

Testimony Of

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Good morning chairman Godshall, chairman Preston and members of the House Consumer Affairs committee. My name is Jim D'Innocenzo and I am the Vice President for Legislative Affairs for Comcast. Thank you for the opportunity to be with you today and for allowing me to brief you on the latest activities at Comcast.

Our biggest news is last month we received all of the regulatory approvals for the Comcast NBCU transaction and Comcast and General Electric (GE) closed on the transaction to create the joint venture, NBCUniversal, LLC on January 29, 2011.

This transaction brings together the rich traditions of some of the world's most well known and respected entertainment, news and sports brands at NBCUniversal with the technology and consumer reach of Comcast, creating the ideal entertainment and distribution company headquartered right here in Pennsylvania.

As mentioned earlier, Pennsylvania is the proud birthplace of the cable industry. Today and for over 40 years, it is Comcast's home and as a result remains the birthplace of the latest cutting-edge video, voice and broadband technology.

While many companies have left the Commonwealth, we continue to demonstrate our unwavering commitment to call Pennsylvania our home.

Comcast, the largest corporation headquartered in PA based on market capitalization is primarily involved in the development, management and operation of broadband cable networks and the delivery of programming content. We continually develop and deploy a range of new technologies and programming as part of our ongoing effort to improve the services we offer to our customers located in 39 states and the District of Columbia.

Here in Pennsylvania, our fiber optic rich plant encompasses over forty-two thousand (42,000) miles and we offer advanced services to over 98 percent of the more than four (4) million homes we pass.

We are at the center of the digital home for our more than 2.4 million customers in Pennsylvania offering a growing variety of interactive, converged services to consumers, including Video, High Speed Internet and Comcast Digital voice.

Video – Comcast delivers the best television viewing experience with our combination of the industry's leading Video On Demand (VOD) service, an integrated Digital Video Recorder (DVR) service and the best High Definition (HD) television experience with the most choices. We offer unparalleled choice and control—a killer combination our competitors can't match.

- Comcast's vision is to provide our customers with the entertainment they love "anytime, anywhere". Comcast XFINITY TV launched in December 2009, is the first experience of its kind to be made available nationally and brings customers never before available, top content online for free.
- Comcast wants to put more control in consumers' hands and facilitate more entertainment choices so that consumers can watch what they want – from blockbuster movies to TV shows – where and when they want it – on TV, on demand, online and on mobile devices.
- On Demand has fundamentally changed the way people watch TV. Its explosive growth is now driving HD growth. We launched On Demand about 7 years ago in a handful of markets with a few hundred choices. Today, we have more than 11,000 On Demand programming choices available each month to effectively all of our customers, and we recently surpassed the eighth billionth On Demand view.
- We have a long history of revolutionizing the way consumers experience TV – from being one of the first companies to offer VOD and HD to distributing the first live, national sporting event in next-generation 3D on television and online with the 2010 Masters Tournament. 3D television emerged as one of the trends to watch at CES 2010, and as the demand for 3DTV is growing, Comcast is leading the charge to offer consumers the best 3D home entertainment experience.

High-Speed Internet – Comcast High-Speed Internet is the nation's leading residential broadband Internet service delivered over our advanced fiber-optic network. It offers cross-platform features with the best speeds, reliability and online content. Comcast has changed the Internet experience for millions of customers by providing superfast, reliable service, trusted security, and online content.

- Serves more customers with higher speeds than any other company in the U.S.
- Converging with phone and video to create new and convenient ways for our customers to access the tools, entertainment and content they want, when and where they want it.
- Continually increase Internet speeds at no additional cost to customers.
- Provide hundreds of dollars worth of value-added features through Comcast.net, such as McAfee Security Software, Games Channel with access to, The Fan, Rhapsody Radio, Comcast PhotoCenter and safe, fun activities just for kids.
- Evolving from broadband to wideband with DOCSIS 3.0, will deliver faster speeds of up to 100 Mbps to our customers over the next couple of years

with the capability of delivering higher speeds of 160 Mbps or more in the future.

Voice - Comcast's IP-enabled digital voice service is the first home phone service to deliver a seamless and converged communications experience across all of Comcast's services (including cable and high-speed Internet) and customers' devices. It also offers customers digital-quality phone service with unlimited direct-dial local and domestic long-distance calling (including Canada, Alaska, Hawaii and Puerto Rico), Web access to voicemail, E911 service, and 12 popular calling features plus enhanced voicemail.

- One of the fastest growing phone companies in the country, now providing consumers with a real choice
- CDV customers can save hundreds of dollars annually on phone service when compared to some offers from the RBOCs
- Delivers all of the functions of traditional phone service, but packs features that are integrated with other Comcast services.
- Universal Caller ID to the TV and PC - If customers are watching TV or surfing the web and the phone rings, they will be able to identify the caller, their phone number - and with one click – be able to set controls, such as the snooze setting so as not to interrupt their program or surfing.

In addition, the **Programming Group** manages the **Comcast Family of Network's** content networks with a focus on building programming brands that leverage our unique multi-platform expertise to deliver cable television programming and non-linear content to targeted demographics. (please see attachment for list of networks.)

And, the **Interactive Media** group develops and operates the **Comcast Family of Digital Properties** which include a portfolio of Internet businesses focused on entertainment, information and communication. (please see attachment for list of digital properties)

Comcast is continuing to extend our services both inside and outside the home to provide mobility and create new features that integrate with our services and are compelling to customers and delivered on their terms. We continue to explore the opportunities and options in this space.

HIGH-SPEED 2GO -

Comcast's High-Speed 2go™ is a fourth-generation or 4G wireless high-speed data service that provides the fastest available wireless Internet in the nation via wireless data cards. Comcast is selling this wireless service bundled with one or

more of its popular Internet, phone and television products, providing mobile broadband where ever and whenever customers need to be connected.

ONLINE USAGE METER

In April 2010, Comcast launched an online usage tool (a meter) for High-Speed 2go customers. Customers can access it to monitor their data usage by logging into their account which will give detailed information about their High-Speed 2go service.

COMCAST MOBILE APPLICATION FOR IPHONE OR IPOD TOUCH

In July 2009, Comcast introduced a free, downloadable application available for the iPhone® or iPod touch,® the “Comcast mobile” app. The app combines some of the best features from Comcast Digital Voice, Video and High-Speed Internet services and puts them on Apple’s popular touch screen platform.

In February 2010 we added remote DVR (rDVR) programming service to the app. Now, customers with Comcast High-Speed Internet, DVR service and the A28 Program Guide in their market, can program their DVR through the Comcast mobile app.

Comcast mobile gives customers a range of access to key features including SmartZone Communications Center’s unified inbox with Comcast.net e-mail; visual voice mail, call logs and call forwarding; access to the Plaxo universal address book as well as real-time Comcast TV listings and trailers of movies through Comcast On Demand.

- Recently we launched The Xfinity TV iPad app which reinvents the way our customers interact with their televisions and further extends their ability to search, discover, watch and share their favorite TV shows and movies whenever and wherever they want – and it’s free for our customers.
- It’s a TV guide and portable video player all in one. It provides the ability to watch TV shows and movies on the go and will soon seamlessly integrate social media features so you can share what you’re watching with others in real time.
- The app helps customers search and instantly find what they want to watch among thousands of choices -- including top movies and premium cable shows -- on TV, On Demand, online or on mobile devices.
- The recent launch on the iTunes App store is the first in a series of app releases our development team will deliver on iPads, iPhones and iPod touches. We’re also working on several Android apps and will add other devices in the future.

In order to keep people employed and our company growing, we recognize that we need to retain those customers across America who depend on us for information, entertainment and communications every day. We aim to do everything we can to keep our products working, acknowledge if something goes wrong and fix it quickly.

We serve over 24.6 million customer households, the vast majority of which receive service without issue year-after-year. However, we recognize that sometimes things don't go as planned and when that happens it's important for you to know what you can expect from us.

We're listening to our customers, and they tell us that we need to do better, which is why we are fundamentally changing the way we do business in order to improve customer satisfaction.

Although we are committed to improving our customer's experience with us, this change may take some time. We believe this is a journey that we will continue into the future and against which we will measure our success.

Our company-wide effort to improve service and satisfaction is ongoing and is focused on several key initiatives, including:

Our new Customer Guarantee which lets our customers know what they can and should expect from us. It outlines our promises to customers if we don't live up to their expectations. The Guarantee, which was recently implemented throughout our service territory is our unprecedented public commitment to our customers.

We have 375 million customer interactions a year...
— And Our Goal Is To Get It Right Every Time!

Thank you for the opportunity to be here with you today, I look forward to working with the committee this session and answering any questions at the conclusion of this panel's testimony.