



CITY OF ANN ARBOR  
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July 21, 2010

Jacqueline Beaudry, Clerk  
City of Ann Arbor  
100 N. Fifth Ave., P.O. Box 8647  
Ann Arbor, MI 48107

Dear Ms. Beaudry:

At Comcast, we want you to know that we are continuing to work hard to make sure our customers are amazed at the choices Comcast offers, excited by the innovation Comcast provides and thoroughly satisfied with the service and reliability of every interaction with Comcast. Our goal is to provide customers with a consistently superior customer experience. The recently introduced Comcast Customer Guarantee, the latest step in our ongoing commitment to better serve our customers, clearly outlines what customers should expect from us and holds us accountable for meeting those expectations. To that end, the Comcast Customer Guarantee consists of seven promises:

- 1) We will give customers a 30-day, money-back guarantee on all of our services.
- 2) We will treat customers and their homes with courtesy and respect.
- 3) We will answer customers' questions at their convenience.
- 4) We will offer easy to understand packages and provide customers with a clear, easy to understand bill.
- 5) We will continually offer the best and most video choices.
- 6) We will quickly address any problem our customers experience.
- 7) We will schedule appointments at our customers' convenience and respect their time.

We are excited about the Comcast Customer Guarantee and have been telling our customers about the Comcast Customer Guarantee through a number of channels, including promotional spots on various networks, print advertisements in a variety of media, radio commercials and mailers that are sent to customers, including messages on customers' bills. The Comcast Customer Guarantee is the kind of improvement our customers have told us they want and we are proud to be the only video service provider who is offering this kind of customer guarantee.

Finally, results often speak louder than words. Since the beginning of 2010, we have seen a marked improvement in our Customer Satisfaction statistics both across the nation and here in Ann Arbor. A significant percentage of our customers who are aware of the Guarantee now have a more positive perception of Comcast.

If you have any questions about the Comcast Customer Guarantee or how we are improving our customer service, please do not hesitate to call me at 734-254-1888.

Sincerely,

Frederick G. Eaton  
Government Affairs Manager  
Comcast, Michigan Region  
41112 Concept Drive  
Plymouth, MI 48170