

MARIN TELECOMMUNICATIONS AGENCY

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MEMORANDUM

DATE: May 13, 2009

TO: MTA Board of Directors

FROM: Barbara Thornton, Executive Officer

SUBJECT: AGENDA ITEM **G**: COMCAST NETWORK PROJECT UPDATE

Recommended Action: Receive oral update from Executive Officer.

Background: At the MTA's Finance and Policy Committee meeting on May 8, 2009 the Committee discussed that MTA members have been receiving comments and questions from Comcast customers in their communities regarding the Network Enhancement – digital conversion project that Comcast is currently implementing. Customers have had problems with installing the new equipment required and having it successfully work with the customers current TV and related equipment. Customers are experiencing reduced functionality/features previously available with their current equipment and configuration. The Finance & Policy Committee members asked that Comcast representatives attend an upcoming MTA meeting. Unfortunately given short notice for MTA's May 13th meeting Comcast is not able to attend. Arrangements are in progress for them to attend the June 10th MTA meeting.

The Executive Officer will provide an oral update in tonight's meeting regarding the Comcast Network Enhancement project timeframes and customer complaints received by the MTA Customer Service Representative.