

Comcast Migration Plan for the former Southern Vermont Cable Company System

Comcast of Connecticut/Georgia/Massachusetts/New Hampshire/New York/North Carolina/Virginia/Vermont, LLC ("Comcast") is providing this detailed migration plan to the Vermont Public Utility Commission ("VPUC") and the Department of Public Service, as required by Condition 34 of the Certificate of Public Good ("CPG") issued in Case. No. 19-4845.

Phase One

Phase One consisted of preparatory work that did not require coordination with Southern Vermont Cable Company ("SVCC"). Phase One ended on May 13, 2020 when the VPUC issued an order and a CPG approving Comcast's acquisition of SVCC.

Engineering & Technical

Activities completed during this phase included:

- [BEGIN CONFIDENTIAL INFORMATION]
- [END CONFIDENTIAL INFORMATION]

Phase Two

Phase Two began after May 13, 2020 and will end on June 26, 2020, when the closing for the transaction occurs.

Customer Care

The following activities were completed during this phase:

- [BEGIN CONFIDENTIAL INFORMATION]
- [END CONFIDENTIAL INFORMATION]

Customer Communications

The following activities were completed during this phase:

- [BEGIN CONFIDENTIAL INFORMATION]
- [END CONFIDENTIAL INFORMATION]

Engineering & Technical

The following activities were completed during this phase:

- [BEGIN CONFIDENTIAL INFORMATION]
- [END CONFIDENTIAL INFORMATION]

Phase Three

Phase Three will begin after the closing for the transaction and will end when the last customer is migrated from SVCC services and billing to Comcast services and billing. Comcast estimates Phase Three will be completed [BEGIN CONFIDENTIAL INFORMATION]

[END CONFIDENTIAL INFORMATION].

Customer Care

Prior to migration, customer calls will be routed to [BEGIN CONFIDENTIAL INFORMATION]

[END CONFIDENTIAL INFORMATION].

Once a customer has migrated from SVCC services and billing to Comcast services and billing, they will receive the same 24/7 support provided to all Comcast customers. Once the migration is complete, calls from non-customers in the former SVCC system will be routed to Comcast's Inbound Sales team.

Customer Communications

Comcast will use the following methods to communicate with customers in the SVCC system:

1. [BEGIN CONFIDENTIAL INFORMATION]

[END CONFIDENTIAL INFORMATION.]

Customer Experience

[BEGIN CONFIDENTIAL INFORMATION]

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[END CONFIDENTIAL INFORMATION].

Engineering & Technical

[BEGIN CONFIDENTIAL INFORMATION]

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[END CONFIDENTIAL INFORMATION].

Product Experience During Migration

[BEGIN CONFIDENTIAL INFORMATION]

[END CONFIDENTIAL INFORMATION].