

Q:DPS:JP.1.16. Please refer to pages 9-10, lines 20-21 and 1-15 of Mr. Glanville's testimony.

- a. Please explain whether Comcast will provide periodic updates to customers during the transition period.
- b. Please explain whether, once the integration is complete, notice will be provided to customers regarding the transition to Comcast services.
- c. Please explain how customers will be updated (by mail, email, or telephone) regarding the transition. Please provide any and all documents Comcast anticipates providing to customers.
- d. Please explain in detail how customers will be migrated from SVCC cable to Comcast cable.
- e. Please explain in detail how customers will be migrated from SVCC internet to Comcast internet.
- f. Please explain whether SVCC customers will be charged for transition-related issues including, but not limited to, set-top box installation, modem issues and post-transition problems.

A:DPS:COMCAST.1.16.

SUPPLEMENTAL RESPONSE

OBJECTION: Joint Petitioners object to any request for information or production of document(s) that is (or are) subject to the attorney-client privilege, constitute work product, are protected under state or federal law or are proprietary, competitively sensitive or confidential, constitute draft and/or non-final documents and/or constitute communications containing or concerning any of the above.

Without waiving any objection, Comcast continues to refine its plans for integrating the SVCC system into Comcast's systems. During the integration process, Comcast plans to engage in "white glove" outreach to all former SVCC customers. Our plans include holding local information meetings, sending first-class mailings, distributing door hanger notices, and engaging in home-by-home transactions for any necessary equipment deliveries and infrastructure repairs and upgrades. Our goal is to accomplish this through prescheduled appointments situated to the satisfaction and convenience of the customer, thereby limiting any potential interruptions.

- a. Periodic updates will be provided to customers during the transition period.
- b. After the closing for the sale of SVCC, notices will be provided to customers regarding the transition to Comcast services.
- c. Comcast continues to refine its customer communication plans and is in the process of drafting customer communications.
- d. Comcast continues to refine its plans for migrating customers from SVCC cable to Comcast cable.
- e. Comcast continues to refine its plans which will maintain internet connectivity while migrating customers from SVCC internet to Comcast internet.
- f. Comcast plans to offer SVCC customers free professional installation of service. Customers will also have the option to request a self-installation kit. Once an SVCC customer has migrated to Comcast products and billing, they will have access to the various self-service tools that are available to all Comcast customers. The self-service tools enable customers to troubleshoot technical issues, view instructional videos, and obtain more information regarding their products and services. Other available options for obtaining assistance include chatting online with a Customer Account Executive ("CAE") and speaking to a CAE on the phone. If a service visit is requested or required, it is Comcast's policy to inform the customer in advance of any applicable fees.

Person Responsible for Response: Daniel M. Glanville
Title: Vice President, Government/Regulatory Affairs & Community Impact
Date: March 25, 2020