

## City of Alexandria, Virginia

## MEMORANDUM

**DATE:** DECEMBER 8, 2010

**TO:** THE HONORABLE MAYOR AND MEMBERS OF CITY COUNCIL

**FROM:** JAMES K. HARTMANN, CITY MANAGER 

**SUBJECT:** 2010 ANNUAL REPORT AND PLANT SURVEY FROM COMCAST CABLE COMMUNICATIONS, INC.

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**ISSUE:** Receipt of the 2010 Annual Report and Plant Survey from Comcast Cable Communications, Inc. (Comcast).

**RECOMMENDATION:** That Council receive the Comcast 2010 Annual Report and Plant Survey (Attachment 1).

**DISCUSSION:** Section 9-3-513(a) of the City Code requires the cable television franchisee to submit an annual written report to City Council. The report details the company's previous year's activities operating the Alexandria City cable television system. The 2010 report, which covers the fiscal year of July 1, 2009 through June 30, 2010 (the 16<sup>th</sup> year of the cable franchise), summarizes the company's activities with respect to programming and customer service, physical plant and system operations, and describes the company's financial condition for the calendar year ending December 31, 2009.

The full report runs more than 400 pages. Due to its size, the entire report is not attached, but it may be reviewed in the City Clerk's Office. Several sections of the report are attached for your information: the executive summary, summary of local origination and community programming; and the auditor's reports. The following is a summary of the major accomplishments described in the Annual Report and the actions taken by the franchisee to comply with City and federal requirements.

Council will recall that at its October 26 legislative meeting it adopted a resolution extending the Comcast franchise until March 31, 2011 and temporarily waived as of December 1, 2010, the requirement that Comcast provide 10 hours of originally produced programming that is for the use of, and of interest to, City residents.

Programs produced by Comcast for the City will continue (e.g. Mayor's show, Police and Fire programs, Agenda Alexandria, etc.). The temporary studio is being created at the Comcast headend on Wheeler Avenue. Because of the move, the Mayor's December show will be produced by Communications staff and shot on location. The temporary studio should be ready in the next few weeks.

## **Programming:**

- **Local Origination and Community Programming**

During FY 2010, Comcast's combined community and local origination programming on Channel 69 met the 30 hours or more overall requirement and, in most cases, exceeded the franchise requirement that at least 10 hours per week be original, unrepeated programming of interest to Alexandria residents. Comcast continues to encourage resident participation in Community Programming certification classes. During FY 2009, Comcast certified 11 people in community programming for a total of 99 who are qualified to produce programs and use Comcast's production equipment.

- **Programming and Channel Changes**

Many channels were repositioned from the analog to the digital tier as Comcast prepares to convert to an all-digital format and streamline their channel line-up. The Company launched new digital channels, expanded on-demand to 20,000 hours, and added more HD channels. A list of the changes made throughout the fiscal year is attached (Attachment 2).

## **Physical Plant and System Operations:**

- **System Construction**

Through June 30, 2010, Comcast's construction department designed, constructed and activated .11 miles of cable plant that included both coaxial and fiber hardline. The headend has been working on the deployment of additional HD channels and DOCSIs3.0 (Data Over Cable Service Interface Specification) has been implemented providing higher upload and download speeds (105 Mbps) primarily to its Internet customers. Comcast staff worked with the City's Information Technology Services Department to upgrade equipment for the Institutional Network, as well as troubleshoot and address individual site problems. Deployment of Comcast Digital Voice (telephone) service continues to grow. The Internet service is not regulated per federal law, and the Digital Voice is regulated by the State Corporation Commission.

- **Service Outages**

Staff's review of the Annual Report showed that during FY 2010, the number of outages increased from 1,158 in 2009 to 1,957 in 2010. Much of this increase can be attributed to the December 2009 and February 2010 blizzards. An outage is defined as a service interruption affecting three or more subscribers connected to the same node. Comcast reports that of the 1,957 outages: 819 were due to Comcast equipment failure, such as damaged motherboards, feeder connectors, and modules in the nodes; 86 were the result of routine maintenance; 23 due to electrical problems

with Comcast equipment, e.g. short circuiting or blown fuses; 357 were due to electrical power outages caused by Dominion Virginia Power equipment failures; 34 related to signal problems; 84 were due to damaged cable wires; and 554 alarms cleared based on monitoring equipment in the field which appears as no trouble found in the outage report.

- Of the 1,957 outages, 81 lasted longer than four hours. The City Code requires Comcast to credit subscribers with a prorated share of the monthly charge if the subscriber is without service or if service is substantially impaired for any reason for more than four hours during a 24-hour period. Comcast staff issued the appropriate credits to the affected customers upon request. Staff will continue to monitor system outages and ensure that credits are given where appropriate.

- Plant Survey

Section 9-3-153(c) of the City Code requires the franchisee to submit a complete survey of its plant, including electronic measures to determine any signal leakage above the FCC requirements, and to assure the City that Comcast is complying with FCC technical standards. The FCC Proof-of-Performance tests were conducted by Comcast staff July 1 through August 15, 2009.

A system flyover test was conducted on February 19, 2010 by Mar-Tech Engineering, Inc., a licensed engineering company which specializes in aerial cable leakage inspections. Comcast Cable of Alexandria had a system score of 100 percent, with 100 percent of the system being tested. The flyover test is conducted at 1500 feet in a grid pattern with all cable plant covered within a half mile of the pattern at 120 mph. GPS and signal level readings are simultaneously processed by Mar-Tech's proprietary software on an onboard computer, and all tests indicated that the results complied with FCC technical standards.

### Customer Service:

- Subscriber Trouble Calls

During the reporting period, Comcast responded to 17,128 subscriber trouble calls, a decrease of 10,980 calls, which is 60 percent less than last year. These trouble calls related to problems with customer equipment (televisions, VCRs, etc.), converter boxes, distribution/signals, and coaxial cable. The majority of these calls (5,223 or 30 percent) were related to converter boxes; 4,582 (26%) were in the "Tap to the TV Set" category (the "tap" is the connecting equipment from the pole to the house). The majority of the tap to TV set problems result from bad connectors or splitters between the tap and the customer's TV due to age, corrosion, exposure to the elements, or fittings that had been improperly tightened by customers, and the remaining 44% of calls were a result of customer equipment, customer education, or no trouble found/subscriber not home.

- Customer Service Standards

The City Code requires Comcast to report quarterly on telephone accessibility for customer service issues/concerns. The Code requires Comcast's service representatives to answer their telephones within 30 second, 95 percent of the time. However, state legislation that went into effect July 1, 2007 required that the local standard not exceed the federal standard which requires that the telephone be answered within 30 seconds, 90 percent of the time.

During the report period, Comcast's quarterly data indicate that the percentage of telephone calls answered within 30 seconds was as follows: July (79.6 percent), August (81.4 percent), September (82.5 percent), October (85.8 percent), November (83.4 percent), December (79.6 percent), January (87 percent), February (92 percent), March (92 percent), April (97 percent), May (96 percent), and June (90 percent). Since Comcast's average response time statistics for each quarter did not meet the 90 percent standard, the company was fined two times for a total of \$400.00.

It should be noted that, for the most part, these numbers are significantly higher than the percentages reported last year for meeting this requirement. For the majority of the fiscal year, Comcast's response time over last year improved somewhat, despite not meeting the requirements for two quarters. A significant factor in the improved response may be attributable to the fact that Comcast operates a new 500-seat regional call center staffed by agents who are cross-trained in multiple aspects and technical support of products and services such as high-speed internet, digital voice, and various advanced video products. Staff is aware of the continuing complaints related to the pixation that occurs on the digital tier and has worked with Comcast staff to address individual concerns in a timely manner.

### **Financial Information:**

Laura B. Triggs, Deputy CFO and Director of Finance, reviewed the financial information provided by Comcast and noted the following:

- **Unaudited Gross Receipts:**  
Due to the statewide implementation of the Virginia Communications Tax, effective January 1, 2007, franchise fee payments are no longer related to revenues and are not collected by local jurisdictions.
- **Unaudited Financial Statements:**  
The unaudited financial statements for Comcast of Virginia, Inc. (Alexandria system) for the year ended December 31, 2009, show that the Alexandria operations of Comcast earned \$15 million for the year, increasing the operation's Retained Earnings from \$16.9 million in 2008 to \$31.9 million in 2009. The Net Income for 2008 was \$13.6 million, so the 2009 Net Income of \$15 million was in line with the year before.

During the year, Comcast increased their investment in the property and equipment in Alexandria by \$2.5 million bringing the total cost of the Alexandria property and equipment to \$132.6 million. The Comcast Alexandria operation has a long-term debt to affiliated companies of \$123.4 million. This is a decrease of \$18.0 million from the prior year's balance of \$141.4 million. Comcast had Net Transactions with

affiliates of \$18.0 million according to the Comcast Statement of Net Flows, which was the amount of reduction in long-term debt to affiliates. The total Stockholders Equity for Comcast Cablevision of Virginia, Inc. (Alexandria) as of December 31, 2009 consisted of the Retained Earnings of \$31.9 million.

- **Comcast Corporation Financial Report:**

The Comcast Corporation Financial Report is the financial statement of Comcast Corporation and its subsidiaries as a whole. The financial information of Comcast of Virginia, Inc. (Alexandria) is such a small portion of the total operation that is not mentioned separately in this report.

The Comcast Corporation is the leading cable operator in the country with 23.6 million video subscribers, 15.9 million high-speed internet subscribers, and 7.6 million telephone subscribers. Comcast Corporation and its subsidiaries had a net income for the year of \$3,638 million on revenues of \$35,756 million. Its total stockholders' equity increased from \$40,450 million to \$42,721 million. Comcast's external auditors issued Comcast Corporation and its subsidiaries a clean opinion indicating the financial statements present fairly, in all material respects, the financial position of Comcast Corporation and its subsidiaries.

**FISCAL IMPACT:** The cable television franchise fees previously collected by the City were replaced with a state administered Communications Sales and Use Tax of 5% which is collected by the State and remitted to the City. The City received approximately \$943,000 per month from the State. The payment is an aggregate amount from all providers of telecommunications services (land phones, cellular service, tv dish, etc.) in the City, and there is no way to determine how much was remitted by Comcast.

The cable television franchise between the City of Alexandria and Comcast Cable Communications, Inc. was due to expire on June 18, 2008 and has been extended three times. City Council adopted a resolution to provide for an additional five month extension to March 31, 2011. The City has continued to receive capital grant payments. During the reporting period, the City received \$909,335.31.

**ATTACHMENTS:**

Attachment 1: Executive Summary

Attachment 2: Summary of Local Origination and Community Programming

Attachment 3: Auditor's Report

**STAFF:**

Rose Williams Boyd, Special Assistant to the City Manager

Darryl Edwards, Consumer Affairs Investigator



August 30, 2010

Ms. Rose Boyd  
City Managers Office  
City of Alexandria  
301 King Street Room 1900  
Alexandria, Virginia 22314

Dear Ms. Boyd,

Comcast is pleased to submit our 2009 Annual Report to the City of Alexandria, in accordance with Chapter 3 of Title 9 of the Alexandria City Code. Included are copies or summaries of the Year's Activities within Local Origination and Community Programming, a Summary of Customer Complaints, Financial Reports, Statements of Major Equipment and Capital Expenditures, Construction Plans, a list of Comcast Officers and Board of Directors, the Alexandria Employee Report, Television Channel Changes, the Plant Report, and Customer Service Telephone Statistics for the period of July 1, 2008 through June 30, 2009.

It's been another exciting year at Comcast! We have seen a significant increase in customers taking advantage of the wide array of products and services we offer. As Comcast evolves, we continue to look to the future—seeking out new communications technology, new opportunities, and more choices. We want to continue to provide people with the communications products and services that connect them to what's important in their lives.

Comcast Digital Cable offers customers more value, convenience and control than ever before, with a growing library of On Demand programs as well as features like parental controls and an interactive program guide. We now carry 20,000 hours of On Demand programming.

Comcast High-Speed Internet offers the ultimate broadband experience. Fast speeds (up to 105Mbps), with features such as The Fan™ broadband multimedia player and the Norton™ Security Suite. All backed by 24/7 customer support

Comcast Digital Voice is a superior, innovative home service that delivers the same reliability and ease-of-use as traditional phone service, but packs better features at a better value.

In December of 2009, Comcast launched the beta of an innovative new service called Fancast XFINITY TV, giving customers an "anytime, anywhere" entertainment experience.

Fancast XFINITY TV expands the video content that customers can watch online by giving them access to thousands of hours of cable TV shows, movies and independently produced content that has never before been available online.

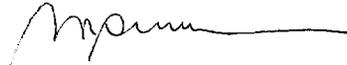
The service, the first of its kind to launch nationally, puts more control in consumers' hands so they can watch what they want—from blockbuster movies to TV shows—where and when they want—on TV, On Demand, online and even in the future on mobile devices.

Community highlights from the past year are:

- ◆ We continue to conduct Newsmaker interviews aired on Headline News to promote nonprofits, and community activities and events.
- ◆ Partnered with the City of Alexandria for the seventh annual Comcast Outdoor Film Festival held this year at Waterfront Park.
- ◆ Sponsored the Alexandria Scholarship Fund Telethon, which raised over \$150,000 for T.C. Williams Graduates.

Comcast and its employees pride themselves with being involved with the Community, and being in the forefront within the Company to deploy new services and technologies to our customers. We look forward to continuing this partnership in 2010.

Yours sincerely,



Marie Schuler  
Director of Government and Community Affairs

# Comcast Corporation

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Comcast Corporation is one of the nation's leading providers of entertainment, information and communication products and services with 23.5 million cable customers, 16.3 million high-speed Internet customers and 7.9 million Comcast Digital Voice® customers. Comcast is principally involved in the development, management and operation of cable systems and in the delivery of programming content.\*

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## Products & Services

### **Comcast provides a wide variety of consumer products and services:**

**Video:** Comcast is the nation's largest video provider offering interactive services packed with the most high-definition, video on demand and best content.

**High-Speed Internet:** Comcast is the nation's largest residential Internet service provider with an advanced fiber-optic network that offers the best of speeds and reliability as well as exceptional online content.

**Digital Voice:** Comcast delivers innovative and reliable IP-enabled home phone service that includes all of the functions of traditional phone service, plus enhanced features that are integrated with other Comcast services.

**High-Speed 2go:** Comcast's High-Speed 2go is a fourth-generation, or 4G wireless data service, that provides the fastest available wireless Internet in the nation via wireless data cards.

**Comcast Business Class:** Backed by industry-leading, 24/7 business-class support, Comcast provides advanced communication solutions to small and mid-sized organizations to help them meet their business objectives.

## Content Networks & Investments

### **Comcast content networks, Comcast Interactive Media, and Comcast investments:**

**Comcast Programming Group:** E! Entertainment Television, Style Network, Golf Channel, VERSUS, G4, PBS KIDS Sprout, TV One, FEARnet and Comcast Sports Group.

**Comcast Interactive Media (CIM):** CIM is dedicated to developing and operating online and cross-platform entertainment and media businesses, including Comcast.net, Fancast.com, DailyCandy, Fandango, Plaxo, and thePlatform.

**Comcast-Spectacor:** which owns two professional sports teams, the Philadelphia 76ers NBA basketball team and the Philadelphia Flyers NHL hockey team, and a large, multipurpose arena in Philadelphia, the Wachovia Center, and manages other facilities for sporting events, concerts and other events.

Headquarters Philadelphia, PA

Website <http://www.comcast.com>

Blog <http://blog.comcast.com>

Stock Symbols NASDAQ: CMCSA, CMCSK

Employees About 100,000 total nationwide

Customers 23.5 million cable customers  
16.3 million high-speed Internet customers  
7.9 million voice customers

\*As of March 30, 2010, Comcast served customers in 39 states and the District of Columbia.

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# Comcast Video Services

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**With 23.5 million customers, Comcast is the nation's leading provider of cable television.**

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**Comcast offers more video on demand, more HD and more content choices than any other provider.**

**Digital Cable** Comcast Digital Cable features up to 300 or more channels, 17,000+ On Demand choices with more than 25,000 choices rolling out across the country in Library Server markets; currently 3,000+ HD choices over the course of a month with more than 6,000 HD choices rolling out in Library Server markets; and an interactive program guide that makes it easy for customers to find what they want to watch, when they want to watch it.

**On Demand** Comcast's industry-leading On Demand service offers an ever-growing library of 17,000+ On Demand choices with more than 25,000 choices rolling out across the country in Library Server markets; 3,000+ On Demand choices in HD and more than 6,000 HD choices over the course of a month; and will be growing in the future as On Demand continues to change the way that we watch television. The vast majority of On Demand programs are available at no additional charge.

Comcast's On Demand lineup includes thousands of programs, including movies, primetime hits, TV shows, music videos, kids' shows, news and educational shows, exercise programs and more.

**High-Definition Programming** Comcast gives customers more HD choices, and has expanded its HD On Demand lineup with more than 3,000 HD choices in crystal-clear HD over the course of a month and more than 6,000 HD choices rolling out in Library Server markets. Additionally, Comcast is offering upwards of 100+ HD channels in its all-digital markets.

Comcast's HD On Demand choices include the most popular sports, TV shows with more than 150 TV series and 900 TV shows in HD and, more than 3,000 HD movies over the course of the month. Comcast HD On Demand also includes the music programming customers most want to watch in HD with unmatched flexibility to watch programs when it's convenient for them.

**Digital Video Recorder** Comcast's DVR service brings customers more control and convenience with the ability to digitally record up to 300 hours of standard-definition—or up to 60 hours of high-definition—programs and to pause and rewind live TV broadcasts. With dual-tuner DVRs, customers can record two programs at once or record one show while watching another.

DVR service from Comcast is one of the best values on the market today, and is the only option that gives consumers dual-tuner HD DVR functionality and access to Comcast's On Demand service all from one box.

**Interactive Program Guide\*** Comcast's interactive program guide enables customers to:

- Quickly find their favorite shows and discover new viewing choices
- Record any television content with a DVR
- Choose from thousands of On Demand programs and order at any time
- Set favorite channels to quickly scan their most-watched networks
- Use parental controls to determine appropriate programming
- Choose from hundreds of HD programs
- Jump from the SD channel to HD sister channel faster
- Remotely schedule and adjust their recordings online using Comcast TV Listings
- Search for a program by actor title, director and keyword

*\*Features Vary By Market*

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# Comcast Digital Voice®

## Reinventing residential phone service for the 21st Century.

**Comcast Digital Voice is an innovative and reliable IP-enabled home phone service that delivers all of the functions of traditional phone service, plus enhanced features that are integrated with other Comcast services.**

Less  
Expensive

According to a 2007 Microeconomic Consulting and Research Associates (MiCRA) study, consumers have already saved \$23.5 billion, including \$13 billion in 2007 alone, from increasing facilities-based phone competition mainly provided by cable companies.

Features

Residential, primary line replacement PLUS differentiation — Not your Plain Old Telephone Service

**Comcast Digital Voice Unlimited** gives customers unlimited local and domestic long-distance calling, plus free calls to Canada and Puerto Rico and great international rates to more than 100 countries.

**Includes 12 popular calling features plus enhanced voice mail:**

3-way calling	Call return	Caller ID blocking
Anonymous call rejection	Call screening	Caller ID with call waiting
Call forwarding selective	Call waiting	Repeat dialing
Call forwarding variable	Caller ID	Speed dial

E911, Battery Back-Up, Directory Assistance, Operator Services and CALEA

Applications

Comcast is introducing a number of new features that will further integrate the Triple Play of services, including:

**Universal Caller ID:** across all services so customers can view caller information on their phone, TV and computer.

**SmartZone® Communications Center:** the place that customers can go to access their Comcast.net e-mail, view and listen to voice mail messages, access their Universal Address Book and more from any Internet-connected computer. For more information about SmartZone Communications Center, visit: <http://www.comcast.net/smartzonetour/>.

**HomePoint™:** an enhanced home-based cordless phone that allows customers to check e-mail, listen to and view voice mail messages, access their Universal Address Book and search local listings. HomePoint is part of a Comcast Digital Voice self-install kit.

**Comcast Mobile Application:** The Comcast mobile app works on an iPhone® or iPod touch® and enables access to voice features like visual voice mail, call logs, call forwarding, and the Universal Address Book.

Comcast  
Digital Voice  
is Superior

"Comcast Digital Voice. Rated #1 in call clarity. So no word goes unheard."

- *Keynote Competitive Research study, November 2008*

Comcast Digital Voice is unrivalled because calls travel over Comcast's proprietary managed IP network (as opposed to the public internet). The use of a managed IP network gives Comcast the ability to provide service quality that may not be available from non-facilities-based VoIP service providers. Comcast also provides E911 capability by routing calls directly to PSAPs along with Automatic Location Information (ALI), identifying the caller's location.

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# HomePoint™

## A smarter home phone.

**Key Features** HomePoint is a feature-rich enhanced cordless home phone that is part of a Comcast Digital Voice® self-install kit. The phone offers all of the popular features that come with Comcast Digital Voice plus integrated services and advanced functionality such as the ability to check e-mail, view voice mail, read news, sports and horoscopes, access your Universal Address Book, search local business listings and more.

- E-mail – send and receive Comcast.net e-mail
- Visual Voice mail – view voice mail messages and select which voice mail to listen to, in the order you prefer
- Universal Address Book – store and access contact information from different places and multiple devices into one convenient location
- Directory – access local listings to find local stores and services
- Extras – get news, sports, horoscopes and local weather

### HOMEPOINT CONTRIBUTORS

**Thomson** [www.thomson-store.com](http://www.thomson-store.com)

Comcast customer website

**Casabi** [www.casabi.com](http://www.casabi.com)

Focused on the user interface integration, content and activation of service

**Availability** HomePoint is currently available in select markets.



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# Comcast Digital Voice®

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## Top ten things you should know about Comcast Digital Voice.

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1. Comcast Digital Voice uses Internet Protocol and not the Internet. Comcast Digital Voice calls travel on our private, managed network — not over the public Internet. That makes it superior to other 'Best Effort' services delivering phone traffic over the public Internet.
2. Comcast Digital Voice offers digital quality phone service with all of the features that customers expect from their phone service, plus enhancements like the ability to listen to and manage their home voice mail messages from any telephone or any Internet-connected computer.
3. Comcast Digital Voice customers can save money on home phone service when compared to similar service plans from traditional phone service providers.
4. Comcast Digital Voice gives customers 12 popular calling features, including: Caller ID, Call Waiting, Call Forwarding, Repeat Dialing and Speed Dialing.
5. Comcast has introduced a number of integrated features such as Universal Caller ID across all services so customers can view incoming caller information on their phone, TV and computer; Comcast's SmartZone™ Communications Center enables customers to manage key features of the Triple Play such as integrated e-mail and voice mail, and the Universal Address Book and; the HomePoint™ that allows customers to check e-mail, view voice mail, access their Universal Address Book and local listings through a home-based cordless phone; and the Comcast mobile application that works on an iPhone® or iPod touch® and enables access to voice features like visual voice mail, call logs, call forwarding, and access to the Universal Address Book.
6. Comcast Digital Voice offers E911 capability. Customers' 911 calls are routed to public safety answering points ("PSAPs") along with Automatic Location Information ("ALI") identifying the caller's location.
7. Comcast Digital Voice provides battery backup in the embedded Multimedia Terminal Adapters (eMTAs). The eMTA will provide up to eight hours of backup power to keep Comcast Digital Voice working when a customer loses power in their home.
8. Trained, professional Comcast technicians perform the whole standard installation for customers, and once set up, all of the telephone jacks in the home will work with Comcast Digital Voice — not just one phone next to the modem as with some voice over the net providers.
9. Comcast Digital Voice is compatible with the majority of home alarm systems, including Broadview Security (formerly Brink's), using tone dialing and standard data communications protocols.
10. Comcast Digital Voice customers receive a single bill for all of their services, including Comcast Cable and Comcast High-Speed Internet services. Comcast customers can also access their single bill online through Comcast's paperless billing option. For more information visit <http://www.comcast.com/ecobill>. Also, customers can switch to Comcast Digital Voice and keep the same phone number and use their existing touch-tone phone. If customers intend on keeping their current phone number, Comcast will handle the transition from their current service provider for them.



# Comcast High-Speed Internet

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The nation's number one Internet service provider.

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**Comcast is the nation's largest Internet service provider with an advanced fiber-optic network that offers the best of speeds and reliability as well as exceptional online content.**

- Comcast.net At [www.comcast.net](http://www.comcast.net), you can connect to your e-mail, Comcast voice mail and all the latest news, entertainment, and sports. The site provides what's important to you, like your messages, music, photos, weather and more.
- Access up to seven total e-mail accounts as well as your voice mail and address book from one convenient location.
  - Explore a world of information and entertainment choices on TV, On Demand and in HD. With a simple search you can find out what's on TV now, later or On Demand. To experience all the benefits that Comcast.net has to offer go to: <http://www.comcast.net/benefits>.
  - Games Channel – Play free online game favorites including puzzle, arcade, card and word games.
  - Comcast Photo Center – Transfer, store and print your favorite photos, get helpful tips from the pros on photography and create memorable gifts.
  - TV Listings – The easiest way online to find the best of what's on – including On Demand and HD content – from the convenience of your computer.

Wideband Comcast is making the leap from broadband to wideband with the launch of next-generation DOCSIS 3.0. With wideband, Comcast is introducing a brand new echelon of Internet speed tiers, which will redefine the customer experience online and create a platform for Internet innovation in the years ahead.

As part of its wideband deployment, Comcast has introduced Extreme 50, offering up to 50 Mbps of download speed, and is increasing speeds for the majority of existing customers. With Extreme 50, Comcast customers will be able to download a high-def movie (6 GB) in about 16 minutes, a standard-def movie (2 GB) in about 5 minutes and a standard-def TV show (300 MB) in a matter of seconds. Customers with Extreme 50 also will be able to download digital photos, songs and games faster than ever.

To find out when wideband will be available in their area, customers can visit [www.comcast.com/fastestfast](http://www.comcast.com/fastestfast) or call 1-800-Comcast.

Security Norton™ Security Suite, a \$160 value – While some other Internet service providers charge for online security, Comcast helps you keep your family safe from growing online threats by offering the #1 brand in Internet security, Norton from Symantec, at no additional charge. The Norton Security Suite, powered by Norton 360 technology, is valued at \$160 for residential customers and the Norton Business Suite is valued at up to \$490 for commercial customers. The Norton Security Suite (for both PC and Macintosh) can be installed on up to seven computers for residential subscribers and up to 25 computers for business customers. It includes software that helps to protect against viruses, spyware, worms, Trojans, bots and identity theft. It also includes customizable parental controls which help keep children safe online.

Comcast High-Speed Internet residential subscribers can download the Norton Security Suite from the Security Channel <http://www.comcast.net/security> and business customers can visit <http://businessclass.comcast.net/>.

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# SmartZone<sup>®</sup> Communications Center

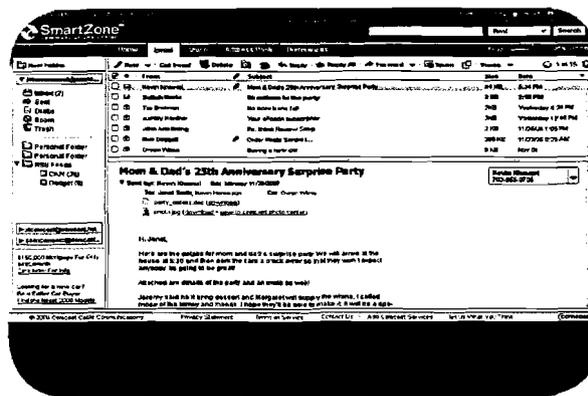
**Overview** The SmartZone Communications Center from Comcast is an innovative online application that brings simplicity and convenience to our customers' lives by converging and integrating key features of our phone and high-speed Internet services.

With the SmartZone Communications Center, Comcast customers can enjoy the convenience of going to one place to send and receive e-mail, check, manage and even forward voice mails via e-mail and manage a single address book.

- Key Features** Customers have the convenience of being able to access and control a number of innovative and popular communications and entertainment features in one converged, central location including:
- Integrated E-mail and Voice mail – view, send and manage e-mail and voice mail together online in one convenient location.
  - Visual Voice mail – review your call log online and select the voice mails you want to hear in the order you want to hear them.
  - Voice Mail Forwarding – forward voice mail messages through e-mail.
  - Universal Address Book – combines and syncs up with contact information from multiple sources in one online location and can be accessed from any device with an Internet connection.
  - New E-mail Options – drag and drop messages into folders, review e-mail messages in a preview pane and mouse-over to sneak-peek photo attachments.

- Contributors** Comcast partnered with best-in-class innovative companies to create the SmartZone Communications Center feature including:
- HP – selected as the primary implementer to design and build the SmartZone Communications Center platform.
  - Plaxo – delivering the universal address book component.
  - Zimbra – designed the SmartZone Communications Center user interface.

For more information about SmartZone Communications Center, visit <http://www.comcast.net/smartzonetour/>.



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# The Comcast Mobile Application

## Overview

**The Comcast Mobile application is a free downloadable app available for the iPhone® or iPod touch®, serving as a single access point to some of Comcast's most popular services including Comcast.net e-mail; visual voice mail, address book sync; real-time TV listings; trailers of On Demand movies and the ability to program your DVR remotely (rDVR)\*.**

## Key Features

### SmartZone Unified Inbox – **Stay on top of your e-mails.**

- Get e-mail and Comcast voice mail together in one inbox
- Receive push notifications for new e-mails and voice mails
- Enjoy visual voice mail with background photos
- Sort and search e-mails and mark unwanted e-mails as SPAM
- Mark e-mails as 'read/unread' and voice mails as 'heard/unheard'
- Access to all your POP/IMAP folders (external e-mail such as Gmail, Yahoo, etc.)

### Comcast Digital Voice – **Never miss an important voice mail.**

- View home phone call logs for missed and received calls
- Forward home phone calls to the iPhone, or other numbers
- Listen to voice mail in any order and click to call back
- Forward a voice mail as an attachment to any e-mail address

### Universal Address Book – **Keeps your contacts in Sync**

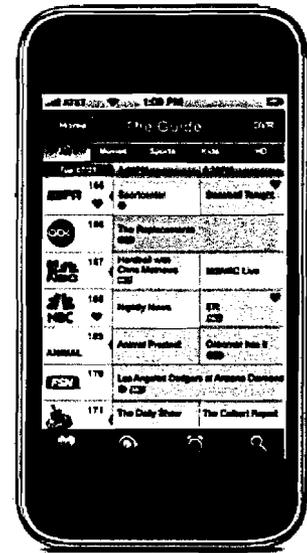
- Sync iPhone/iPod touch contacts with online Universal Address Book
- Add contacts as favorites along with their pictures
- Add/delete/modify Universal Address Book contacts from within the app

### The Guide (TV listings) – **Your TV programming and what's On Demand**

- Browse listings for your Comcast TV programming in portrait and landscape view
- myDVR Manager™ - schedule and manage your upcoming recordings from your device
- Mark your favorite channels and programs and have a one tap access
- Browse details for any program
- Get reminder notifications for your shows that you don't want to miss
- Share your favorite shows and show times with friends

### On Demand – **Discover New On Demand content**

- Watch trailers for the latest movies available On Demand
- Explore the On Demand content library
- Browse through the latest listings of movies or pick your favorite movie category: Action, Comedy, Drama, Family & Kids, Top Movies



## Availability

iPhone® and iPod touch® users can download the Comcast Mobile application from the App Store<sup>SM</sup>. To learn more about the application, visit <http://www.comcast.net/comcastmobileapp/>.

The Comcast Mobile app will be available on BlackBerry® devices in the near future.

*\*Note: rDVR is being rolled out across the country to high-speed Internet customers with DVR and the new A28 Program Guide.*

# Wideband

Comcast is making the leap from broadband to wideband with the launch of next-generation DOCSIS 3.0.

**Overview** Comcast offers a variety of Internet speed tiers, redefining the customer experience online and creating a platform for Internet innovation in the years ahead.

**As part of its wideband deployment, Comcast has introduced Extreme 50 and is increasing speeds for the majority of existing customers.**

## Residential Wideband Speed Tiers

**Extreme 50:** up to 50 Mbps download speed / 10 Mbps of upload speed

**Blast!** up to 16 Mbps download speed / 2 Mbps upload speed

Existing Performance Plus customers (8 Mbps) are upgraded to Blast! as wideband becomes available in their market.

**Performance:** up to 12 Mbps download speed / 2 Mbps upload speed

Speeds for existing Performance (6 Mbps) customers are doubled as wideband becomes available in their market.

*Plus with PowerBoost, speeds are even faster!*

**Availability** DOCSIS 3.0 technology is available to nearly 80% of our national footprint, passing more than 40 million homes and businesses.

Comcast's superfast speeds have already begun launching in more than 20 major markets, including the Twin Cities, the Boston Metropolitan region and parts of Southern New Hampshire, parts of Hartford, the City of Philadelphia and the greater metropolitan area, Harrisburg, Pittsburgh, large parts of New Jersey, Washington, D.C., Baltimore, Atlanta, Chattanooga, Chicago, Ft. Wayne, Houston, Denver, the City of San Francisco and the Bay Area, Portland, Eugene, Seattle and Spokane, among many others.

*Additional markets will be announced throughout 2010.*

To find out more about wideband availability, visit [www.comcast.com/fastestfast](http://www.comcast.com/fastestfast) or call 1-800-Comcast.

## The Wideband Difference

*See how wideband speeds compare:*

Download Example	1.5 Mbps DSL	3 Mbps DSL	12 Mbps	50 Mbps
HD Movie	Over 5 hours	Over 3 hours	About 50 minutes	About 20 minutes
Standard Definition Movie	Over 2 hours	About 1 hour	Under 18 minutes	Under 5 minutes
PC Game (multi-player)	About 45 minutes	About 22 minutes	About 6 minutes	Under 2 minutes
20 Picture photo album	Almost 2 minutes	About 1 minute	About 12 seconds	About 3 seconds

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comcast

# Comcast's Network

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## America's Leading Network

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### Overview

**Comcast has America's leading and most effective converged video, voice and data network. Its digital, high-capacity, fiber-optic network enables Comcast to provide an integrated—and unparalleled product experience to customers. The network is “carrier class,” which means that it is built with redundant systems that ensure availability, scalability and reliability and uses the industry's most advanced optics/lasers and IP routing technologies.**

### Interactive Video and Converged Applications

Comcast has built the applications that will enable customers to consume more content when and where they want it – online, on television or on the go. The power of our network and our VOD service has changed the way people watch TV; now we will use it to change and improve the entire in-home entertainment and communications experience.

### From Broadband to Wideband

Comcast is evolving its network from broadband to wideband with the deployment of DOCSIS 3.0. (Data Over Cable Service Interface Specifications), a new standard for delivering high-speed Internet service across cable networks. Comcast delivers download speeds of up to 100 Mbps, allowing our customers to operate more efficiently and productively than ever before. For example, downloading a large 2 GB file at 100Mbps (such as a high-res X-ray or a graphic design) be completed in about 2 ½ minutes. To download the same sized file on a typical business class 1.5 Mbps T1 line would take more than 3 hours.

### Reinventing Residential Phone Service for the 21st Century

Comcast Digital Voice is a true home phone replacement service that delivers an integrated communications experience across all of Comcast's services (including cable and high-speed Internet) and customers' devices. Comcast continues to innovate and introduce major enhancements to Comcast Digital Voice, including Universal Caller ID and HomePoint (formerly known as Enhanced Cordless Telephone).

### Network Facts

- At the core of Comcast's network is a fiber backbone that stretches across the country with 147,000 miles of fiber - enough to wrap around the earth six times
- Everyday Comcast delivers more than 14.3 million On Demand views, over 1.5 PetaBytes of IP-sourced video, 59 million e-mails, over 21.7 million web page views, 95 million Comcast Digital Voice® calls and 2.9 million voice mails.
- Comcast delivers more than 1.5 Zettabytes of entertainment and information into our customers' homes every week – that's the equivalent of 20 Libraries of Congress and more than 900,000 times the amount of traffic on Youtube.

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Comcast

# Comcast High-Speed 2go

## Overview

**Comcast's High-Speed 2go is a mobile Internet solution that provides the fastest available wireless Internet in the nation via wireless data cards. Comcast offers a fourth-generation, or 4G wireless service, in addition to a nationwide 3G wireless service. Comcast is rolling out this service bundled with one or more of its popular Internet, phone and television products, providing mobile broadband wherever and whenever customers need to be connected.**

**With High-Speed 2go, Comcast now has the ability to provide wireless mobility to consumers in a combination that is both competitive and differentiated from any bundled services on the market today. Comcast Business Services is also selling High-Speed 2go to small-to-mid-sized businesses.**

## Plans

### THREE DIFFERENT DATA CARDS AND SERVICE PLANS

**Comcast High-Speed 2go Metro (4G)** service uses a 4G-only data card giving customers the fastest wireless service within the 4G metro coverage area. The 4G-only device operates only in a 4G service footprint.

**Comcast High-Speed 2go Nationwide (3G)** service uses a 3G-only data card giving customers nationwide wireless service. The 3G-only device operates on Sprint's national 3G network.

**Comcast High-Speed 2go Nationwide Preferred (4G/3G)** service delivers the fastest metro 4G service plus coast-to-coast access on Sprint's national 3G network. The 4G/3G device operates by switching between available 4G and 3G networks.

## Pricing

### BUNDLED PRICING

**Fast Pack:** Access to both the fastest wired and wireless Internet in the nation – sold together as a “Fast Pack” for as low as \$54.99 per month for one year. New and existing Comcast High-Speed Internet customers are eligible for discounted pricing for High-Speed 2go service for as low as \$40 per month. Visit [www.comcast.com/highspeed2go](http://www.comcast.com/highspeed2go) for additional pricing plans and service packages.

**Fast Pack Options:** The \$54.99/mo **Fast Pack Metro (4G)** service includes Comcast's Performance residential high-speed Internet service with speeds up to 12 Mbps, a free WiFi router for mobility and extended coverage in the home, and 4G service that will provide up to 3 – 6 Mbps of download speed when customers are on the go. The \$54.99/mo **Fast Pack Nationwide (3G)** service includes Comcast's Performance high-speed Internet service for the home with speeds up to 12 Mbps, a free WiFi router for mobility and extended coverage in the home, and nationwide 3G mobile network access. For an additional \$15 per month, consumers can upgrade to the **Fast Pack Nationwide Preferred (4G/3G)** service that includes the Fast Pack Metro service plus nationwide 3G mobile network access.

## Speed

### INTERNET SPEEDS

#### In The Home:

- Extreme 50 – 50 Mbps / 10 Mbps
- Blast!@ – 16 Mbps / 2 Mbps
- Performance – 12 Mbps / 2 Mbps

#### On The Go:

Comcast's 4G service is provided via the Clearwire network, and its 3G service is provided by Sprint's nationwide 3G network. Clearwire's network provides all of their download speeds with an average of 3 – 6 Mbps for mobile users. On average, today's users of 3G networks experience speeds averaging 500-700 Kbps.

For more information about Comcast High-Speed2go call 1-800-COMCAST or visit [www.comcast.com/highspeed2go](http://www.comcast.com/highspeed2go).

# High-Speed 2go™



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Comcast

# Comcast Business Class

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**Backed by industry-leading, 24/7 business-class support, Comcast Business Class provides advanced communication solutions to small and mid-sized organizations to help them meet their business objectives. Through an advanced, hybrid-fiber coax network that provides high-quality customer experience, Comcast delivers Business Class services for cost-effective, simplified communications management.**

COMCAST BUSINESS CLASS VOICE provides a reliable alternative with better, more-integrated features for small businesses, such as Web access to voice mail (where available).

- Unlimited local and long-distance calling including calls to Canada, Puerto Rico and other U.S. territories
- Popular calling features like Hunt Group, Call Forwarding, Call Waiting, Call Transfer, Caller ID, Business Directory Listing, and more
- Advanced voice mail options include the ability to receive e-mail or text notification of voice mail and the ability to listen to and manage voice mail online.
- Online access to monthly billing statements, call details and bill payment
- Toll-free services available

COMCAST BUSINESS CLASS INTERNET offers businesses a feature-rich, reliable and secure Internet solution.

- Comcast has introduced 100 Mbps in select markets via wideband technology with the launch of next-generation DOCSIS 3.0
- SMBs can also get 50 Mbps of speed, allowing Comcast business customers to download a 3GB presentation file in about 8 minutes; that would take over an hour on a 6 Mbps DSL service. Uploading files is also faster. For example, a customer can e-mail a 60 MB graphics file in less than a minute with 50 Mbps
- Microsoft Communication Services
  - Microsoft® Outlook 2007 - share & synchronize e-mail, calendar, contacts and tasks
  - Windows® SharePoint 3.0 – share and access information and coordinate projects; get up to 2GB storage and back-up for your documents
- Mobile Access - communicate from anywhere you have Internet access, including from your Windows mobile device
- Web Hosting service including custom domain name, website with 10 MB storage, and site-builder tool
- Static IP addresses are available
- Advanced Security
  - Norton™ Business Suite - helps protect up to 25 computers against viruses and spyware
  - IP Gateway - on-site firewall protection installed and managed by Comcast and supports multiple computers and VPN connectors

COMCAST BUSINESS CLASS TV provides reliable and cost-effective video content solutions to satisfy a variety of customers' business needs at office locations, from conference rooms and break rooms to waiting areas.

- Basic TV packages offers broadcast, public access and educational channels
- TV upgrade package available - packages includes information, entertainment, family and sports channels such as CNBC, Food Network, Discovery Kids, Golf Channel, The Weather Channel and more
- Sports Pack available with certain levels of service - includes Fox College Sports, NFL Network, NBA TV, NHL Network, CSTV, MLB Network, ESPN Classic and NFL RedZone (where available)

For more information about Comcast Business Class visit [www.business.comcast.com](http://www.business.comcast.com)

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# Comcast Customer Care

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**We hold our products, service and people to the highest standards because our goal is to provide a superior customer experience the first time, every time – and, if something goes wrong, acknowledge it and fix it quickly. Our new Customer Guarantee lets customers know what they can expect from us and outlines our promises if we don't live up to their expectations.**

## Improvements

**Our Customer Guarantee is backed by significant operational changes, including:**

- Investments in our network operations centers with new technology and tools that proactively monitor our network and product performance 24x7 so we can find it and fix issues *before* they impact customers
- Handheld devices deployed to 16,000 field technicians that help improve communication and on-time reliability
- A new automated diagnostic/troubleshooting portal, called GrandSlam, that helps our customer care agents quickly and accurately resolve customer issues
- The Comcast Whole Home Check to address customers' feedback that they want us to eliminate the need for repeat or additional service calls - when our technicians are in customers' homes for specific service issues, they will make sure **all** of their other Comcast services are operating at peak performance
- More training for new employees and ongoing training for current employees
- Making it easier for customers to contact us and do business with us with new self-service features like customerCentral that lets customers manage all of their accounts with a single log-in on Comcast.com or Comcast.net
- Engaging and communicating with customers in new and different ways like on blogs, forums and Twitter

## Commitment

**We are working everyday to improve our customers' experience with us, and we are on the right track:**

- 94% of our customers say the Comcast technician arrived on time
- 80% of our customers say we resolved their issue on the first call
- ACSI (American Customer Satisfaction Index) noted a 3.4% improvement in customer satisfaction from 2009 to 2010, marking Comcast's second consecutive year of improvement, and a 13% improvement over the last two years
- In JD Powers 2009 video and phone surveys, Comcast showed improvement in overall satisfaction
- We know we still have work to do, and our focus on improving the customer experience will continue in 2010, and beyond, with many important technical projects and new service initiatives

## Facts

**Customer Care Facts:**

- Nearly 30,000 technicians and 24,000 customer service representatives serving 23.5 million customers in 39 states and the District of Columbia
- Nearly 300 million customer interactions a year
- More than 150,000 customers helped by the Comcast Digital Care Team since April 2008
- More than 120,000 public tweets and 60,000 private direct messages on Twitter since April 2008

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**Comcast**  
dream big

# Comcast Networks

The Comcast Networks are composed of 20 national and regional networks that draw upon Comcast's unique multiplatform expertise to deliver cable television programming and non-linear content appealing to the passionate viewer who is looking for the best in entertainment, sports, lifestyle and children's programming.



## E! – TV's Top Destination For All Things Entertainment and Celebrity

E! is the ultimate global destination for entertainment fans and adult consumers who crave the latest on celebrities, entertainment and pop culture.

- E!'s programming is anchored by celebrity talent: Ryan Seacrest, Chelsea Lately, Joe McHale and the Kardashian family.
- The network's top rated shows include: *Keeping Up with the Kardashians*, *Kendra*, *Kourtney and Khloë Take Miami*, *Live from the Red Carpet*, *Girls Next Door*, *The Soup*, and *Chelsea Lately*.
- Through the E! Everywhere initiative, E! is dedicated to making its content available on all media platforms – TV, online, broadband, wireless, VOD – so viewers can enjoy E!'s programming anytime, anywhere.
- E! has had five consecutive years of record setting growth, currently available to nearly 97 million cable and satellite subscribers in the U.S. and to 77 million subscribers internationally.



## Style – Before Meets After

The Style Network is the television destination for women ages 18 – 49 with a passion for relatable, inspiring and transformational lifestyle programming.

- As the home of makeovers, from fashion to beauty, to home to community, Style provides expertise and inspiration for women who aspire to look fabulous, live well, be daring and celebrate life in progress.
- Top rated shows include: *Clean House*, *Kimora: Life in the Fab Lane*, *Ruby*, and *Giuliana & Bill*.
- In the past five years Style has become the fastest growing women's network in the United States and today is currently available to more than 64 million homes.
- MyStyle.com is a connection to the worlds of fashion, beauty and home and offers practical makeover ideas and shopping tips. The website averages more than 240,000 unique visitors per month.
- Style programming is also available on demand, through podcasts and iTunes.



## PBS KIDS Sprout – All preschool. All the Time.™

PBS KIDS Sprout is the first 24-hour multiplatform preschool network created for children ages 2-5, their parents and caregivers.

- Day or night, Sprout offers age-appropriate, learning based, trusted programming like *Sesame Street*, *Barney*, *Bob the Builder*, *Dragon Tales*, as well as original programming like the *LIVE Sunny Side Up* morning show and the *Good Night Show*.
- Sprout is the #1 Kids On Demand service for younger children with 60 hours of VOD programming available each month (including 10 hours of Spanish-language programming) and over half a billion VOD orders to date.
- In 2009, Sprout earned the highest Cartoon Q Score (measuring popularity and familiarity among moms of kids ages 2 – 5). Other awards include: Mid-Atlantic Emmy® Award, Mom's Choice Award™, Parents' Choice Award®, and Telly Award.
- Sprout is available on digital cable and satellite television to 50 million homes and is a partnership between Comcast Corporation, HIT Entertainment, PBS and Sesame Workshop.

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GOLF CHANNEL®

**Golf Channel – More Live Golf Coverage Than All Networks Combined**

Golf Channel has grown from being the first truly niche sports network to a full-service, multiplatform business. The network features news, instruction and original productions.

- In 2009 the Golf Channel will air more than 2,100 hours of high definition programming, including tournaments and all-new original series, highlighted by marquee events like The Presidents Cup and The Solheim Cup.
- Original programming includes top rated The Haney Project (with Charles Barkley), Golf in America, Uneven Fairways, and The Golf Fix.
- Beginning in 2010, Golf Channel will be the exclusive television cable home for all the world’s professional golf tours, including: PGA Tour, Champions Tour, Nationwide Tour, LPGA Tour, European Tour and Canadian Tour.
- Golf Channel is available in more than 120 million homes worldwide through cable, satellite and wireless companies.



**VERSUS – The Fastest Growing Cable Sports Network in the Country**

VERSUS’ mission is to superserve passionate sports fans by taking a sport that has been historically underserved on television and surrounding it with more in-depth coverage than it has ever had before.

- VERSUS is the national cable home of the National Hockey League (NHL), the Stanley Cup Playoffs and the IndyCar® Series as well as best-in-class events such as The Tour de France, the Professional Bull Riders (PBR), World Extreme Cagefighting (WEC) and Professional Boxing.
- VERSUS offers collegiate sports featuring nationally-ranked teams from top conferences such as the Pac-10, Big 12, Mountain West and Ivy League.
- Versus is currently in more than 75 million US homes.



**Comcast Sports Group –Televising Over 2,400 Live Sporting Events Annually**

Comcast Sports Group operates 11 sports networks delivering local and national sports news, analysis and commentary to more than 50 million cable and satellite homes, concentrated in seven of the ten largest television markets.

Comcast Sports Group’s networks:

Comcast SportsNet Philadelphia	SportsNet New York	Comcast Sports Southwest
Comcast SportsNet Chicago	Comcast SportsNet Northwest	The Mtn. (MountainWest Sports
Comcast SportsNet Mid-Atlantic	Comcast SportsNet New England	Network)
Comcast SportsNet California	Comcast SportsNet Bay Area	CSS

- Comcast’s sports networks provide live game coverage of the NHL’s Philadelphia Flyers, Washington Capitals, Chicago Blackhawks and San Jose Sharks; the NBA’s Philadelphia 76ers, Washington Wizards, Chicago Bulls, Sacramento Kings, Boston Celtics, Golden State Warriors and Portland Trail Blazers; and MLB’s Philadelphia Phillies, Chicago Cubs, Chicago White Sox, San Francisco Giants, Oakland A’s and New York Mets; as well as a comprehensive mix of college and minor league sports events.
- Comcast Sports Group also manages New England Cable News (NECN), the nation’s largest regional news network, and The Comcast Network, based in Philadelphia and Washington, which delivers community-oriented programming.



### **G4 – TV That's Plugged In**

G4 is the multiplatform network dedicated to the lives of today's tech-savvy, web inspired Young Guys (Men 18-34). G4 is the only network that fully celebrates the true interests of the gamer lifestyle.

- Popular programming includes *Attack of the Show*, *X-Play*, *Web Soup*, *Ninja Warrior* and *Human Wrecking Balls*. G4's live event coverage includes CES, Comic-Con, E3, and Tokoyo Game Show.
- Through key acquisitions, G4 has become the cable home to top shows such as *LOST* and *Heroes*.
- G4's Multiplex features content on all possible digital platforms, including G4tv.com, G4 Mobile, G4 Podcasts, G4 On Demand, G4 Video Player, G4 Wii Portal and G4 PS3 Portal.
- G4 is available in 69 million cable and satellite homes nationwide and with 7.7 million views per month, is the #1 podcasted cable network and a leader in VOD.



### **TV One – The Premiere Television Destination for African American Adults**

TV One offers a broad range of real-life and entertainment-oriented original programming, classic series, movies, fashion and music designed to entertain, inform and inspire a diverse audience of adult African American viewers.

- TV One's programming includes a combination of popular classic and recent comedy series like *Martin*, *Good Times*, *Eve* and *All of Us*; top-notch recent and classic movies; and original entertainment and real-life programming designed to showcase a broad range of the African American experience.
- TV One is available in more than 50.3 million households.
- TV One is managed by Radio One – the largest African American managed media company in the United States and investors include Comcast Corporation, Radio One and DirecTV Group.



### **ExerciseTV – Features Today's Hottest Workouts, Fitness Trends and Sports**

ExerciseTV is a leading digital network that provides fitness videos, workout plans and healthy lifestyle and exercise tips to more than 38 million customers.

- ETV offers over 200 free workouts on demand on television, downloadable and free videos online at [www.exercisetv.tv](http://www.exercisetv.tv), DVDs and an iPhone App.
- With ExerciseTV users can workout on their schedule to hundreds of fat burning workouts like cardio, abs, yoga and dance.
- ExerciseTV, launched in 2006 is a joint venture between Comcast, Time Warner Cable, New Balance and Jake Steinfeld of Body by Jake.



### **FEARnet – The First Video On Demand Only Network**

FEARnet is the premiere site for horror, thriller and suspense video online and on demand. FEARnet also features exclusive original series, movie trailers, and exclusive scenes from soon-to-be released films.

- The first video on demand only network, FEARnet launched in 2006 and is a joint venture between Comcast, Sony Pictures Entertainment and Lionsgate Entertainment.



## **2010 ANNUAL REPORT**

### **YEAR'S ACTIVITIES SUMMARY**

**Local Origination and Community  
Programming Service to the Community  
AUGUST 30, 2010**

**YEAR'S ACTIVITY SUMMARY**  
**Local Origination and Community Programming**  
**Service to the Community**

- Provided Cable in the Classroom magazines in conjunction with the CIC program to Alexandria Public Schools
- Awarded a Comcast scholarship to a T.C. Williams graduate pursuing film studies at the Scholarship Fund of Alexandria Awards Ceremony
- Filmed and participated in the USA/Alexandria Birthday Celebration at Founders Park
- Filmed and participated in the American Indian Festival, the African American Festival, the Italian Festival, the Irish Festival the Chirlagua Festival, and the Cambodian Festival.
- Promoted summer concerts throughout the area, Lunch Bunch Concerts, Ben Brenman Park Concert, Ft Ward Park Concerts, Waterfront Park Concerts, Montgomery Park Concerts, Henderson Park Concerts, and the King Street Gardens Concert.
- Donated to the T.C. Williams Drug and Alcohol Free Graduation Party
- Participated in the United Way campaign
- Participated with the Region in Comcast Cares Day at the Volunteer Alexandria's Spring for Alexandria Day Center, The Boys & Girls Club of Loudoun, Friends of the Rappahannock in Fredericksburg, and 1 By Youth with the Boys & Girls Club of Manassas in Prince William.
- Supported the NAACP Awards Banquet
- Supported the Northern Virginia Urban League Gala
- Sponsored the Alexandria Scholarship Fund Telethon through in kind work planning and broadcasting live and on replay the telethon event. This year's telethon raised over \$150,000.
- Sponsored the Training of Hoop Academy International Students in Field Production and Studio Class
- Live coverage of the Alexandria Special Election Returns
- Supported the Breast Cancer Walk, taped and broadcast the event
- Partnered with the City of Alexandria for the Comcast Outdoor Film Festival Taped and broadcast Agenda Alexandria monthly
- Taped and broadcast the Alexandria Chamber Business Leader of the Year Award
- Taped and broadcast the Grace Episcopal Concert
- Taped and broadcast & Supported the Alexandria Chamber of Commerce Chairman's Gala
- Taped and broadcast the Martin Luther King Birthday Ceremony for City employees
- Taped and broadcast the St Patrick's Day Parade
- Taped and broadcast the George Washington Day Parade
- Taped and broadcast the Martin Luther King Birthday Ceremony
- Taped and broadcast the Alexandria Birthday Celebration
- Taped and broadcast the Salute to Women Awards
- Taped and broadcast the Valor Awards
- Taped and broadcast the Episcopal Graduation

- Taped and broadcast the Bishop Ireton Graduation
- Taped and broadcast the T.C. Williams Graduation
- Taped and broadcast the Scholarship Awards Ceremony
- Taped and broadcast the St. Stephens /St. Agnes Graduation
- Taped and Broadcast the Scottish Christmas Walk
- Taped and Broadcast the Scottish Night at Ft. Ward Park
- Broadcast the Latter Day Saints Annual Conference
- Taped and Broadcast the Days of Remembrance
- Taped and Broadcast the Scottish Heritage Festival
- Taped and Broadcast the Christmas Tree Lighting Ceremony
- Taped and Broadcast the Excellence in Education Awards
- Taped and Broadcast the T.C. Williams vs. W. Springfield Boys Basketball Game
- Taped and Broadcast the T.C. Williams vs. W. Potomac Boys Basketball Game
- Taped and Broadcast the Grace Episcopal Spring Program
- Taped and Broadcast the CTE Awards Program
- Taped and Broadcast Monthly Program for Mayor of City of Alexandria
- Taped and Broadcast Monthly Program for Chamber of Commerce
- Taped and Broadcast Monthly Program for Economic Development / Visitor and Convention
- Taped and Broadcast Monthly Program for Fire Department
- Taped and Broadcast Monthly Program for Alexandria Library
- Taped and Broadcast Monthly Program for Alexandria Education Partnership
- Taped and Broadcast Monthly Program for Alexandria Civic Associations
- Taped and Broadcast Monthly Program for Alexandria Senior Citizens
- Taped and Broadcast Monthly Program for Hoop Academy International

Produced Comcast Local Edition interviews, appearing on Headline News for the following organizations:

City of Alexandria Recreation, Parks & Cultural Activities  
 Alexandria City Council, Mayor and Council members  
 Alexandria Chapter of the American Red Cross  
 Inova Blood  
 Alexandria Convention & Visitors Center  
 Office on Women - Domestic Violence  
 Office on Women – Walk to Fight Breast Cancer  
 Office on Women – Sexual Assault Awareness Month  
 Office on Women – Salute to Women Awards  
 The Scholarship Fund of Alexandria Telethon  
 Northern Virginia Aids Ministry  
 Alexandria Chamber of Commerce  
 St. Patrick's Day Parade  
 Alexandria Outdoor Film Festival  
 The Campagna Center  
 American Red Cross National Chapter  
 Alexandria Symphony Orchestra

First Night Alexandria  
Samaritan Ministry of Greater Washington  
Pentagon Memorial Fund  
Agenda Alexandria  
Carpenter's Shelter  
National MS Society  
Vola Lawson Animal Shelter  
Alzheimer's Association  
Northern Virginia Community Foundation  
Child & Family Network Center  
CrisisLink  
Northern Virginia Family Services  
Senior Services of Alexandria  
Armenian Festival  
Girl Scout Council  
The Art League  
SCAN  
Alexandria Seaport Foundation  
Avon Walk to Fight Breast Cancer  
Lupus Foundation of Greater Washington  
Alexandria United Way  
The Carlyle House  
Northern Virginia Urban League  
Alexandria Animal Welfare League  
The Torpedo Factory  
Opera Theater of Northern Virginia  
Senior Services  
Alexandria Volunteer Bureau  
Pan Am Games for the Deaf Youth  
Employer Support of the Guard and Reserve  
Alexandria Convention and Visitors Center  
National Museum of Marine Corp  
Cable in the Classroom Leaders in Learning Awards  
Arlington National Cemetery  
Community Lodgings  
First and Second Thursday in Del Ray  
Capital Hospice  
Boys & Girls Club of Greater Washington  
Metro Stage  
Coats for Kids  
National Network to End Domestic Violence  
The Leukemia & Lymphoma Society  
United States Hispanic Chamber of Commerce  
SOLA  
National Puerto Rican Coalition  
Rebuilding Together

Northern Virginia Regional Park Authority  
Parent Leadership Institute of Alexandria  
AARP  
Friends of the Occoquan  
Project Discovery  
Virginia Department of Transportation  
Virginia Department of Health  
Senate of Virginia  
Gala Hispanic Theatre  
Hopkins House  
Community Residences  
Alexandria Black History Museum  
Ballyshaners  
National Ms Society  
American Diabetes Association  
Smithsonian  
Virginia Gang Investigators Association  
National Cherry Blossom Festival  
Colon Cancer Foundation  
Metropolitan Washington Council of Governments  
Y-Me, Breast Cancer Support Organization  
Historic Alexandria Foundation  
Arlington-Alexandria Coalition for the Homeless  
National Center for Black Philanthropy  
Special Olympics VA  
Cultural Foundation for Children  
Virginia Department of the Deaf and Hard of Hearing  
Youth for Tomorrow  
Commonwealth Homeland Security Foundation  
Rotary Club of Alexandria  
City of Alexandria Public Schools  
Alexandria Tutoring Consortium  
YMCA Alexandria  
Alexandria Community Services Board  
Partnership for a Healthier Alexandria  
Street Light Ministries  
Northern Virginia Healthy Kids Coalition  
Hispanic Committee of Virginia  
Alexandria Choral Society



**2010 ANNUAL REPORT**

**FINANCIAL REPORTS**  
**UNAUDITED FINANCIAL REPORTS**  
**10-K**

**AUGUST 30, 2010**

<p>COMCAST OF VIRGINIA, INC.          ALEXANDRIA          BALANCE SHEET          DECEMBER 31, 2009          (UNAUDITED)</p>
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**ASSETS**

**CURRENT ASSETS**

Cash	\$ -
Accounts receivable, less allowance for doubtful accounts of \$607,258	983,265
Other current assets	<u>173,747</u>
Total current assets	1,157,012

**PROPERTY AND EQUIPMENT**

Less accumulated depreciation	132,562,137
	<u>(100,529,557)</u>
	32,032,580

**INTANGIBLE ASSETS**

Less accumulated amortization	141,013,615
	<u>(7,112,450)</u>
	<u>133,901,165</u>

**\$ 167,090,757**

**LIABILITIES AND RETAINED EARNINGS**

**CURRENT LIABILITIES**

Accounts payable and accrued expenses	\$ 2,290,209
Subscriber advance payments	474,705
Due to affiliates	<u>123,364,174</u>

Total current liabilities 126,129,088

**NOTE PAYABLE**

9,020,582

**RETAINED EARNINGS**

31,941,087

**\$ 167,090,757**

<p>COMCAST OF VIRGINIA, INC.          ALEXANDRIA          STATEMENT OF OPERATIONS AND RETAINED EARNINGS          YEAR ENDED DECEMBER 31, 2009          (UNAUDITED)</p>
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REVENUES	\$ 67,402,412
COSTS AND EXPENSES	
Operating	25,489,911
Selling, general and administrative	13,804,051
Depreciation and amortization	12,663,164
	<u>51,957,126</u>
OPERATING INCOME	15,445,286
INTEREST EXPENSE, net	<u>411,855</u>
NET INCOME	15,033,431
RETAINED EARNINGS, BEGINNING OF YEAR	<u>16,907,656</u>
RETAINED EARNINGS, END OF YEAR	<u>\$ 31,941,087</u>

<p>COMCAST OF VIRGINIA, INC.          ALEXANDRIA          STATEMENT OF CASH FLOWS          YEAR ENDED DECEMBER 31, 2009          (UNAUDITED)</p>
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OPERATING ACTIVITIES

Net income	\$ 15,033,431
Adjustments to reconcile net income to net cash provided by operating activities:	
Depreciation and amortization	12,663,164
Decrease in accounts receivable, net	(368,352)
Decrease in other current assets	93,736
Decrease in accounts payable and accrued expenses	(580,990)
Increase in subscriber advance payments	45,809
Decrease in other long term assets	<u>2,563</u>
Net cash provided by operating activities	<u>26,889,361</u>

FINANCING ACTIVITIES

Net transactions with affiliates	<u>(18,035,356)</u>
Net cash used in financing activities	<u>(18,035,356)</u>

INVESTING ACTIVITIES

Additions to property and equipment	(5,990,121)
Additions to intangible assets	<u>(2,865,168)</u>
Net cash used in investing activities	<u>(8,855,289)</u>

DECREASE IN CASH

(1,284)

CASH

Beginning balance	<u>1,284</u>
Ending balance	<u>\$ -</u>