8000 E. Iliff Ave.
Denver, CO 80231

COMCAST

February 18, 2014

VIA FACSIMILE

Fred Diehl
Town of Erie
645 Holbrook
P. O. Box 750
Erie, CO 80516
Fax No. 303-926-2706

RE: Channel Lineup Changes

Dear Fred,

Effective March 20, 2014, the following channels will be dropped from the channel lineup serving your community; Canal 52 MX (Ch. 320), CBTV (Ch. 330), HTV Musica (Ch. 321) and La Familia (Ch. 325).

Should you have any questions regarding this information, please feel free to contact me at 303-603-2012.

Sincerely,

Glenn Walker

Glenn Walker
Government Affairs Manager

Town of Erie

OUTAGES	Quarter Ending December 2013	
Reason by Category:	Active Equipment	1
	Coaxial, Passive Equipment	
	Commercial Power	
	Cut cable	
	Fiber, Active Equipment	
	Fiber, Passive Equipment	
	Fuse in Equipment Housing	
	Headend Problem	
	Power Supply	
Total Number of Outages	[redacted]	1

Town of Erie

SERVICE CALL REQUESTS — Quarter Ending December 2013

Average Completion Time of Service Calls: **1.82 days**

Service Problem by Category:

Headend — 17

Includes:

- Program Supplier (Fault of Programmer)
- Equipment (All Non-Digital Headend Equipment From Antenna To Headend Output, Excluding Any Fiber Equipment)
- Electrical Service Failure
- Headend In The Sky Related
- Digital Headend
- Comcast Internet Related (Headend Equipment Only, Plant Excluded)
- High Speed Data Headend (Plant Excluded)
- Comcast Local Network Services Provisioned Switch
- Host Digital Terminal Problem
- Navigator (Programming Not Matching Guide on Digital Cable Terminal)

Cut or Malfunctioning Fiber Plant — 0

Includes:

- Optical Transmitter, Optical Receiver And Optical Connector
- Fiber Cable

Cut or Malfunctioning Coaxial Plant — 3

Includes:

- Power Supply And Power Pack
- Trunk Amplifiers And Distribution Amplifiers
- Node
- Underground And Aerial Coaxial Cable
- Distribution Connectors And Distribution DC/Splitters
- Fuse
- Commercial Power
- Taps
- Power Inserter
- Amplifier Levels
- Hardware (Strand, Lashing Wire, 3-Bolt Clamp, Pedestal, Etc.)
- Cut, Damaged Or Vandalized Coaxial Cable

Bad or Cut House Drop — 40

Includes:

- Vandalized Drop

Town of Erie

Repair Or Replace Underground Cable

Repair Or Replace Aerial Cable

Connector-Drop Out

Bonding (Includes bonding block, bond wire and bond connector)

DC/Splitter-Drop Out

Hardware-Drop (P-Hook, Q-Clamp, Etc.)

Converter, Addressable 58

Includes:

Addressable Converter And Addressable Remote

Addressable Converter Needs To Be Re-Authorized

Converter, Non-Addressable 7

Includes:

Non-Addressable Converter And Non-Addressable Remote

Inside Wiring 34

Includes:

Cable Drop Inside House

Connector-Drop In (Inside Drop)

Passives (Includes A/B Switches, Splitters, DC's, etc. Found Inside Home)

Wireless Phone Jack

Repair or Replace Digital Cable Terminal Telephone Line Return Path

Customer Equipment 20

Includes:

Includes Customer Owned TV, VCR, Telephone, Computer, House Amplifier, Converter, DMX, Remotes, Ingenious Modem, SEGA, Stereo, Etc.

Total Service Call Requests: 179

Comcast
Quarterly Executive Summary of Customer Complaints
Pursuant to Section 7.6 (C) of our Franchise Agreement
December 2013
Town of Erie

Type of Complaint	Number of Calls
Accessibility	0
Billing, Credit and Refunds	0
Courtesy	0
Drop Bury	0
Installation	0
Notices/Easement Issues (Non-Rebuild)	0
Pedestal	0
Problem Resolution	0
Programming	0
Property Damage (Non-Rebuild)	0
Rates	0
Rebuild/Upgrade Damage	0
Rebuild/Upgrade Notices/Easement Issues	0
Reception/Signal Quality	0
Safety	0
Service and Install Appointments	0
Service Interruptions	0
Serviceability	0
TOTAL	**0**

Compliments	

Town of Erie
Quarterly Phone Activity Report
December 2013

Average Speed of Answer	0:00:20
Percentage of All Trunks Busy	0.49%