



Comcast Cable
Western New England Region
222 New Park Drive
Berlin, CT 06037

Via Electronic Filing & Overnight Delivery

April 1, 2013

Jaclyn A. Brilling, Secretary
New York State Public Service Commission
Empire State Plaza
Agency Building 3
Albany, NY 12223-1350

Re: Matter No. 13-00731

Dear Secretary Brilling:

Comcast of New York, LLC ("Comcast") herein objects to the complaint filed by the Town of Southeast ("Southeast") in the above-referenced Matter Number and requests that the enclosed correspondence be made a part of the record in this Matter:

- Letter from Comcast to Secretary Jaclyn A. Brilling dated January 31, 2013 outlining the relocation of Comcast's Carmel customer service center effective April 8, 2013; and
- Letter from Comcast to Tony Hay, Southeast Town Supervisor, dated March 22, 2013, indicating that the relocation of Comcast's service center does not constitute a violation of any franchise agreement, federal or state regulation.

First, I would like to note that Comcast notified the New York Public Service Commission and each Town Supervisor and Mayor of every town we serve in New York, of the relocation of the Carmel Customer Service office via letter dated January 31, 2013 (copy attached). In addition, we notified our customers via bill messages that began in February, through informational signs prominently placed in the Carmel service office, and with a notice on the local public access channel.

Comcast strives to deliver superior customer service and provide convenient ways for our customers to utilize our products and services. The decision to relocate the Carmel service center was made with our customers in mind. More than ever, customers are choosing to interact with us in ways that are more convenient for them, including over the phone and online, resulting in our implementation of a number of new self-help, self-install and account management options, as well as refurbished, interactive Xfinity Customer Service Centers where customers can experience our products in person and pay their bills quickly and easily at kiosks. We will be opening one of these improved Customer Service Centers in Danbury on April 8th. Also, please note that Comcast will still maintain a presence in the Carmel area; our Carmel office will remain open for our technical operations workforce and other functions, in addition to our public access studio.

Jaclyn A. Brillling
April 1, 2013
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Contrary to Southeast's complaint, the relocation of the service center does not constitute a violation of the cable franchise agreement between Comcast and Southeast dated March 4, 2004. The location of the new customer service center – which will have expanded hours and more conveniences and services for our customers – is within the “general geographical area that includes the Town” and does not present an inconvenience for our customers. Indeed, the new location is only 9.5 miles from Southeast Town Hall and is conveniently located right off of Interstate 84 (which also passes through Southeast). In fact, the new Service Center is only approximately 1 ½ miles further from Southeast than the Carmel office.

Moreover, customers can continue to make payments through the mail, online or at various local Western Union locations throughout Putnam County. Customers can also speak with a customer care representative toll-free at 1-800-XFINITY or visit us on-line at www.comcast.com, 24 hours a day, seven days a week. Customers can pay their bills and review their accounts online at any time of the day or night. And for those few customers who are physically unable to get to our service center to return equipment, Comcast can send a technician to their home to retrieve the equipment.

Comcast fully believes that the location of the new Customer Service Center is in the best interests of our customers and fully complies with federal and state regulations, as well as the local Southeast franchise agreement.

Thank you for your attention to this matter. Should you have any questions, please do not hesitate to contact me at 860-505-3356.

Sincerely,



Sharon Codeanne
Director, Government & Regulatory Affairs

Encs.

cc: Tony Hay



Comcast Cable
Western New England Region
222 New Park Drive
Berlin, CT 06037

Via Overnight Delivery

March 22, 2013

Tony Hay, Town Supervisor
Town of Southeast
1360 Route 22
Brewster, NY 10509

Dear Supervisor Hay:

Comcast has been made aware of the fact that the Town of Southeast passed a Resolution on March 21, 2103 regarding the relocation of Comcast's Carmel customer service office. I would like to take this opportunity to address Comcast's decision to relocate the customer service office. First, I would like to note that Comcast notified the New York Public Service Commission and each Town Supervisor and Mayor of every town we serve in New York, of the relocation of the office via letter dated January 31, 2013 (copy attached). In addition, we notified our customers via bill messages that began in February, through informational signs prominently placed in the Carmel service office, and with a notice on the local public access channel.

Comcast strives to deliver superior customer service and provide convenient ways for our customers to utilize our products and services. The decision to relocate the Carmel service center was made with our customers in mind. More than ever, customers are choosing to interact with us in ways that are more convenient for them, including over the phone and online, resulting in our implementation of a number of new self-help, self-install and account management options, as well as refurbished, interactive Xfinity Customer Service Centers where customers can experience our products in person and pay their bills quickly and easily at kiosks. We will be opening one of these improved Customer Service Centers in nearby Danbury on April 8th. This new location is conveniently located right off of Interstate 84, across from the Danbury Mall and will have expanded hours. Also, please note that Comcast will still maintain a presence in the Carmel area; our Carmel office will remain open for our technical operations workforce and other functions, in addition to our public access studio.

I would also like to point out that the new Xfinity Service Center is 13 miles from the Carmel office and only 9.7 miles from Southeast Town Hall. The Carmel office is 8.37 miles from Southeast Town Hall and, therefore, the new Service Center is only less than 1 ½ miles further than the Carmel office. Our Carmel area customers have the option of utilizing the new enhanced Service Center in Danbury, as well as making payments through the mail, online or at local Western Union locations throughout the Carmel area. Customers can continue to speak with a customer care representative toll-free at 1-800-XFINITY or visit us on-line at www.comcast.com, 24 hours a day, seven days a week. Customers can pay their bills

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and review their accounts online at any time of the day or night. Comcast has also created a dedicated Digital Care team that communicates with customers on blogs, forums and Twitter. In addition, customers who wish to install their own services can order a self-install kit, making it convenient for customers to add, install and activate Comcast services. Finally, if a customer needs to return equipment and cannot physically get to our customer service center, we can send a technician to their home to retrieve the equipment.

Comcast fully believes that the location of the new Customer Service Center is in the best interests of our customers and fully complies with federal and state regulations (as the mileage analysis above outlines), as well as the local Southeast franchise requirement that Comcast "maintain an office at a convenient location in the Town, or in the general geographical area which includes the town, that shall be open during normal business hours to allow subscribers to request service, pay bills, and conduct other business."

Comcast remains committed to serving our customers in the Town of Southeast and throughout the local Carmel area. We would be more than happy to give you a tour of our new state-of-the-art customer service center in Danbury so that you can see first-hand all the many benefits it provides our customers.

Please feel to contact me at 860-505-3356 should you have any questions regarding this matter. Thank you.

Sincerely,



Sharon Codeanne
Director, Government & Regulatory Affairs

Enc.

cc: Robert Cullen, Deputy Town Supervisor
Elizabeth Hudak, Town Council Member
Lynne Eckardt, Town Council Member
Edwin Alvarez, Town Council Member
Steve Sokol, New York Public Service Commission
Nick Leuci, Division Vice President – Government & Regulatory Affairs, Comcast
Daniel M. Glanville, Regional Vice President – Government & Regulatory Affairs, Comcast



Comcast Cable
Western New England Region
222 New Park Drive
Berlin, CT 06037

Via Overnight Delivery

January 31, 2013

Jaclyn A. Brillling, Secretary
New York State Public Service Commission
Empire State Plaza
Agency Building 3
Albany, NY 12223-1350

Re: Comcast Service Center

Dear Secretary Brillling:

As part of our ongoing efforts to keep you informed about key aspects of our service, I would like to inform you of a change in the location of the Comcast Service Center serving our customers in Carmel, Pawling, Southeast, Patterson, Somers, Kent, Putnam Valley, Beekman and Brewster. Specifically, the Service Center currently located at 21 Old Route Six in Carmel will be closing effective April 6, 2013, and Comcast will be opening a new enhanced Service Center at 15 Backus Avenue in Danbury, Connecticut on April 8, 2013. The new Service Center is located adjacent to the Danbury Mall and is easily accessible via Interstate 84. Business hours at the new Service Center will also be extended.

The new enhanced Service Center model allows customers a place where they can experience our Xfinity products and services firsthand and explore the latest technology in an interactive environment. In addition, customers will receive personalized service from trained and knowledgeable Customer Service Representatives and more time-saving offerings, including self-service kiosks for quick bill pay and a new queuing system that allows customers to explore and be entertained instead of waiting in line for service.

Carmel area customers will have the option of utilizing the new enhanced Service Center in Danbury, as well as making payments at local Western Union locations throughout the Carmel area. Customers can continue to speak with a customer care representative toll-free at 1-800-XFINITY or visit us on-line at www.comcast.com, 24 hours a day, seven days a week. Customers can pay their bills and review their accounts online at any time of the day or night. Comcast has also created a dedicated Digital Care team that communicates with customers on blogs, forums and Twitter. In addition, customers who wish to install their own services can also order a self-install kit, making it convenient for customers to add, install and activate Comcast services on their own schedules.

Customers are being notified of this change via bill message and signs have been posted in the Carmel service center lobby apprising customers of this change.

Jaclyn A. Brillling

January 31, 2013

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Comcast remains committed to providing superior customer service to its customers and believes that the new enhanced service center, along with our national agreement with Western Union, offers our customers flexibility in the transaction of business and more options to interact with the company at their convenience.

Thank you for your attention to this matter. Should you have any questions, please do not hesitate to contact me at 860-505-3356.

Sincerely,



Sharon Codeanne

Director, Government & Regulatory Affairs

cc:	Town of Beekman	Town of Pawling
	Town of Brewster	Village of Pawling
	Town of Carmel	Town of Putnam Valley
	Town of Kent	Town of Somers
	Town of Patterson	Town of Southeast