

MARIN TELECOMMUNICATIONS AGENCY

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MEMORANDUM

DATE: April 8, 2009
TO: MTA Board of Directors
FROM: Barbara Thornton, Executive Officer
SUBJECT: AGENDA ITEM G: COMCAST REPORT ON ITS NETWORK ENHANCEMENT PROJECT

Recommended Action: Receive oral report presented by Comcast.

Background:

Comcast is in the process of enhancing their network in order to offer broader services and higher speed internet access. They are converting their distribution network to digital. This effort is not the same as the Digital TV conversion that is taking place at the National level with regard to broadcast channels converting from analog to digital, originally scheduled for conversion February 17, 2009, now scheduled for conversion June 12, 2009.

Comcast has been invited to make a presentation regarding their new program and the impacts on customers in tonight's meeting.

Attached as background are Comcast letters, documents and a Marin IJ article regarding this network enhancement:

- Comcast February 12, 2009 letter to MTA regarding the network enhancement
- Comcast Publication – Difference between Comcast's Network Enhancement and the Government Mandated Digital Broadcast Transition, February 2009
- Comcast letter to Comcast Standard Cable Service customers, re: Channels 34-82 & network enhancement
- Comcast letter to Comcast Digital Service customers, re: network enhancement
- Marin IJ article "Comcast Customers in Marin Struggling to Adapt to Switch from Analog to Digital," March 13, 2009

MTA Staff has been receiving complaints from Comcast customers regarding difficulty in installing the equipment required, some equipment or functionality not working after installation of the new Comcast equipment, monthly equipment charges if the customer has more than 3 TVs requiring equipment, and premise visit charges if a customer needs assistance to install the new equipment. Complaints have been received directly from Comcast customers as well as by referral from members of the Board of Supervisors, and MTA member agency staffs. In addition Comcast customers have also written Letters to the Editor at the Marin IJ regarding customer experiences with trying to install the new equipment.