

Comcast has made improvements in its customer service with the launch of the *Comcast Customer Guarantee*. At Comcast, our primary goal is to provide our customers with a consistently superior customer experience - whether at sign-up, during the normal course of business or during a service visit. The Customer Guarantee lets customers know what they can and should expect from Comcast - and what we're doing to hold ourselves accountable every day.

We continue to increase the value of our services by making investments to offer the largest video On Demand library, the most HD choices, a faster high-speed Internet and the newest technologies for our Comcast Digital Voice service - a low-cost, feature-rich digital phone service.

As always, if you should have any questions or concerns regarding this matter, or any other cable-related matter, please feel free to contact me at 508-732-1532.

Sincerely,

A handwritten signature in black ink, appearing to read "Gerry Buckley". The signature is written in a cursive, flowing style.

Gerry Buckley  
Senior Manager of Government & Community Relations