 Need help with Comcast? Ask experts and insiders.



Gassho somad,

(<http://www.pissedconsumer.com/people/tricia.html>) I would also make every effort to have a copy of Tricia (<http://www.pissedconsumer.com/people/tricia.html>) Nov 02, 2010 from Merrillville, Indiana^{the} telephone book proving it was published; as well as, copies of past years it was unpublished. Any piece of evidence will help you.

A good source would be libraries friends, families etc.

I also would file a written report with the local police and the prison.

Please keep the community informed.

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TGNamaste' Reply ()

Oct 29, 2010 Comcast did the same thing to us. I'm in a confidential address program and I have a life time restraining order against someone who has threatened to kill me. Comcast has now published me twice in phones. The first time 3 years ago and the second time after I had it all changed again. They also tried to charge us \$20 for changing our phone number when they made the mistake. Reply Matt()

Sep 15, 2010 Any luck with resolving it? They've passed my data to bunch of companies who are now sending their promotions - I identify by a unique name typo they made creating the account. All somadpromo mails have my name misspelled this unique way. Reply ()

Feb 08, 2010 To begin with the felon put a loaded gun to someone's head. On three seperate johnsonocassions. That's only one of 56 seperate charges. Am I still a drama queen/crybaby? Reply ()

Feb 05, 2010 from Hameenlinna, Southern FinlandCome on now drama queen!!! What did you do to make a fellon want you????????? You could scare him off by throwing your binky at him!!!!!!!!!!!!!!!!!!!!!! : Reply ()

SALLYFeb 05, 2010 Shut up you crybaby 🙄 Reply ()

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ATTACHMENT 21(b)

(2/20/2012)

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Call Kurtis: They Published My Unlisted Phone Number

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Comcast, directory, kim jason, mindy spatt, phone, privacy, Rio Linda, telephone, turn, unlisted phone number

RIO LINDA (CBS13) – Stepping outside onto her backyard deck, Kim Jason dialed 411 and waited.

“Rio Linda for a Kim Jason,” she said. Within seconds, she got not only her own phone number but her [home](#) address as well.



CBS

De 60% See Get En

“And I’m paying for a non-listed phone number,” she said, hanging up, frustrated.

For the past 19 months, Jason has paid \$1.50 per month on her Comcast bill because she didn’t want people to know where to find her.

“I’ve called them numerous times,” she said. “I paid for a service. I want my service!”

Companies are not* allowed to “include the telephone number of any subscriber assigned an unlisted or unpublished [phone] number,” according to Public Utility Code Section 2891.1.

But Mindy Spatt of TURN, The Utility Reform Network, said the law has no teeth and places no penalty to companies who break it.

“We do need fines and penalties when companies screw up as they did in this case,” she said.

Spatt said a simple mistake can put someone’s safety at risk.

“A woman who lives alone may not want her address listed,” he said. “A lot of people may not want their address listed.”

After CBS13 got involved, Comcast blamed the problem on a glitch but had it fixed within 24 hours.

“This was a highly unusual case,” a Comcast representative said in a statement. “We are taking internal steps to ensure that it does not happen again.”



The company credited back Jason's "non published number" payments and gave her a free month of cable, internet and phone service.

Kim said she still has some other problems on her bill she's [working out](#) , but she's happy she finally has the privacy for which she's been paying.

"I've tried and tried and tried and couldn't get anywhere," she said.
"Thank you."

6

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(CPUC Complaints)

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(CAB Complaint Number 16629, 1/14/2009)

ATTACHMENT 22(b)

(CAB Complaint Number 200655, 12/2011)

ATTACHMENT 22(c)

(CAB Complaint Number 225255, 5/5/2012)

ATTACHMENT 22(d)

(CAB Complaint Number 238897, 8/28/2012)

ATTACHMENT 23
(FCC and BBB Complaints)

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