



1899 Wynkoop St. Suite 550
Denver, CO 80202

February 14, 2019

VIA ELECTRONIC MAIL

Amy Teetzel
Town of Erie
645 Holbrook St.
Erie, Colorado 80516
Email: ateetzel@erieco.gov

Re: Annual Report

Dear Ms. Teetzel:

Enclosed please find the following information as required by the referenced sections of each of our Franchise Agreement with Adams County and the GMTC Customer Service Standards (the "Customer Service Standards"):

- (A) Copies of all notices provided to the customer as required by Section III.E.2. of the Customer Service Standards;
- (B) Establishment of compliance with any or all of the standards as required by Section IV.D. of the Customer Service Standards;
- (C) Annual Franchise Fee Report as required by Section 3.5 of the Franchise Agreement;
- (D) A complete schedule of applicable rates and charges for cable services as required by Section 4.4 (A) of the Franchise Agreement; and
- (E) A written report as required by Section 7.4 of the Franchise Agreement that includes the following:
 - a. A gross revenues statement;
 - b. A summary of the previous year's activities in development of the cable system, including, but not limited to, Cable Services begun or discontinued during the reporting year and the number of Subscribers for each class of Cable Service (i.e., Basic, Expanded Basic Service and Premium Service); and
 - c. The number of homes passed, beginning and ending Cable System miles, any Cable Services added or dropped, any technological changes occurring in the Cable System and a statement of planned construction, if any, for the next year.

Please feel free to contact me at 303-603-2012 if you have any questions or concerns.

Sincerely,
Comcast of Colorado IX, LLC I/k/a Comcast

Glenn Walker
Government Affairs Manager

Confidential and Proprietary

Exhibit A

Copies of all notices provided to customers regarding rates, programming changes, changes in channel lineups, upgraded channel lineup launches, etc. are provided to the appropriate Franchising Authority on an on-going basis.

Additionally, a copy of each of the annual notices titled: a) policies, complaint procedures and services, b) subscriber privacy and c) using your cable service, that are provided to customers during the months of October, November and December is included in the enclosed installation kit.

Exhibit B

Pursuant to Section IV. D. of the GMTC Customer Service Standards, Comcast is forwarding the following statements in order to establish its compliance:

Under normal circumstances, orders for standard residential installations are completed within seven (7) business days unless the customer requests otherwise. Also, weather permitting, underground cable drops are completed within one calendar week from the initial installation unless the customer requests otherwise. Installations and service appointments are scheduled within two (2) hour time blocks and cancellations are made prior to 5:00 p.m. the day before the scheduled appointment. Customer contact, notices and problem resolutions are made in accordance with the guidelines referenced in the GMTC Customer Service Standards as are our responses and record keeping with regard to outages, complaints, property damage, reception and billing problems.

Our customer service centers/business offices are located within ten (10) miles of each customer and are open during Normal Business hours as defined in the Customer Service Standards. Attached is a list of all locations. Access lines, dispatchers and technicians are available 24 hours a day, 7 days a week. We employ sufficient courteous customer service representatives to endeavor to ensure that our service/repair and billing inquiry lines are answered and/or transferred within thirty (30) seconds. Throughout the year of 2018 the percentage of calls receiving busy signals averaged less than 3%.

The information outlined in Section III. E. of the GMTC Customer Service Standards is available to our customers upon installation and upon request, and all of our officers, agents, employees, contractors and subcontractors who are in personal contact with our customers wear appropriate identification cards. Enclosed is a kit that we provide to customers upon installation. We adhere to the customer privacy guidelines outlined within Section III. F. of the GMTC Customer Service Standards and comply with all federal, state, local and company safety standards.

Satisfaction is guaranteed to new customers and to existing customers adding additional programming services to their account.

Comcast Payment Centers in the Metropolitan Denver Area

Location	Address	City	State	Zip
Arvada	5220 Wadsworth Blvd	Arvada	CO	80002
Aurora	10651 E Garden Dr STE 107	Aurora	CO	80012
Boulder	2900 E Baseline Rd	Boulder	CO	80301
Brighton	965 E Bridge St	Brighton	CO	80601
Centennial	8222 S. Yosemite St. Suite 110	Centennial	CO	80112
Denver	1390 S Colorado Blvd	Denver	CO	80222
Lakewood	7400 W Alaska Dr	Lakewood	CO	80226
Littleton Area	6793 W Canyon Ave #13C	Littleton	CO	80128
Thornton	880 E 88th Ave Suite 100	Thornton	CO	80229

Exhibit C

Annual Financial Report

See attached file

Exhibit D

Schedule of Rates and Charges

See enclosed PDF files

Exhibit E Subsection a

PLEASE SEE EXHIBIT C

Exhibit E Subsection b

Summary of Activities in 2018

Throughout 2018 Comcast has continued to expand and roll out our revolutionary X1 Platform.

The X1 Platform is an interactive TV experience that gives our customers instant access to all of their entertainment. With the X1 Platform, customers get integrated search results across live TV, On Demand and DVR, personalized recommendations, and apps like Facebook, Pandora and more, right from their TV. Plus, with the X1 DVR, customers can simultaneously record up to four shows while watching another plus watch recordings from “any room” in the house. The X1 Platform is more than just a guide; it’s a next-generation entertainment operating system! X1 Platform is a powerful demonstration of Comcast’s product superiority, fulfilling the XFINITY brand promise of delivering The Future of Awesome. We continue to improve our new voice controlled remote control that allows for greater ease when searching for viewing options. The X1 platform continues to integrate third party video streaming services such as Hulu, Netflix and Amazon Prime video. This integration gives customers one location for access to all of their video products.

We continue to roll out updated Apps to our customers to make access to their video, internet, voice and home security features more interactive with their mobile lifestyles via smartphones and tablets. We introduced the My Account App that allows customers to easily access their account to check account balances, make changes to their service packages and even schedule a service visit.

In 2018, Comcast introduced our new Xfi Pods. These ancillary devices extend the WiFi range to areas in the home that were previously dead spots. Comcast internet customers can easily set up an enhanced WiFi network within their homes that grants them enhanced and seamless control of the WiFi experience. This includes greater parental controls and time management features. Also, Comcast continued to roll out 1 gigabyte residential internet service across our service territory. Comcast was voted the fastest and best internet provider in the US according to Speedtest.net.

Number of Subscribers:

	December 2018
Basic Cable	4,530
Starter Cable	3,672

2018 Services dropped or added to line up serving Erie.

Channels Added	Channels Removed
Newsmax	CET
Zee Living	Outside Television
i24 News	Big ten Network
KETD	Revenue Frontiers
KETD HD	Canellas
KWGN Comet TV	

Exhibit E Subsection c

Homes Passed and Plant Miles:

	December 2017	December 2018
Homes Passed	8,909	8,912
Plant Miles	120	120.5

Technology Changes in the System:

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Cable Services Dropped or Added:

See Exhibit E Subsection b.

Planned Construction:

The system will continue to be maintained on an on-going basis and service will be made available pursuant to the line extension provision set forth in the franchise agreement.