

*Sub*  
N

**CLARK COUNTY  
STAFF REPORT**

**DEPARTMENT:** City/County Cable Television Office

**DATE:** May 21, 2013

**REQUEST:** **ADOPT TELECOMMUNICATIONS COMMISSION ANNUAL REPORT  
REGARDING FRANCHISE COMPLIANCE BY THE CABLE OPERATOR**

**CHECK ONE:**  Consent  Routine

**BACKGROUND:** The City/County Telecommunications Commission ("Commission") has prepared annual progress reports regarding franchise compliance by the cable television operator beginning with completion of the first year of the franchise term, January 1983. With the completion of the May 2012 report, thirty-one annual reviews have been conducted. The reports have been forwarded to the legislative bodies (Board of Clark County Commissioners and Vancouver City Council) annually.

As noted in the attached Resolution, the Cable Communications Policy Act of 1984 (which is still in effect except as amended by the Act of 1992) requires that franchising authorities provide written notice of any franchise deficiencies and that the cable operators be given the opportunity to correct any violations, if such factors are to be considered during the franchise renewal process.

The Annual Reports prepared by the Commission clearly meet and exceed the requirements of the Act of 1984. Legal counsel advises staff, however, that the legislative bodies of the franchising authorities should take affirmative action in adopting the reports for the reviews to be binding on the cable operator at the time of renew.

As of the date of the Annual Progress Report, the Commission finds Comcast in full compliance with the terms and conditions of the franchise, except for telephone response standards in the Fourth Quarter of 2012. The company quickly responded to the issue and met the telephone response standards in the First Quarter 2013. The number of customer complaints fielded by the City/County Cable Television Office, detailed in this report, regarding Comcast's service, including but not limited to the company's high-speed Internet service, increased by 17% during 2012 when compared to 2011 totals.

**ACTION REQUESTED:** Board accept and adopt the annual report of the Commission, year thirty-one (January 2012 – December 2012).

**POLICY/BUDGET IMPLICATIONS:** Clark County collected \$1,614,236 in franchise fees from Comcast during 2012 in addition to \$354,508 in PEG Capital Support Funds.

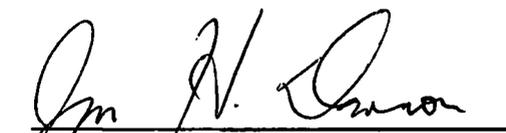


**COMMUNITY OUTREACH:** The City/County Telecommunications Commission held public hearings on March 6, 2013 and May 1, 2013 regarding this issue.

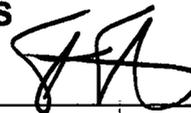
Attachment: Resolution  
Year Thirty-One Report  
Telecommunications Commission Resolution 2013 - 03

**DISTRIBUTION:**

Jim Demmon, City/County Cable TV Manager  
Bronson Potter, Prosecuting Attorney's Office

  
\_\_\_\_\_  
Jim Demmon  
City/County Cable TV Manager

Approved *May 21, 2013*  
CLARK COUNTY BOARD OF  
COMMISSIONERS

  
\_\_\_\_\_

SR 085-13



**RESOLUTION NO. 2013 - 05-08**

A RESOLUTION adopting the City/County Telecommunications Commission Year Thirty-One Annual Report regarding franchise compliance by the cable operator.

1           WHEREAS, the City/County Telecommunications Commission (“Commission”)  
2 has annually reviewed the performance of the cable television franchise (currently TCI of  
3 Southern Washington, doing business as Comcast Corporation); and

4           WHEREAS, the Commission has documented its review and findings regarding  
5 compliance with the cable television operator with the provisions of the cable television  
6 franchise by submitting an annual report to the Clark County Board of Commissioners  
7 and the Vancouver City Council; and

8           WHEREAS, the Cable Communications Policy Act of 1984 (Public Law 98-549),  
9 Section 626(d)(1)(B), requires that franchise authorities, in this case Clark County and  
10 the City of Vancouver, to provide cable operators with written notice and the opportunity  
11 to correct any franchise violations which may occur during the course of the franchise, if  
12 such violations are to be considered during the franchise renewal process; and

13           WHEREAS, court rulings indicate that the legislative bodies of the franchising  
14 authorities must formally accept and adopt written reports regarding compliance by the  
15 cable operator in order for such annual reviews, as prepared by the Commission, to be  
16 binding on the cable operator.

17           NOW, THEREFORE,

18           BE IT ORDERED AND RESOLVED BY THE BOARD OF COUNTY  
19 COMMISSIONERS OF CLARK COUNTY, STATE OF WASHINGTON, AS  
20 FOLLOWS:

21 Section 1. That the Clark County Board of Commissioners adopts,  
22 ratifies, and affirms the Progress Report on the Comcast Corporation Clark  
23 County/Vancouver Franchise Agreement submitted by the City/County  
24 Telecommunications Commission for year Thirty-One (January 2012 – December 2012).

ADOPTED on this 21<sup>st</sup> day of May, 2013.

Attest:

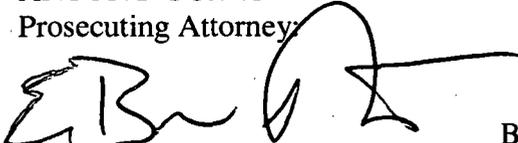
BOARD OF CLARK COUNTY  
COMMISSIONERS

  
Clerk to the Board

By:   
Steve Stuart, Chair

Approved as to form only  
ANTONY GOLIK  
Prosecuting Attorney

By: \_\_\_\_\_  
Tom Mielke, Commissioner

  
E. Bronson Potter  
Deputy Civil Prosecuting Attorney

By: \_\_\_\_\_  
David Madore, Commissioner

**City/County Telecommunications Commission**

**RESOLUTION 2013 – 03**

**Regarding Adoption of the Annual Progress Report  
on the Comcast Corporation Vancouver/Clark County Franchise Agreement**

**Section 1. Findings**

- 1.1 Pursuant to Section 4.6 “Performance Evaluation Sessions” of the current cable television franchise agreement between The City of Vancouver (“City”), Clark County (“County”) and Comcast Corporation (“Comcast”), the City/County Telecommunications Commission (“Commission”) may conduct an annual performance review of the cable operator to insure franchise compliance.
- 1.2 Court rulings indicate that legislative bodies of the franchising authorities must formally accept and adopt written reports regarding franchise compliance by the cable operator in order for such annual reviews as prepared by the Commission to be binding on the cable operator.
- 1.3 As part of the review process, the Commission requested specific information from Comcast, via a letter dated January 9, 2013 (attached as EXHIBIT A), to reach the Commission no later than February 22, 2013.
- 1.4 Comcast provided the Commission with the requested information on February 20, 2013.
- 1.5 The Commission conducted a Public Review of Comcast’s performance during the regular March 6, 2013, meeting.
- 1.6 The Commission has reviewed and documented its findings of the information provided by Comcast in relation to their annual performance and franchise compliance and prepared an Annual Progress Report for the year 2012 (attached as EXHIBIT B).
- 1.7 Included in the Annual Progress Report is a review of Commission activity during 2012 and major work items for 2013.
- 1.8 As of the date of the Annual Progress Report, the Commission finds Comcast in full compliance with the terms and conditions of the franchise, except for telephone response standards in the Fourth Quarter of 2012. The company quickly responded to the issue and met the telephone response standards in the First Quarter 2013.

- 1.9 The number of customer complaints fielded by the City/County Cable Television Office, detailed in this report, regarding Comcast's service, including but not limited to the company's high-speed Internet service, increased by 17% during 2012 when compared to 2011 totals.

**NOW, THEREFORE BE IT RESOLVED:**

**Section 2.**

- 2.1 The Commission, through this Resolution, adopts the 2012 Annual Progress Report on the Comcast Corporation Vancouver/Clark County Franchise Agreement.
- 2.2 The Commission directs staff to forward finalized copies of the 2012 Annual Progress Report to the Vancouver City Council and the Clark County Board of Commissioners.
- 2.3 The Commission recommends that the Vancouver City Council and the Clark County Board of Commissioners adopt, ratify, and affirm the 2012 Annual Progress Report.

Approved (Date): May 1, 2013

Fred Bateman  
Chair, Fred Bateman, City/County Telecommunications Commission

**Exhibits:**

**Exhibit A** – Formal notification from the City/County Cable Television Office to Comcast regarding the annual review process, dated January 9, 2013

**Exhibit B** – Annual Progress Report on the Comcast Corporation Vancouver/Clark County Franchise Agreement, submitted May 1, 2013

# Exhibit A



P.O. Box 1995 • Vancouver, Washington 98668  
(360) 487-8702 • Fax (360) 487-8719

Serving the Citizens of Vancouver and Clark County Since 1982

---

January 9, 2013

**SENT VIA E-MAIL & USPS**

Sanford Inouye  
Vice President of Government Affairs – Oregon/SW Washington  
Comcast Corporation  
9605 S.W. Nimbus Avenue, Building 12  
Beaverton, OR 97008-7198

RE: Comcast 2012 Annual Franchise Performance Review

Dear Mr. Inouye:

The City of Vancouver and the Clark County Telecommunications Commission is conducting its annual performance review of Comcast. In preparation for the review, we are requesting the following information itemized below. All information should be as of December 31, 2012, unless otherwise indicated or appropriate.

Please provide:

1. System plant mileage for the Vancouver and Clark County cable system and the number of homes passed. Please include the number of miles of subscriber cable plant. Please attach current maps detailing constructed areas, delineating the aerial and underground plant for each. Also, please include a map suitable for duplication and distribution to the Commission and the public.
2. Current rate schedules for cable services as of January 2013.
3. All print materials routinely given to customers or new residential subscribers.
4. Plans and timeline for further 2013 rate adjustments, including timing and level of service(s) affected.
5. Planned changes to the format or content of subscriber bills and any changes that occurred in customer billing format, cycle or content in 2012.
6. Channel line-up indicating any service(s) that may have been changed since January 2012 and any channel line-up changes anticipated for 2013.

7. An overview of what programming is news and information specific to Vancouver/Clark County and/or Washington State and any plans Comcast may have to expand or reduce local, regional or state programming in 2013. Also, please provide a summary of what changes in local, regional or state programming (increases or decreases) have been implemented during the past 12 months.
8. Subscriber count, by programming service tier, as of January 1, 2013, including digital cable subscribers. Please provide information on projected digital subscriber growth for 2013 as well as churn rate for 2012.
9. Average response time to customer complaints in 2012. Please provide the response time from when the customer initially calls to complain until the repair is made. If these times are not currently tracked, please clarify what times are reported.
10. Average response time to requests for installation and cable service in both constructed and new construction areas in 2012.
11. Average number and duration of outages during 2012.
12. Information about the maintenance and upgrading of the technical quality of the cable system.
13. Actions taken by Comcast to comply with the Federal Cable Policy Act of 1984 and the Cable Act of 1992 in the areas of:
  - a. Equal Employment Opportunity
  - b. Security and privacy provisions
  - c. Leased Access
  - d. Parental Lock Box Devices
14. A list of all cable systems currently owned or being acquired by Comcast in the greater Vancouver/Portland metropolitan area, including subscriber numbers for each system. Please list any subsidiaries operated by Comcast that are part of the Vancouver/Clark County cable system.
15. An updated list of key Comcast personnel in the Vancouver/Portland metropolitan area, including key personnel that deal with the City/County Cable Office on franchise related issues (including those located in regional and/or the corporate Comcast offices). Please indicate their title, area(s) of responsibility and organizational relationship to TCI of Southern Washington/Comcast, Comcast's regional office in Portland, Oregon and Comcast's regional office in Washington State.
16. An overview of consolidation or planned consolidation of operations (systems, customer service centers, production, marketing, repairs, etc.) of Comcast systems or operations centers in the Vancouver/Portland metropolitan area that occurred in 2012 or are anticipated for 2013.

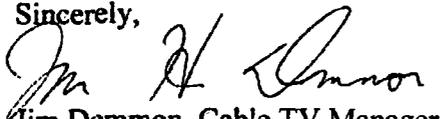
17. The number of Comcast employees in the Vancouver/Portland metropolitan area.
18. A brief description of the emergency broadcasting capabilities of the cable system and how Comcast is linked with Vancouver/Clark County emergency service providers.
19. An update on Comcast Internet services in Vancouver/Clark County including installation, monthly charges and number of subscribers in Vancouver/Clark County.
20. An update on Comcast VOIP telephone services including installation, monthly charges and number of subscribers in Vancouver/Clark County.
21. Please provide any other information on services or activities including community activities and sponsorships, which you may wish to communicate to the Commission, particularly those which may have a direct impact on subscribers, including any reductions in service, delayed maintenance/expenditures or other changes Comcast may be making to address the current economic downturn.

The information provided by Comcast will serve as the basis of the Annual Performance Review, along with public testimony and Commission comments received at the March 6, 2013, Telecommunications Commission meeting. We anticipate the Commission will consider a draft of the Annual Report at the May 1, 2013, Commission meeting.

Accordingly, response to the Cable Television Office with the above requested information on or before February 22, 2013, will be greatly appreciated.

Your cooperation in this process is, as always, appreciated. Please contact Tracie Looney or me if you have any questions or need clarification on any issue.

Sincerely,



Jim Demmon, Cable TV Manager  
Vancouver/Clark County Cable Television Office

Cc: City of Vancouver/Clark County Cable Telecommunications Commission  
Judith Zeider, Chief Assistant City Attorney, City of Vancouver  
E. Bronson Potter, Deputy Clark County Prosecutor

# Exhibit B

**Report to the  
Clark County Board of Commissioners  
And  
Vancouver City Council  
From the  
City/County Telecommunications Commission**

**PROGRESS REPORT ON THE COMCAST CORPORATION  
VANCOUVER/CLARK COUNTY FRANCHISE AGREEMENT**

**May 2013**

**I. INTRODUCTION - BACKGROUND**

This is the Thirty-First Annual Report by the Vancouver/Clark County Telecommunications Commission ("Commission") reviewing the status of the franchise agreement with the cable television operator, TCI of Southern Washington ("TCI"), doing business as Comcast Corporation ("Comcast"). This is the sixteenth Annual Report since a 10-year franchise agreement with TCI, now Comcast, was adopted in November 1997. In June 2002, the City of Vancouver ("City") and Clark County ("County") extended the franchise agreements with Comcast an additional 5 years, through December 31, 2012. In December 2012, the City and County extended the franchise agreements with Comcast for an additional 6 months, through July 1, 2013, to allow additional time to complete cable franchise renewal negotiations.

The 2012 Annual Report is consistent with the format for the previous evaluations of the cable operator's performance (1981-1986 Cox Cable; June 1986-1995 Columbia Cable; December 1995-1998 TCI; 1999-February 2003 AT&T Broadband; and February 2003 – Present, Comcast Corporation). The Commission's review focuses on calendar year 2012 although, as appropriate, more recent developments and issues are noted.

The Commission recognizes the importance of conducting annual reviews – not only as a franchise obligation, but also in light of changes in the marketplace, ever evolving technologies, population growth in the Vancouver and Clark County area and the requirements of the Federal Cable Act to give an operator the opportunity to correct any franchise violations. The Commission understands that as a citizen advisory board it is responsible for the efficient and effective management and enforcement of the franchise. In addition, one of the most effective roles of the Commission through the years has been to inform various stakeholders, including the cable operator, Public, Education, and Government (PEG) access providers, elected officials, and cable subscribers, about the needs and issues of interest to the community. This report also summarizes the activities of the Commission during 2012.

As noted in this report, Comcast's performance during the past year has met all of the conditions of the City and County franchises, except for telephone response times during the fourth quarter of 2012. The number of customer complaints regarding Comcast's service, including but not limited to the company's high-speed Internet service, increased by 17% in 2012 from 2011. This follows a 43% decrease in customer complaints in 2011 from 2010. The 2012 complaints regarded a number of issues, including rates, customer service and technical services. Review of the cable operator's overall performance as well as a status report regarding Commission activities are contained in this review.

## **II. PURPOSE/GOALS**

As set forth in the current franchise agreement with Comcast, Section 4.6, the Annual Review is intended to assess the cable operator's performance as well as compliance with the terms and conditions of the franchise and compliance with state and federal laws and regulations during the previous year. Evaluation of past performance by the cable operator(s) is of critical importance under federal law as the franchising authorities look to the future. In addition, the Report outlines the efforts and focus of the Commission during the previous year and priorities for the current year.

## **III. METHODOLOGY**

Comcast's performance was evaluated by reviewing the following information pertaining to performance and related cable service information:

- A. Correspondence, phone calls, electronic mail and inquiries received by the City/County Cable Television Office ("Cable TV Office");
- B. Minutes and video records of Commission meetings;
- C. Formal exchange of correspondence between Comcast and the Cable TV Office;
- D. Press reports and the experience of other communities, especially in the Portland/Vancouver area, regarding the delivery of cable television services; and
- E. Call-in comments and testimony received from the public during regularly-scheduled Commission meetings where public testimony on Comcast's performance was solicited, the most recent being March 6, 2013.

Information requested by the Commission from Comcast specifically for the purpose of preparing this report is on file and available for review at the Cable TV Office.

## **IV. FRAMEWORK FOR EVALUATION**

Since November 1997, the framework for evaluation has been governed by Section 4.6 "Performance Evaluation Sessions" of the franchise agreement. Section 4.6 of the

agreement provides that evaluation “shall deal with the Grantee’s [Comcast’s] performance of the terms and conditions of the Franchise and compliance with state and federal laws and regulations.”

In addition, findings and recommendations criteria presented to the Vancouver City Council and Clark County Board of Commissioners by the Commission in Resolution 1997 – 07, October 8, 1997, in recommending the proposed franchise agreement are also part of the framework for evaluation of Comcast’s performance:

- A. System upgrade to at least 550 MHz to increase channel capacity to offer new services in a cost effective manner;
- B. Capacity of upgraded system to provide high-speed Internet services;
- C. Proposed institutional network (I-NET) for public agencies and educational users established as a partnership between Comcast and users which minimizes the cost to residential subscribers;
- D. Comcast’s commitment to provide up to \$1/month per subscriber as an addition to the monthly cable bill to support capital needs for Public, Education, and Government (PEG) access to enhance local cable video programming;
- E. Commitment to maintain current programmed PEG channels, with the capacity for up to three additional channels upon completion of the upgrade based on use by the community;
- F. Commitment by Comcast to continue free connections of basic and expanded basic cable service for City and County buildings and schools and libraries;
- G. Commitment to maintain Washington State and local programming as broad programming categories to be considered in the mix and quality of service;
- H. Commitment to maintain TV Washington (TVW);
- I. Commitment by Comcast to maintain a local (Vancouver/Clark County) office;
- J. Commitment by Comcast to substantial performance guarantees;
- K. Commitment by Comcast to address the special and unique qualities of Vancouver/Clark County.

**V. HIGHLIGHTS OF 2012 PERFORMANCE REVIEW**

The Year Thirty-One Report chronicles the tenth full year of service by Comcast as the cable operator. The Commission notes that since AT&T Broadband transitioned to the Comcast name on February 18, 2003, the company has shown a strong commitment to the community. Examples of Comcast’s ongoing commitment include:

- A. Support for the Institutional Network (I-NET) serving the City, County, Fort Vancouver Regional Library District and Clark County Fire District 5's NW Regional Training Center;
- B. Continued deployment of high-speed Internet service in Vancouver and Clark County as well as Digital Voice service;
- C. Deployment of new services for Vancouver/Clark County cable subscribers. In 2003, Comcast began marketing advanced set-top boxes for receipt of High-Definition Television ("HDTV"). In early 2004, Comcast launched Video On Demand ("On Demand") services for digital cable subscribers in Vancouver and Clark County. In late 2004, the company began deploying set-top boxes with digital video recorder ("DVR") services. Comcast launched "Comcast Digital Voice," a Voice Over Internet Protocol ("VOIP") telephone service in Southwest Washington in 2005. In 2010, Comcast launched two separate 3-D channels, and began offering a multi-room Digital Video Recorder (DVR). These services continue to be aggressively marketed by Comcast and Vancouver/Clark County continues to be a growing customer base for these services;
- D. Opening state-of-the-art customer experience store in Vancouver that showcases products in a home-like setting;
- E. Providing \$9.95 a month Internet service and low-cost computer to households who have at least one child receiving free or reduced price school lunches;
- F. Extensive involvement in the Vancouver/Clark County community including continued sponsorship through 2012 of the Vancouver National Historic Reserve Trust, Vancouver Wine and Jazz Festival, Share Vancouver, the Council for the Homeless, annual Comcast Cares Day projects, the Humane Society for Southwest Washington and other community functions.

During the past twelve months, there have been major changes in local and regional leadership at Comcast. Hank Fore, former Regional Vice President/General Manager, Beaverton, Oregon, went on to serve as the Regional Senior Vice President for California. Rodrigo Lopez now oversees operations in Vancouver and Clark County, as the Regional Vice President. Sanford Inouye serves as Vice President of Government Affairs for Oregon/SW Washington and is the primary contact for the Cable TV Office and the Telecommunications Commission. Mike Mason serves as Vice President of Field Operations for Oregon/SW Washington. Brad Kaplan was replaced by Kevin Harrison as Vice President of Finance. Kelly Johns serves as Vice President of Customer Care overseeing the call center operations for Oregon/SW Washington. Comcast reports there are approximately 1,700 company employees in the Vancouver/Portland area, up from 1,600 reported in 2011.

Commission activities during 2012 included:

- A. Continued franchise renewal proceedings with Comcast;
- B. Re-designation of Public, Educational and Governmental access providers;
- C. Review and forwarding of recommendations regarding the Public, Educational and Governmental (“PEG”) Capital Support Fund.

In 2012, the total number of actual complaint calls to the Cable TV Office *increased* to seventy-five (75) (13 total “other calls/correspondence”) compared to sixty-four (64) (5 total “other calls/correspondence”) in 2011. When compared to a total of 80,544 subscribers Comcast reported in December 31, 2012, the 75 complaint calls represented 0.09% of total Comcast subscribers.

The Monthly Comcast Subscriber Report details the loss of 2,285 subscribers or a 2.76% decrease during 2012, from 82,829 as of December 31, 2011, to 80,544 as of December 31, 2012. The 2,285 decrease in subscribers compares to decreases of 682 subscribers in 2011 and 1,745 subscribers in 2010. Nationally, Comcast reported 22 million cable subscribers in 2012, reflecting a loss of 336,000 subscribers or 1.35% decrease when compared to 2011. The previous year the company reported a yearly loss of 460,000 customers or a 2.01%.

Comcast credits the better retention of customers to added cable programming and improved customer service. Nationally, cable operators are battling to keep customers from migrating to satellite, phone companies, Internet television or dropping pay TV all together. Locally, the declining retention of customers is an unwelcome sign not only for maintaining a vibrant cable system but providing stable revenue streams from cable franchise fees and PEG capital support grants.

The Commission conducted a public review session regarding Comcast’s performance at the March 6, 2013, regular meeting. The meeting was publicized in local newspapers and on the City of Vancouver’s and Clark County’s web pages. Eleven e-mails and one phone call were received as part of the public testimony. Written testimony and phone calls to the Cable TV Office were also accepted through April 5, 2013. Nine additional e-mails were received. The Cable TV Office and/or Comcast followed up directly with customers regarding their specific issues.

Specific testimony and comments were received regarding the following subjects:

- Price of cable and Internet services, despite good quality;
- Loss of high-definition channels for basic subscribers when using the required Digital Television Adapter;
- Request for senior and “low income” discounts;

- Request for more competition with cable providers (The Comcast franchise is non-exclusive. Additional cable providers can at any time seek franchises with the City and/or County. Unfortunately, companies have not stepped forward with the large capital investment needed to build a cable system.);
- Complaint regarding high number of commercials on cable channels (Comcast has no control over the content of the majority of cable channels, including commercials.);
- Requests for more promotional pricing for existing customers;
- Complaint regarding black bars appearing on high-definition programming (This was likely an issue with the customer's television and not the cable system.) ;

A Comcast follow up report, dated April 22, 2013, regarding the customer complaints and comments received during the development of this annual review is attached. (Exhibit A)

## **VI. COMCAST YEAR FOURTEEN PERFORMANCE REVIEW – SUMMARY ANALYSIS**

### **A. Construction**

System mileage as of December 2012 was 790.75 miles of subscriber, cable plant in the City of Vancouver service area and 1,246 in the Clark County service area. In Vancouver a total of 83,766 homes are now passed by the cable system and 60,504 homes are passed in Clark County.

A current map detailing constructed areas is on file in the Cable TV Office. A smaller conceptual map is available upon request.

System design and reliability are in compliance with franchise requirements.

### **B. Rates**

As of September 1, 1993, cable rates became subject to regulation -- the Basic Service tier is regulated by local franchising authorities. The Cable Programming Service tier ("Expanded or Enhanced Basic") was regulated by the FCC until March 31, 1999. Expanded Basic rates became deregulated at that time. Comcast discontinued offering Enhanced Cable (analog package which included channels 32 – 71) for new customers in 2008. The package was replaced with a Starter Digital Package with a monthly rate of \$69.81 (including franchise fee, digital converter box and remote.) The Limited Basic Service monthly rate was \$15.94 (including 5.79% franchise fee). In July 2009 Comcast introduced a "Digital Economy" tier, which includes Limited Basic Service in addition to 19 selected Digital Starter channels for \$31.68 (including franchise fee).

In August 2012, Comcast announced a monthly rate increase of \$1.59 for the Digital Starter Package, bringing the total monthly costs to \$71.40 (including franchise fee), effective October 1, 2012. The Limited Basic Service monthly rate increased \$1.51, bringing the total monthly cost to \$17.45 (including franchise fee). The Digital

Economy tier rate increased \$5.29, bringing the total monthly costs to \$36.97 (including franchise fee). In addition, Comcast customers subscribing to services above Limited Basic were receiving up to three digital television adapters (“DTA’s”) for no charge. These devices are needed for most televisions that were not previously connected with a cable box. Beginning October 1, 2012, Comcast began monthly charges of \$1.99 per DTA for customers receiving services above Limited Basic. The company is currently providing up to three DTA’s for no charge for Limited Basic subscribers. However, considering previous practices of Comcast, the company may proceed with the \$1.99 monthly DTA fee for Limited Basic subscribers in the future.

In 2007 Comcast filed a “Petition of Effective Competition” for Vancouver and Clark County with the Federal Communications Commission (FCC). The effect of the Petition if granted by the FCC would be to deregulate Basic Service cable television rates in the cities of Vancouver, Camas, Washougal, and Clark County. (The other cities in Clark County are not certified for local rate regulation of basic rates.) In 2007 staff filed a response in opposition to the petition with the FCC on behalf of the City of Vancouver and Clark County stating that the filing was not in the public interest of the citizens of our community. On March 3, 2011, the FCC approved Comcast’s petition, taking away the ability of the cities and County to regulate basic rates and equipment.

A table of Comcast rates and other charges as of **January 2013** is attached to this report. (Exhibit B)

### C. **Programming**

1. During 2012, Comcast added twenty-two (22) standard-definition channels and two (2) high-definition channels. Comcast made the following changes to the channel lineup in 2012:
  - a. **Added** twenty-two (22) standard-definition digital channels, *Disney JR, PAC-12 (National), PAC-12 (Regional), This TV, GMC, Outside TV, TV Games, Aspire, Baby First Americas, beIN Sports, Smithsonian* and ten (10) multi-lingual channels.
  - b. **Added** two (2) HD channels, *PAC-12 Network (Regional)* and *KUNP HD*.
  - c. **Deleted** three (3) standard-definition digital channels, *Soapnet, Showtime Women, and Showtime Next*.
  - d. **Relocated** three (3) channels, *Spike TV, the Hub* and *The Science Channel*.

The channel lineup effective January 2013, is attached. (Exhibit C)

2. As part of its review process, the Commission monitors the “mix and quality” of programming services offered by the cable operator. The Cable Policy Act of 1984 allows local regulatory authorities to review the mix and quality of service. It is within this context that the Commission reviews programming changes made

by Comcast. With the current franchise agreement a “baseline” of mix and quality of service has been established as indicated by the attached charts. (Exhibit D)

3. In 2008, when Comcast removed local channel 14, *CNW14*, local cable subscribers lost regular weekday replays of KIRO News, a CBS affiliate in Seattle. The company supported efforts by the Cable TV Office to carry KIRO News on a local government access station, *CVTV 21*. The Cable TV Office and KIRO News finalized a re-transmission agreement during the early summer of 2008. KIRO News plays daily on *CVTV 21*, including morning, noon, evening, late evening and weekends. In addition, special Washington events, such as the hydroplane races from the Sea Fair in Seattle and election programming aired on *CVTV 21*.

Comcast continues to offer Washington State programming, a franchise requirement, primarily on the Northwest Cable News Channel. *TVW* airs Washington State legislative and public affairs programming twenty-four (24) hours a day on Channel 22. Comcast continues to provide extensive carriage of Seattle Mariner baseball games on *Root Sports*, a popular service with subscribers.

Comcast added the *PAC-12 Regional Network*. Many Washington viewers were disappointed that the regional channel was for Oregon sports due to programmer agreements. Washington customers who subscribe to the “Starter” level of video services have access to the Washington feed of the PAC-12 network via the Internet.

KCTS, the Public Broadcast Service affiliate in Seattle, also features programming about the state of Washington.

4. There has been limited Vancouver or Clark County programming produced or aired by Comcast in 2012. *Comcast SportsNet* Channel 37 programming consists of acquired programming from multiple sources in the local area. Regional coverage includes live coverage of Portland Trailblazer games, replays of Portland State University football games, University of Oregon sports, Oregon State sports, Portland Winterhawks, and *The Fan 1080 (AM Radio)*.
5. In September 2012, Comcast converted the Limited Basic channel tier (Channels 2- 31) to a digital platform in SW Washington. Cable customers who received Limited Basic and had TV’s not connected to a digital cable box needed to acquire a small digital adapter box (“DTA”) to receive any cable programming. Limited Basic customers were offered up to three DTA’s for no charge.

Comcast made a similar digital migration in March 2009 for the Expanded Basic channel tier (Channels 32-71). At that time affected customers received up to three DTA’s for no charge. Following the September 2012 digital migration, the company began charging those customers who receive services above Limited Basic \$1.99 per month for each DTA.

**D. Consumer Services**

1. During 2012, Comcast met the telephone answering performance requirements of the franchises and of FCC customer service standards, answering 90% of calls within thirty (30) seconds, for three out of the four quarters of the year. Comcast's reporting shows the following percentage of calls answered within thirty (30) seconds for 2012: 1<sup>st</sup> Quarter – 90.9%; 2<sup>nd</sup> Quarter – 90.6%; 3<sup>rd</sup> Quarter – 90%; 4<sup>th</sup> Quarter – 83%. Comcast was back in compliance during the 1<sup>st</sup> Quarter of 2013, reporting 92.6% were answered within 30 seconds.
2. Comcast's Vancouver/Clark County office continued to handle in-home installation and repair, maintenance and field technicians and system management throughout 2012. Comcast did alter the structure of their call centers in 2012. Previously the call center, located in Beaverton, Oregon, handled all types of calls for the Oregon/SW Washington market. Today the Beaverton call center handles only "sales" inquiries for the entire Comcast national footprint. Calls for other issues, such as repair and maintenance, are now routed to other call centers – Centers of Excellence - located within Comcast's West Division markets. During this transition in call centers, the Cable TV Office did receive a few calls from subscribers noting that their calls were being routed to off-shore vendors. The Cable TV Office received twenty-five (25) complaints in 2012 regarding customer service issues.
3. As reported by Comcast, the average response time to a customer complaint was within 24-hours.
4. Standard customer installations in Comcast constructed areas were usually completed within five (5) business days after the request for cable service was received. The average response time for standard installation in new construction areas, when the home is not pre-wired for cable, was thirty (30) days. The response time is also within franchise requirements.
5. Comcast provides parental lock boxes upon request, as required by the Cable Policy Act of 1984, to block out any channel. There is no additional charge for the device. Extensive parental control features are included as part of the digital cable service.
6. On January 17, 2012, Comcast opened a state-of-the-art customer experience store at 8115 N.E. Vancouver Mall Drive. Comcast invested over \$500,000 to open the 3,200 square foot facility which showcases Comcast products in a home-like setting. Comcast opened a similar service center in Portland in April 2011. These facilities were the first of their kind for Comcast nationwide.

The Commission is pleased to report that the new customer service store was a dramatic improvement from the previous location. The spacious facility means customers will no longer need to stand in line outside to receive Comcast products or pay bills. The new facility is very inviting and will encourage customers to test out new services offered by the company.

#### **E. Internet Services**

1. Comcast considers its Internet subscriber information confidential and proprietary. Therefore, we have no local subscriber numbers for 2012. Nationally, as of December 31, 2012, Comcast reported in their annual report to the Security and Exchange Commission that the company served 19.4 million Internet subscribers, experiencing a 7.18% growth rate in 2012.
2. Comcast increased the cost for 15 Mbps Internet service \$3 per month for those customers who subscribe to another Comcast service and \$2 for Internet only customers. The published monthly charge for standard Comcast Internet service of 15Mbps, including a leased cable modem is \$58.95 per month if the customer subscribes to cable TV and/or Comcast Digital Voice and \$71.95 if the customer does not. For those customers who purchase their own cable modem, the monthly rate is \$51.95 with cable TV and/or Comcast Digital Voice and \$64.95 without either service.
3. Comcast offers “Speed Tiers” including “Blast” (20Mbps for \$10 more per month than the standard rate); “Extreme 50” (50Mbps for \$50 more per month than the standard rate) and “Extreme 105” (105Mbps for \$135 more per month than the standard rate.) Comcast also offers an “Economy” rate at 1.5Mbps at \$29.95 per month if the customer subscribes to cable TV and/or Comcast Digital Voice and \$39.95 if the customer does not.
4. Comcast recently announced they increased their “Performance” tier from 15Mbps to 25Mbps. The “Blast” tier moved from 20Mbps to 50Mbps. The rates remained unchanged.
5. In March 2002, the Federal Communications Commission ruled that high-speed cable modem Internet connections were considered an “information service,” not a “cable service.” Therefore, under the FCC ruling cable operators determined that Internet service was not subject to any oversight by local franchising authorities. Comcast declined to pay franchise fees on Internet services after March 2002 as a result of the ruling. Vancouver and Clark County joined the National Association of Telecommunications Officers and Advisers (“NATOA”) in appealing the FCC ruling on cable modem services, however the FCC position was sustained by the U.S. Supreme Court. Though Internet customers are not paying local franchise fees and local government has no regulatory authority over Internet services, the Cable TV Office continues to assist customers who are unable to resolve service issues with the company.

6. The Cable TV Office received 8 complaints regarding Comcast Internet service in 2012, compared to 6 complaints in 2011. Of the 8 Internet complaints received in 2012, 3 regarded service interruptions, 2 dealt with rates and 3 dealt with customer service issues.
7. In September 2011, the company through its Internet Essentials program began offering \$9.95 per month Internet service and a low-cost computer to local households who have a least one child receiving free or reduced price school lunches through the National School Lunch Program. Comcast worked with local school districts, governments and news outlets on promoting the program.

As reported by Vancouver Public Schools, the percentage of students qualifying for free or reduced-price meals has increased from 39 percent to 54 percent over the past seven years, which equates to 3,300 additional students living in poverty. At the same time, through the use of technology, Vancouver Public Schools has expanded opportunities for parents to engage in their children's education and for students to extend their learning beyond the school day. The ability for economically disadvantaged families to access low-cost Internet Service is absolutely critical to bridging the digital divide in our community.

#### **F. Voice Services**

1. In 2005, Comcast launched "Comcast Digital Voice," a Voice Over Internet Protocol ("VOIP") telephone service in Southwest Washington. Customers receive unlimited local and nationwide long distance voice mail and the standard calling features.
2. The published monthly charge for Comcast Digital Voice service, including a leased cable modem is \$39.95 per month if the customer subscribes to cable TV and Internet, \$44.95 if the customer subscribes to either cable TV or Internet service or does not subscribe to any additional Comcast services.
3. Comcast considers its Digital Voice subscriber information confidential and proprietary. Therefore, we have no local subscriber numbers for 2012. Nationally, as of December 31, 2012, Comcast served 10 million Digital Voice subscribers, experiencing an 7.5% growth rate in 2012. Comcast reported in a March 11, 2009 company press release that they were the third largest provider in the United States for primary home phone service.

#### **G. PEG Access Programming**

##### **Public Access**

1. The Commission designated Fort Vancouver Community Television ("FVTV") as the Public Access Provider on May 6, 2012. FVTV is responsible for programming channel 11. FVTV received their federal 501 (C) 3 designation in February 2005.

The public access facilities, located at 4707 N.E. Minnehaha, were open 22 hours per week in 2012.

2. FVTV reported receiving 358 hours of locally produced programming for cable channel 11 in 2012. Channel 11 averaged 17.5 hours of video programming per day in 2012. A copy of the FVTV Annual Report for 2012 is on file at the Vancouver City Manager's Office.

### **Educational Access**

1. TV ETC is an educational consortium with members representing all public and private educational institutions in Vancouver and Clark County. The Commission re-designated TV ETC as the Education Access Provider on May 16, 2012. TV ETC is responsible for programming channels 27, 28 and 29.

In April 2013, TV ETC submitted an annual report to the Commission. TV ETC continues to produce quality programming. A copy of the TV ETC Annual Report for 2012 is on file at the Vancouver City Manager's Office.

TV ETC members produced 242.5 hours of local educational programming in 2012. TV ETC averaged 20 hours of programming per day on channel 27, 15 hours on channel 28 and 21 hours on channel 29.

### **Government Access**

1. The Commission re-designated the City/County Cable Television Office as the Designated Access Provider for government on May 16, 2012. Through the government access channels, Clark/Vancouver Television (CVTV) Channels 21 and 23, the City and County continue their service of providing local government and community programming.

CVTV produced 434 programs in 2012, offering viewers over 535 hours of locally produced programming. 67% of the programming was first aired live. CVTV averaged 23.3 hours per day of locally produced programming on channels 21 and 23. A copy of the CVTV Annual Report for 2012 is on file at the Vancouver City Manager's Office.

### **PEG Capital Support**

1. A total of \$10,747,963 in PEG Capital Support payments collected by Comcast and paid to the City and County has been placed in the PEG Capital Support Fund from May 1998 through the 4<sup>th</sup> quarter of 2012. The PEG payments do not include interest accrued or adjustments for grant dollars unspent. From May 1998, PEG funds awarded total \$11,728,501: \$3,476,997 for Government Access (CVTV) and \$3,927,533 for Educational Access (TV ETC), \$1,434,808 for Public Access (FVTV), and \$2,806,458 for public Institutional Network ("I-NET") users.

PEG Capital Support provided funding for seven projects in 2012, including improvements to video playback facility for TV ETC, studio upgrades for FVTV and a high-definition camera package for Clark/Vancouver Television.

The access providers have exceeded the franchise requirement for a dollar match between operating revenue and capital support from the PEG Fund. In 2012 alone, access providers cumulatively budgeted a total of \$1,290,800 in operating funds (\$630,000 – TV ETC; \$603,000 – CVTV; \$57,800 – FVTV).

2. In early 2013, Dee Gonser, the former Management Analyst for the City of Vancouver's Media Services and the City/County Cable TV Office, passed away. Ms. Gonser's untimely death was a loss for the Vancouver/Clark County community. Ms. Gonser oversaw the PEG Capital Grant Fund from 2001 – 2010. Dee's professionalism, compassion and flexibility were essential in assisting PEG designated access providers and the Commission through nearly a decade of grant application cycles.

#### **H. Technical Performance**

1. Comcast reports meeting or exceeding FCC standards for continuity of service, signal quality, Cumulative Leakage Index (CLI), and related standards. Semi-annual Proof-of-Performance tests were performed in January and July of 2012 in accordance with franchise and FCC guidelines.
2. In 2012, there was an average of 104.7 outages per month, compared to 59.5 outages per month reported in 2011. The average duration of the outage was 0.53 hours. Comcast reported that it is performing increased preventative maintenance during the past year and will continue to be proactive in maintaining its facilities. Outages are tracked by repair and maintenance technicians and logged in a technical performance log for each occurrence.

#### **I. Institutional Network**

1. In July 2001, AT&T signed contracts with the City of Vancouver, Clark County, the Evergreen School District and the Fort Vancouver Regional Library District for the development of an optical fiber based Institutional Network ("I-NET").
2. The Commission, in Resolution 2001-03 Regarding Recommendation for PEG Fund Budget for 2001, recommended to the elected officials that \$200,000 be reserved annually from the PEG Fund for I-NET use for the next 6 years. The Commission's recommendations were later approved by the City and County.
3. Construction of the system began in September 2001 and was completed by the end of the first quarter of 2002.

4. I-NET users have reported that the system functioned extremely well throughout 2012. The City of Vancouver currently connects six (6) different sites to the I-NET for data transfer, including the new City Hall, Vancouver Police Department's West and East Precincts and Vancouver Fire Department's Station 81. Clark County connects eleven (11) sites for data transfer, including the Clark County Health Department, the Clark County Sheriff's Office Central Precinct, and the North County Resource Center. The Fort Vancouver Regional Library District connects eight (8) sites, including the new Vancouver Community Library. Clark County Fire District 5 connects one (1) site, the NW Regional Training Center. After conducting a formal RFP process, Evergreen School District elected to discontinue utilizing the I-NET at the start of 2008, and to subscribe to a different provider for their network services.
5. Initial contracts expired for I-NET subscribers in 2007 requiring all of the original users to renegotiate contracts with Comcast. Due to the loss of the Evergreen School District and cost increases by Comcast, the I-NET users requested additional PEG funding to cover operational costs. The PEG Committee recommended to the Commission a yearly increase of \$27,439 for I-NET users from the PEG Fund. The Commission's recommendations were later approved by the City and County. A total of \$227,439 in PEG Grant Funds was distributed in 2012 to I-NET users for monthly transport costs (\$92,400 – Clark County, \$64,680 – City of Vancouver, \$61,119 – Fort Vancouver Regional Library District, and \$9,240 – NW Regional Training Center.)

**J. Emergency Alert System**

1. As required by the Federal Communications Commission, Comcast operates and regularly tests an Emergency Alert System ("EAS"). In the event of an alert a crawl message is inserted over all channels indicating that an emergency exists and viewers should switch to Channel 24, C-SPAN, for more information.
2. Comcast monitors two Portland/Vancouver EAS sources for alert information, KXL 750AM radio and KGON 92.3 FM radio.
3. Comcast tests their EAS system a minimum of twelve times per year. The Clark Regional Emergency Services Agency verifies their locally generated emergency alerts appear on the local cable system a minimum of two times per year.

**K. Community Involvement**

1. As noted by Comcast, in 2012 approximately \$482,000 was contributed to various local community organizations and events. The Commission acknowledges with appreciation Comcast's local sponsorships, participation, and charitable contributions in the Vancouver/Clark County community. These include: Vancouver Evergreen Park Summer Program, Vancouver National Historic Reserve, Share Vancouver, Vancouver Wine and Jazz Festival, the Council for the Homeless, and many others.

In SW Washington, 100 local Comcast employees and their families volunteered their time for maintenance projects at the Clark County Habitat ReStore and prepared a summer playground area for The Arc of SW Washington.

#### **L. Overall Performance**

1. The Commission is pleased to report that Comcast was in compliance with nearly all provisions of the franchise agreements through December 2012. Comcast did miss the 90% telephone answering performance requirements of the franchises and of the FCC during the fourth quarter of 2012, reaching 83%. The company quickly corrected the issue to come back in compliance by the first quarter of 2013.
2. The reliability and customer service for Comcast's cable and high-speed Internet were consistently strong throughout 2012.
3. The cable provider continues to keep the system robust with expanded services for Vancouver and Clark County subscribers, including increases in Internet speeds, multi-room digital video recorders, and the addition of a home security system.
4. The company invested \$500,000 in 2011/2012 to open a state-of-the-art customer experience store in Vancouver.
5. Comcast continues offering its Internet Essential program with a \$9.95 a month Internet service and low-cost computer to household who have at least one child receiving free or reduced price school lunches.

#### **VII. TELECOMMUNICATIONS COMMISSION ACTIVITIES**

Fred Bateman served as Chair of the Commission through 2012. The non-voting position for small cities remains vacant.

The Commission held three (3) regular meetings and one (1) work sessions in 2012. In addition, numerous subcommittee and task force meetings were held.

Majority of the Commission's attention was focused on the franchise renewal process with Comcast. The current franchise with Comcast was set to expire on December 31, 2012. While good progress was made in reaching an agreement on the terms and conditions of renewed franchises, additional time was needed to complete the renewal process in an orderly manner. The Commission recommended a six-month extension of the existing franchises through July 1, 2013. The franchises were extended following hearings before the Vancouver City Council and Clark County Board of Commissioners. On April 17, 2013, the Commission reviewed the draft franchise agreements and recommended their approval by the City and County. The recommended franchises have been forwarded to the legislative bodies for consideration in early June 2013.

In addition to the cable franchise renewal, the Commission focused on FVTV public access issues and the PEG Capital Support Fund. The Commission organized into four (4) subcommittees or task forces in 2012: Executive Committee (Fred Bateman, Robert Coletti, and Joe Raabe); Customer Service/ Technology (Joseph Raabe, Ronald Cushman and John Jenkins); Local Programming Committee (Fred Bateman, Paul Dicker and Patrick Higbie) and PEG (Robert Coletti, John Jenkins and John Barber).

Major work items and accomplishments for 2012 included:

- A. Comcast's Annual Performance Review for 2011;
- B. Review and re-designation of PEG Access Providers for government, public and education;
- C. Coordination of the PEG Capital Support Fund program, including recommending the award of grants to TV ETC for \$207,317, \$27,229 to CVTV, and \$116,102 to FVTV;
- D. Continued franchise renewal proceedings with Comcast;
- E. Assisted citizens and cable television subscribers in resolving 75 complaints regarding cable and Internet services during 2012;
- F. Reviewed work plan for 2013/2014.

Major work items for 2013 include:

- A. Administer the cable television franchise agreement for the City of Vancouver and Clark County and insure current grantee's (Comcast) continued compliance with franchise requirements;
- B. Continue to monitor Comcast's customer telephone response;
- C. Provide assistance to citizens and cable television subscribers in cable television matters by facilitating complaint resolution and enforcing franchise compliance by the cable operator in all matters pertaining to consumer issues;
- D. Review proposals for cable television franchise with alternative providers and make recommendations to the legislative bodies as/if they are received;
- E. Provide recommendations to legislative bodies on awards of PEG Capital Support funding for designated access providers and Institutional Network subscriber;
- F. Review and re-designation of PEG Access Providers for public, government and education;
- G. Provide recommendation to legislative bodies on proposed franchise renewal with Comcast;

H. Review work plan for 2014.

## VIII. SUMMARY

The Commission is pleased to present a positive report to the legislative bodies in this Thirty-First Annual Report on the progress of cable television in Vancouver/Clark County. Comcast is in near full compliance with the terms and conditions of the franchise, not meeting the telephone response standards in the fourth quarter. Comcast quickly corrected the issue and was back in compliance by the first quarter of 2013.

As we begin a new cable franchise that takes us into 2023, the opportunities and challenges ahead are mirrored by the evolving technical and regulatory landscape. Ever changing and expanding technological initiatives mean that the delivery of cable services will continue to evolve and the way that customers receive these services may be very different five years from now, even though we don't know what that future will hold. There are a number of regulatory and legal proceedings in Congress, the federal courts, and before the Federal Communications Commission that could dramatically impact the franchising process in the coming three to five years. These include, but are not limited to, changes in the federal Cable Policy Acts of 1984 and 1996, and court decisions regarding requirements of cable systems in a number of arenas and how services are defined.

Until there are more definite answers or specific changes, the City and the County will continue to proceed within the legal framework provided by the current Federal laws and FCC rulings and procedures.

The only certainty is change and the Commission, the City, the County, Comcast, and the community must continue to work together in partnership to insure that whatever new technologies are made available and implemented in Vancouver/Clark County meet the cable needs and requirements of Vancouver and Clark County residents. Community partners, including the educational and public access providers must be prepared for a different regulatory and service delivery models as the community prepares for a new franchise agreement with Comcast and to be open to the possibilities those changes may bring. Despite all the unknown changes, however, localism and responsiveness to the local community are at the heart of cable television and are its strength in meeting the "special and unique needs" of Vancouver/Clark County. We think this community, the Commission, the legislative bodies, and Comcast are prepared to embrace the future and ensure that Vancouver/Clark County continue to receive state of the art telecommunications services delivered by the cable television system.

###

(Exhibit A)



Comcast Cable  
9605 SW Nimbus Avenue  
Beaverton, OR 97008

April 22, 2013

Ms. Tracie Looney  
City/County Cable Television Office  
PO Box 1995  
Vancouver, WA 98668-1995

Dear Ms. Looney,

Enclosed are Comcast's responses to citizen comments submitted to the City/County Cable Office as part of its annual review. Please don't hesitate to contact me if you have any questions or concerns.

Sincerely,

A handwritten signature in black ink that reads "Andrea Sargeant". The signature is written in a cursive, flowing style.

Andrea Sargeant  
Government Affairs Professional

## Comcast Responses to Customer Comments, Vancouver/Clark County – April, 2013

- 1) Fourteen responders expressed concern about our rates and rate increases.

**Our rates reflect costs associated in providing our cable services. Like all businesses, we continually face increasing costs of doing business, including operations and programming costs. As a local business, we strive to provide quality services and products at reasonable and competitive rates.**

- 2) Six responders mentioned video packages and a desire for a la carte programming.

**Bundling channels together in tiers or packages allows us to provide a greater variety of channels to more subscribers. For example, if niche channels such as the Outdoor Channel or the Food Network were only available to the people who chose them a la carte, there wouldn't be enough subscribers to enable programmers to produce those channels and thus there would be less diversity of programming and fewer consumer choices. By packaging a wide variety of programming, we're also able to offer more programming to subscribers at competitive rates.**

- 3) Two comments were related to call center issues.

**Comcast recently transitioned its call center operations from a model where each call center fields all manner of calls (sales, repair, billing, etc.) to a model in which each call center specializes in one type of call. We refer to this model as "Centers of Excellence" and we've made this change to address feedback from customers who want their problems resolved quickly by highly-skilled employees who are empowered to resolve these issues. We value our customers and appreciate their patience during the transition.**

- 4) One comment pertained to persistent pixilation.

**Our technicians found that there were some issues with the customer's exterior connections. The connections were replaced and we believe this should resolve the video problems the customer was having.**

- 5) Three comments pertained to service issues, including internet speed, and concerns with billing and promotional rates.

**We contacted the customer who reported constant issues with internet service and sent two technicians to his home who were able to address the problem. The customer conveyed that he was pleased with the outcome. We also contacted a customer who had concerns about her bill increasing after agreeing to a 2-year promotional rate. We resolved the billing issue, and ensured that she was aware of the terms of the promotion and its roll-off date. Additionally, we provided feedback to the department with which she had originally tried to address her concern.**

**Another customer expressed frustration about being encouraged to subscribe to Xfinity Signature Support when she complained about email problems. Once we've established that there are no problems with connectivity, it is generally outside the scope of our CAEs to provide assistance with customer-owned hardware and software. However, we do offer customers the option to subscribe to Xfinity Signature Support, which has two types of services – Personal Tech and Protection Plans. Personal Tech offers a personal "tech help desk" for the kinds of technical support that our CAEs can't offer, such as personal computer problems, home wireless networks or connected devices. Protection Plans**

**provide comprehensive protection from service call charges related to internal wiring, repair, and replacement coverage for customers' in-home wiring and high-tech equipment, including TVs, computers, gaming systems, etc. This customer also complained about not receiving a credit for temporary loss of a channel. We were not able to find any record of her call, but we apologized for the outage and issued a credit.**

- 6) Various other comments related to commercials, Video on Demand programming, and HD service for Limited Basic subscribers.

**The airing of commercials is generally beyond Comcast's control, as commercial ad time is largely controlled by the programmers, as is the availability of programming for Video on Demand. One Limited Basic customer who had been able to receive an HD signal without equipment prior to our analog-to-digital conversion expressed frustration about not being able to get an HD converter without incurring additional costs. We are pleased that we have recently been able to offer HD DTAs for the same price as SD DTAs – for Limited Basic subscribers, that means that the first three are free.**

# xfinity®

## Services & Pricing



Effective 1/01/13  
Vancouver, WA

(Exhibit B)

1-800-XFINITY | xfinity.com

Comcast

### PAY-PER-VIEW AND ON DEMAND SUBSCRIPTION SERVICES<sup>27</sup> (MONTHLY EXCEPT AS NOTED)

<b>Bollywood Hits On Demand</b>	\$12.99
<b>Howard Stern On Demand<sup>23</sup></b>	\$10.99
<b>Howard Stern On Demand<sup>24</sup> one year subscription</b>	\$119.99
<b>WWE Classics On Demand</b>	\$7.99
<b>here! TV On Demand</b>	\$7.99
<b>Filipino On Demand</b>	\$7.99
<b>Filipino On Demand w/a Filipino premium network</b>	\$5.99
<b>Too Much for TV On Demand</b>	\$14.99
<b>Disney Family Movies On Demand</b>	\$5.99
<b>Pay-Per-View and On Demand Movies and Events<sup>25</sup></b> (per title or event)	Prices Vary
<b>Streampix<sup>TM28</sup></b>	\$4.99

### SPORTS PACKAGES<sup>22</sup>

<b>MLB Extra Innings</b>	Call 1-800-XFINITY for pricing
<b>MLS Direct Kick</b>	Call 1-800-XFINITY for pricing
<b>NHL Center Ice</b>	Call 1-800-XFINITY for pricing
<b>NBA League Pass</b>	Call 1-800-XFINITY for pricing
<b>ESPN Game Plan</b>	Call 1-800-XFINITY for pricing
<b>ESPN Full Court</b>	Call 1-800-XFINITY for pricing

### VIDEO EQUIPMENT

<b>Analog Converter</b>	\$2.50
<b>Limited Basic Only Converter</b>	\$1.00
<b>Digital Converter</b>	\$2.50
<b>Remote Control</b>	\$0.20
<b>HD Digital Converter (Limited Basic Only)</b>	\$2.50
<b>Digital Adapter (Limited Basic Only – Primary Outlet)</b>	\$0.00
<b>Digital Adapter (Limited Basic Only – 1st and 2nd Additional Outlet)</b>	\$0.00
<b>Digital Adapter (Limited Basic Only – 3rd Additional Outlet and above)</b>	\$0.50
<b>CableCARD (first card in device)</b>	\$0.00
<b>CableCARD (second card in same device)</b>	\$1.10
<b>Customer-Owned Video Equipment Credit</b> See <a href="http://www.comcast.com/equipmentpolicy">www.comcast.com/equipmentpolicy</a> for additional information	\$2.50

### INSTALLATION FEES (PER OCCURRENCE UNLESS NOTED)

	Initial Installation of Service	After Initial Installation of Service
<b>Unwired Home<sup>27,28</sup> (Standard Installation)</b>	\$43.00	N/A
<b>Wired Home<sup>27,28</sup> (Standard Installation)</b>	\$33.00	N/A
<b>Hourly Service Charge<sup>28</sup> (Custom Installation)</b>	\$33.50	\$33.50
<b>Additional Outlet (new)</b>	\$13.50	\$32.50
<b>Activate Pre-existing Additional Outlet</b>	\$6.25	\$20.00
<b>Relocate Additional Outlet</b>	\$15.00	\$30.50
<b>Connect VCR/DVD</b>	\$10.50	\$20.50
<b>Upgrade/Downgrade of Service</b> No in-home visit required		\$1.99
<b>Upgrade of Service</b> In-home visit required		\$25.00
<b>Downgrade of Service</b> In-home visit required		\$12.50
<b>In-Home Service Visit</b>		\$30.50
<b>In-Wall Wiring</b>		\$32.00

<b>MultiLatino Plus</b> Includes Limited Basic, MultiLatino, standard definition digital converter and remote for primary outlet	\$29.95
<b>MultiLatino Extra</b> Includes Digital Economy, MultiLatino, standard definition digital converter and remote for primary outlet	\$39.95
<b>MultiLatino Max</b> Includes MultiLatino Extra, additional digital channels, access to Pay-Per-View and On Demand programming	\$59.95
<b>MultiLatino Ultra</b> Includes MultiLatino Max and additional digital channels	\$76.90

### BASIC AND DIGITAL ANCILLARY SERVICES

<b>HBO<sup>®13</sup></b>	\$19.99
<b>Showtime<sup>®13</sup></b>	\$19.99
<b>Starz<sup>®13</sup></b>	\$19.99
<b>Cinemax<sup>®13</sup></b>	\$19.99
<b>The Movie Channel<sup>®13</sup></b>	\$19.99
<b>Playboy<sup>®13</sup></b>	\$19.99
<b>Digital Preferred<sup>14</sup></b> Includes 66 channels including National Geographic Channel, Cooking Channel and CBS Sports Network	\$18.00
<b>MultiLatino<sup>12</sup></b> Includes 44 channels of Spanish language programming	\$19.95
<b>Family Tier<sup>15</sup></b> Includes 14 channels including Hallmark, Nickelodeon, Disney Channel, Food Network, HGTV, Sprout, DIY, Science Channel, National Geographic Channel and The Weather Channel	\$14.95
<b>Sports Entertainment Package<sup>14</sup></b> Includes 17 channels including Crime & Investigation, Fox Movie Channel, NFL Red Zone, Big Ten Network, CBS Sports Network, Speed Channel and Tennis Channel	\$9.99
<b>AnyPlay<sup>®18</sup></b>	\$10.00
<b>HD Technology Fee<sup>9</sup></b>	\$10.00
<b>HD DVR Service<sup>4</sup></b>	\$16.95
<b>AnyRoom<sup>®</sup> DVR Service<sup>5</sup></b>	\$19.95
<b>Digital Additional Outlet Service<sup>7</sup></b>	\$9.25
with HD <sup>8</sup>	\$9.25
with HD DVR Service <sup>4</sup>	\$16.95
with AnyRoom <sup>®</sup> DVR Service <sup>5</sup>	\$9.25
with Digital Starter	\$9.25
with Digital Preferred	\$9.25
<b>Digital Adapter Additional Outlet Service<sup>17</sup></b>	\$1.99
with Digital Starter <sup>14</sup>	\$1.99
with Digital Economy <sup>19</sup>	\$1.99
with Family Tier <sup>20</sup>	\$1.99
with MultiLatino <sup>21</sup>	\$1.99

### INTERNATIONAL SELECTIONS<sup>22</sup>

<b>TV5 MONDE (French)</b>	\$9.99
<b>TV Japan (Japanese)</b>	\$24.99
<b>SBTN (Vietnamese)</b>	\$14.99
<b>GMA Pinoy TV (Filipino)</b>	\$11.99
<b>TFC (Filipino)</b>	\$14.99
<b>TFC &amp; GMA Pinoy TV (Filipino)</b>	\$19.95
<b>Channel One Russia (Russian)</b>	\$14.99
<b>RTN (Russian)</b>	\$14.99
<b>Channel One Russia &amp; RTN (Russian)</b>	\$21.99
<b>NEO Cricket</b>	\$14.99



## TRIPLE PLAY PACKAGES

### XF TRIPLE PLAY PACKAGES<sup>1</sup>

<b>Starter XF Triple Play Bundle</b>	
Includes Digital Starter for primary outlet, Performance Internet and XFINITY Voice Unlimited	\$144.95
<b>SurePrice<sup>2</sup></b>	\$119.99
<b>SurePrice<sup>2</sup></b> (for 12 month promotion customers subscribing before 1/3/12)	\$114.99
<b>Preferred XF Triple Play Bundle</b>	
Includes Digital Preferred for primary outlet, Performance Internet and XFINITY Voice Unlimited	\$154.95
<b>SurePrice<sup>2</sup></b>	\$129.99
<b>SurePrice<sup>2</sup></b> (for 12 month promotion customers subscribing before 1/3/12)	\$124.99
<b>HD Preferred XF Triple Play Bundle</b>	
Includes Digital Preferred for primary outlet, HD Technology Fee, Starz <sup>®</sup> , Performance Internet and XFINITY Voice Unlimited	\$164.95
<b>SurePrice<sup>2</sup></b>	\$139.99
<b>SurePrice<sup>2</sup></b> (for 12 month promotion customers subscribing before 1/3/12)	\$134.99
<b>HD Preferred Plus XF Triple Play Bundle</b>	
Includes Digital Preferred for primary outlet, HD Technology Fee, HBO <sup>®</sup> , Starz <sup>®</sup> , Blast! <sup>®</sup> Internet and XFINITY Voice Unlimited	\$184.95
<b>SurePrice<sup>2</sup></b>	\$159.99
<b>SurePrice<sup>2</sup></b> (for 12 month promotion customers subscribing before 1/3/12)	\$154.99

### HD Premier XF Triple Play Bundle

Includes Digital Premier with HD DVR Service or AnyRoom <sup>®</sup> DVR Service for primary outlet, HD Technology Fee, Blast! <sup>®</sup> Internet and XFINITY Voice Unlimited	\$214.95
<b>SurePrice<sup>2</sup></b>	\$179.99
<b>SurePrice<sup>2</sup></b> (for 12 month promotion customers subscribing before 1/3/12)	\$189.99

### HD Complete XF Triple Play Bundle

Includes Digital Premier, The Movie Channel <sup>®</sup> , with AnyRoom <sup>®</sup> DVR Service for primary outlet, three Digital Additional Outlets with HD digital converters and remotes, HD Technology Fee, Blast! <sup>®</sup> Internet, Wireless Gateway, XFINITY Signature Support Wireless Network Support and XFINITY Voice Unlimited	\$244.95
<b>SurePrice<sup>2</sup></b>	\$219.99
<b>SurePrice<sup>2</sup></b> (for 12 month promotion customers subscribing before 1/3/12)	\$214.99

### MULTILATINO PAQUETE TRIPLE<sup>1</sup>

<b>MultilLatino Max Paquete Triple</b>	
Includes MultilLatino Max for primary outlet, Performance Internet and XFINITY Voice Unlimited	\$144.95
<b>SurePrice<sup>2</sup></b>	\$119.99
<b>SurePrice<sup>2</sup></b> (for 12 month promotion customers subscribing before 1/3/12)	\$114.99
<b>MultilLatino Ultra Paquete Triple</b>	
Includes MultilLatino Ultra for primary outlet, Performance Internet and XFINITY Voice Unlimited	\$154.95
<b>SurePrice<sup>2</sup></b>	\$129.99
<b>SurePrice<sup>2</sup></b> (for 12 month promotion customers subscribing before 1/3/12)	\$124.99
<b>MultilLatino Ultra HD Paquete Triple</b>	
Includes MultilLatino Ultra for primary outlet, HD Technology Fee, Starz <sup>®</sup> , Performance Internet and XFINITY Voice Unlimited	\$164.95
<b>SurePrice<sup>2</sup></b>	\$139.99
<b>SurePrice<sup>2</sup></b> (for 12 month promotion customers subscribing before 1/3/12)	\$134.99

### MultilLatino Ultra HD Plus Paquete Triple

Includes MultilLatino Ultra for primary outlet, HD Technology Fee, HBO <sup>®</sup> , Starz <sup>®</sup> , Blast! <sup>®</sup> Internet and XFINITY Voice Unlimited	\$184.95
<b>SurePrice<sup>2</sup></b>	\$159.99
<b>SurePrice<sup>2</sup></b> (for 12 month promotion customers subscribing before 1/3/12)	\$154.99
<b>MultilLatino Total HD Paquete Triple</b>	
Includes MultilLatino Ultra and HD DVR Service or AnyRoom <sup>®</sup> DVR Service for primary outlet, HD Technology Fee, HBO <sup>®</sup> , Showtime <sup>®</sup> , Starz <sup>®</sup> , Cinemax <sup>®</sup> , Sports Entertainment Package, Blast! <sup>®</sup> Internet and XFINITY Voice Unlimited	\$214.95
<b>SurePrice<sup>2</sup></b>	\$179.99
<b>SurePrice<sup>2</sup></b> (for 12 month promotion customers subscribing before 1/3/12)	\$189.99

### TRIPLE PLAY AND DOUBLE PLAY PACKAGES<sup>1</sup>

#### Economy Triple Play

Includes Digital Economy for primary outlet, Economy Internet and XFINITY Voice Local With More <sup>®</sup>	\$89.85
<b>MultilLatino Plus Paquete Triple</b>	
Includes MultilLatino Plus for primary outlet, Economy Internet and XFINITY Voice Local with More <sup>®</sup>	\$84.85
<b>MultilLatino Extra Paquete Triple</b>	
Includes MultilLatino Extra for primary outlet, Economy Internet and XFINITY Voice Local with More <sup>®</sup>	\$94.85
<b>Blast Plus<sup>™</sup></b>	
Includes Digital Economy and Streampix <sup>™</sup> for primary outlet and Blast! <sup>®</sup> Internet	\$79.95
<b>Preferred XF Double Play</b>	
Includes Digital Preferred for primary outlet and Performance Internet	\$134.95
<b>SurePrice<sup>12</sup></b>	\$119.99



## XFINITY<sup>®</sup> TV

### BASIC SERVICES

<b>Limited Basic</b>	\$16.50
----------------------	---------

### DIGITAL SERVICES

<b>Digital Economy</b> Includes Limited Basic, additional digital channels and a standard definition digital converter and remote for the primary outlet, access to Pay-Per-View programming and Music Choice	\$34.95
<b>Digital Starter</b> Includes Limited Basic, additional digital channels, Movie Plex, access to Pay-Per-View and On Demand programming and Music Choice	\$67.49
<b>Digital Preferred</b> Includes Digital Starter, additional digital channels, Encore <sup>®</sup> , access to Pay-Per-View and On Demand programming and Music Choice	\$85.49
<b>Digital Preferred Plus</b> Includes Digital Preferred, HBO <sup>®</sup> and Starz <sup>®</sup>	\$119.99
<b>Digital Premier</b> Includes Digital Preferred, HBO <sup>®</sup> , Showtime <sup>®</sup> , Starz <sup>®</sup> , Cinemax <sup>®</sup> and Sports Entertainment Package	\$139.99

XF TRIPLE PLAY PACKAGE REWARDS	Regular Price	HD Preferred and MultilLatino Ultra HD	HD Preferred Plus XF and MultilLatino Ultra HD Plus	HD Premier XF <sup>1</sup> and MultilLatino Total HD <sup>1</sup>	HD Complete XF <sup>1</sup>
HBO <sup>®</sup>	\$19.99	\$15.00	Included	Included	Included
Showtime <sup>®</sup>	\$19.99	\$10.00	\$10.00	Included	Included
Starz <sup>®</sup>	\$19.99	Included	Included	Included	Included
Cinemax <sup>®</sup>	\$19.99	\$10.00	\$10.00	Included	Included
The Movie Channel <sup>®</sup>	\$19.99	\$10.00	\$10.00	\$10.00	Included
HD DVR Service <sup>4</sup>	\$16.95	\$9.95	\$9.95	Included	N/A
AnyRoom <sup>®</sup> DVR Service <sup>5</sup>	\$19.95	\$13.95	\$13.95	Included	Included for Three Additional outlets
Digital Additional Outlet Service <sup>7</sup>	\$9.25	\$9.25	\$9.25	\$9.25 <sup>6</sup>	Included for Three Additional outlets
with HD <sup>8</sup>	\$9.25	\$9.25	\$9.25	\$9.25	Included
with HD DVR Service <sup>4</sup>	\$16.95	\$16.95	\$16.95	\$16.95	Included
with AnyRoom <sup>®</sup> DVR Service <sup>5</sup>	\$9.25	\$9.25	\$9.25	Included	Included
HD Technology Fee <sup>9</sup>	\$10.00	Included	Included	Included	Included
Blast! <sup>®</sup> Speed Upgrade	\$72.95	\$10.00	Included	Included	Included
Extreme 50 <sup>10,11</sup>	\$114.95	\$50.00	\$40.00	\$40.00	\$40.00
Extreme 105 <sup>10,11</sup>	\$199.95	\$157.00	\$147.00	\$147.00	\$147.00

Refer to the last page for additional information.  
For information about XFINITY policies and terms of service, go to [www.comcast.com/policies](http://www.comcast.com/policies).

Refer to the last page for additional information.  
For information about XFINITY policies and terms of service, go to [www.comcast.com/policies](http://www.comcast.com/policies).

REACTIVATION FEES (NO IN-HOME VISIT REQUIRED—PER OCCURRENCE UNLESS NOTED)	
Video Only	\$1.99
Internet or Voice Only	\$5.00
Video and Voice or Video and Internet	\$6.99

MISCELLANEOUS FEES (PER OCCURRENCE UNLESS NOTED)	
<b>Service Protection Plan<sup>29</sup></b> (per month) Inside home wiring protection for your cable TV, high-speed internet and phone services	\$3.99
<b>Computer Protection Plus<sup>30</sup></b> (per month) Protection for computers, laptops and tablets. Includes Service Protection Plan	\$9.95
<b>V Protection Plus<sup>31</sup></b> (per month) Protection for flat panel television. Includes Service Protection Plan	\$14.95
<b>Complete Protection<sup>32</sup></b> (per month) Protection for computers, laptops, tablets, flat panel televisions and home phones. Includes Service Protection Plan	\$19.95
<b>Wireless Networking Support</b> (per month)	\$5.95
<b>Wireless Networking &amp; Computer Performance Support</b> (per month)	\$9.95
<b>Complete Home</b> (per month)	\$19.95
<b>Wireless Networking Support Enrollment Fee</b> (per occurrence)	\$39.00
<b>Wireless Networking &amp; Computer Performance Enrollment Fee</b> (per occurrence)	\$39.00
<b>Complete Home Enrollment Fee</b> (per occurrence)	\$79.00
<b>Field Collection Charge</b> Visit to customer's residence required to collect past due balance or unreturned equipment	\$15.00
<b>Returned Payment Item</b> (each)	\$25.00
<b>Late Fee</b>	\$6.00
<b>Convenience Fee—Agent</b> For payment made by phone with a Customer Care Representative	\$5.99
<b>Convenience Fee—Payment Center</b> For payment made at the front counter with a Customer Care Representative	\$1.99
<b>Returned or Damaged Equipment Fees<sup>33</sup></b> (per piece)	Replacement Cost
<b>Signal Amplifier</b>	\$50.00
<b>Self Install Kit<sup>34</sup></b> (Single Product)	\$15.00
<b>Self Install Kit<sup>34</sup></b> (Multi-Product)	\$30.00
<b>Self Install Kit Shipping and Handling</b>	\$15.00
<b>Self Install Kit Shipping and Handling</b> Priority Shipping	\$30.00
<b>Shipping and Handling</b> (Handsets/Remotes)	\$10.00



**XFINITY Voice—Unlimited™** Includes:

- Local and long-distance direct-dialed calls from home to anywhere in the United States, Canada, Puerto Rico and certain other U.S. territories
- 12 popular calling features including Call Waiting, Caller ID and Voicemail
- XFINITY® Connect—Check your home voicemail and view missed calls from any computer with Internet access

**With TV and Internet Service \$39.95** \$44.95

**XFINITY Voice—Local With More®** Includes:

- Local direct-dialed calls from home and 5 cents per minute long-distance calls including calls to Canada
- 12 popular calling features including Call Waiting and Caller ID

**With TV or Internet Service \$24.95** \$34.95

**CAREFREE MINUTES™ INTERNATIONAL CALLING PLANS**

Carefree Minutes International Calling Plans are additional call plans to specific countries or international regions.

<b>Carefree Minutes Asia 100</b>	\$4.95
<b>Carefree Minutes Latin America 300</b>	\$9.95
<b>Carefree Minutes Mexico 300</b>	\$9.95
<b>Carefree Minutes Mexico 100</b>	\$4.95
<b>Carefree Minutes Western Europe 100</b>	\$4.95
<b>Carefree Minutes Worldwide 300</b>	\$14.95

**OTHER CHARGES (PER MONTH UNLESS OTHERWISE INDICATED)**

<b>Voicemail</b>	\$3.95
<b>Additional Line with Calling Features</b>	\$21.95
<b>Additional Line without Calling Features</b>	\$11.95
<b>Voice/Data Modem</b>	\$7.00
<b>Voice/Data Modem DOCSIS 2.0 Kit</b> (for purchase, one-time charge)	\$99.00
<b>Voice/Data Modem DOCSIS 3.0 Kit</b> (for purchase, one-time charge)	\$149.00
<b>New Activation Fee</b> (per occurrence)	\$29.95
<b>Standard Installation</b> (per occurrence)	\$50.00
<b>Additional Outlet Installations Voice</b> (initial installation of service)	\$25.00
<b>Additional Outlet Installations Voice</b> (after Initial installation of service)	\$50.00
<b>In-Home Repair Charge</b> (per occurrence)	\$50.00
<b>Unreturned or Damaged Equipment Fees<sup>33</sup></b> (per occurrence)	Replacement Cost

Refer to the last page for additional information.  
For information about XFINITY policies and terms of service, go to [www.comcast.com/policies](http://www.comcast.com/policies).



	XFINITY Internet Service Only	with XFINITY TV or Voice Service
Economy Plus <sup>11</sup>	\$39.95	\$29.95
Performance Starter <sup>37</sup>	\$49.95	\$49.95
Performance	\$64.95	\$51.95
Blast! <sup>®</sup>	\$74.95	\$61.95
Extreme 50 <sup>10,11</sup>	\$114.95	\$99.95
Extreme 105 <sup>10,11</sup>	\$199.95	\$199.95
<b>Voice/Data Modem</b> (monthly)		\$7.00
<b>Wireless Gateway</b> (monthly)		\$7.00
<b>Additional IP Address</b> (first, monthly)		\$4.95
<b>Additional IP Address</b> (each monthly, up to 3 additional)		\$9.90
<b>Voice/Data Modem DOCSIS 2.0 Kit</b> (for purchase, one-time charge)		\$79.00
<b>Voice/Data Modem DOCSIS 3.0 Kit</b> (for purchase, one-time charge)		\$99.00
<b>Wireless Adapter</b> (each, one-time charge)		\$30.00
<b>Professional Internet Installation</b> (per occurrence)		\$50.00
<b>Additional Outlet Installation Internet</b> (initial installation of service)		\$14.99
<b>Additional Outlet Installation Internet</b> (after initial installation of service)		\$49.99
<b>Wireless Networking On-Site Professional Set-Up</b> (with installation of XFINITY TV, XFINITY Voice or XFINITY Internet, per occurrence)		\$49.95
<b>Wireless Networking On-Site Professional Set-Up</b> (Separate Trip, per occurrence)		\$99.95
<b>Wireless Networking On-Site Professional Set-Up</b> (Additional Device, per occurrence)		\$29.95
<b>Extreme 105 Professional Internet Installation</b> (per occurrence)		\$249.00
<b>Unreturned or Damaged Equipment Fees<sup>33</sup></b> (per occurrence)		Replacement Cost

Refer to the last page for additional information.  
For information about XFINITY policies and terms of service, go to [www.comcast.com/policies](http://www.comcast.com/policies).

## Sports Entertainment Package

- 277 Crime & Investigation Network
- 399 NFL RedZone
- 400 NFL Network
- 402 ESPNNews
- 403 Big Ten Network
- 404 Outside TV
- 406 Outdoor Channel
- 407 ESPN Classic
- 408 Speed
- 409 TV Games
- 410 Tennis Channel
- 412 CBS Sports Network
- 413 Fox College Sports Atlantic
- 414 Fox College Sports Central
- 415 Fox College Sports Pacific
- 416 NBA TV
- 417 NFL Network
- 418 NHL Network
- 419 MLB Network
- 421 PAC 12 Network (National)
- 422 ESPN Goal Line/ Buzzer Beater
- 423 belN Sport
- 506 Fox Movie Channel
- 643 belN Sport Español
- 721 ESPNNews HD
- 722 Outdoor Channel HD
- 723 Speed HD
- 724 Tennis Channel HD
- 725 CBS Sports Network HD
- 726 Big Ten Network HD
- 728 NBA TV HD
- 729 NFL Network HD
- 730 NHL Network HD
- 731 MLB Network HD
- 799 NFL RedZone HD

## Premium Services

### Starz

- 534 Starz
- 536 Starz Edge
- 537 Starz In Black
- 538 Starz Cinema
- 539 Starz Kids & Family
- 540 Starz Comedy
- 834 Starz HD

### HBO

- 550 HBO East
- 551 HBO West
- 552 HBO2 East
- 553 HBO2 West
- 554 HBO Signature East
- 555 HBO Signature West
- 557 HBO Family
- 558 HBO Latino
- 559 HBO Comedy

- 560 HBO Zone
- 851 HBO HD
- 853 HBO2 HD
- 855 HBO Signature HD
- 858 HBO Latino HD

### Cinemax

- 561 Cinemax West
- 562 Cinemax East
- 565 MoreMAX
- 566 ActionMAX
- 567 ThrillerMAX
- 861 Cinemax HD

### Showtime

- 576 Showtime
- 577 SHO 2 East
- 578 SHO 2 West
- 580 Showtime Showcase
- 582 Showtime Extreme
- 584 Showtime Family
- 586 Flix
- 876 Showtime HD
- 878 SHO 2 HD

### The Movie Channel

- 590 The Movie Channel East
- 591 The Movie Channel West
- 593 The Movie Channel Xtra

### Adult

- 994 Playboy TV

## International Selections

- 692 NEO Cricket
- 693 TV JAPAN (Japanese)
- 694 SBTN (Vietnamese)
- 695 TV5 Monde (French)
- 696 Channel One Russia (Russian)
- 697 RTN TV (Russian)
- 698 TFC (Filipino)
- 699 GMA Pinoy TV (Filipino)

## Pay-Per-View

- 439-449 NBA League Pass/MLS Direct Kick
- 450 IN Demand Team HD
- 455 IN Demand Game HD
- 455-470 MLB Extra Innings/ NHL Center Ice
- 456 IN Demand Game 2 HD
- 961-966 ESPN Game Plan/ Full Court
- 990 IN Demand PPV HD
- 991-993 IN Demand PPV Events
- 994 Adult PPV

## MultiLatino Packages

### MultiLatino

Available a la carte with subscription to Limited Basic

- 122 Disney XD en Español
- 241 nuvoTV
- 600 Viendo Movies
- 601 Discovery en Español
- 602 FOX Deportes
- 603 mun2
- 604 Cinelatino
- 605 History en Español
- 606 tr3s
- 607 Canal Sur
- 608 CNN en Español
- 609 ESPN Deportes
- 610 Cine Mexicano
- 611 Video Rola
- 616 Pasiones
- 617 SUR Peru
- 618 Once TV Mexico
- 619 Galavisión
- 620 Utilisima
- 621 CBTV Michoacan
- 622 Discovery Familia
- 623 HITN
- 624 Canal 52MX
- 625 Mexicanal Network
- 626 Multimédios TV
- 627 TVE Internacional
- 628 WAPA América
- 629 Telefe
- 630 Ecuavisa
- 631 UniMas
- 632 LAS
- 633 Caracol
- 634 Telemundo
- 635 Univision
- 636 TeleFormula
- 637 Centro Americana
- 639 Gran Cine
- 640 De Pelicula
- 641 De Pelicula Clásico
- 643 belN Sport Español
- 644 HTV Música
- 645 TeleHit
- 646 Ritmoson Latino
- 647 UniMas
- 648 Bandamax
- 651 EWTN en Español
- 652 La Familia Network
- 653 TBN Enlace
- 654 BabyFirst Americas en Español
- 655 Vme Kids
- 656 TV Colombia
- 657 TV Chile
- 658 TV Venezuela
- 659 TV Dominica
- 801 Galavisión HD

### MultiLatino Plus

Includes Limited Basic and MultiLatino

### MultiLatino Extra

Includes Limited Basic, Digital Economy and MultiLatino

### MultiLatino Max

Includes Limited Basic, Digital Economy, MultiLatino and the following channels:

- 32 NBC Sports Network
- 33 Golf Channel
- 34 Root Sports Northwest
- 35 ESPN
- 36 ESPN2
- 37 CSN Northwest
- 38 TLC
- 40 Nickelodeon
- 54 TNT
- 55 TBS
- 57 Spike
- 59 Syfy
- 62 VH1
- 63 MTV
- 119 Sprout
- 162 BBC America
- 220 OWN
- 233 DayStar
- 504 LMN
- 732 NBC Sports Network HD
- 733 Golf Channel HD
- 734 Root Sports Northwest HD
- 735 ESPN HD
- 736 ESPN2 HD
- 737 CSN Northwest HD
- 738 TLC HD
- 740 Nickelodeon HD
- 754 TNT HD
- 755 TBS HD
- 757 Spike HD
- 759 Syfy HD
- 762 VH1 HD
- 763 MTV HD
- 785 LMN HD
- 788 Sprout HD
- 793 BBC America HD

### MultiLatino Ultra

Includes Limited Basic, Digital Economy, Digital Preferred and additional channels on MultiLatino Max

# xfinity®

## XFINITY® TV Channel Line up



(Exhibit C)

Effective January 2013

Vancouver

A minimum subscription to Limited Basic is required to receive other services or other levels of video programming. HD programming is only available to customers with an HDTV set (not provided by Comcast) and a digital converter with HDTV capabilities. A subscription to certain services may be required to receive certain HD programming. A monthly HD Technology fee is also required to receive HD programming. 3D programming is only available to customers with a minimum subscription to the Digital Starter package, a full 3D HDTV set (not provided by Comcast) and a digital converter with 3D/HD capabilities. A monthly 3D Technology fee and a monthly HD Technology fee are required to receive 3D programming. Channel offerings and required service levels are subject to change. Please contact 1-800-XFINITY with questions.



WA-001

COMCAST



# XFINITY® TV

Channels in bold are HD

## Digital Starter

Includes Limited Basic

- 1 On Demand
- 18 Hallmark Channel
- 32 NBC Sports Network
- 33 Golf Channel
- 34 Root Sports Northwest
- 35 ESPN
- 36 ESPN2
- 37 CSN Northwest
- 38 TLC
- 39 ABC Family
- 40 Nickelodeon
- 41 Disney Channel
- 42 Cartoon Network
- 43 Animal Planet
- 44 CNN
- 45 HLN
- 46 CNBC
- 47 The Weather Channel
- 48 Fox News Channel
- 49 NW Cable News
- 50 History
- 51 truTV
- 52 A&E
- 53 FX
- 54 TNT
- 55 TBS
- 56 BET
- 57 Spike
- 58 USA Network
- 59 Syfy
- 60 Comedy Central
- 62 VH1
- 63 MTV
- 64 TV Land
- 65 Travel Channel
- 66 Food Network
- 67 HGTV
- 68 Oxygen
- 69 Lifetime
- 70 E!
- 71 AMC
- 106 C-SPAN3
- 119 Sprout
- 128 MSNBC
- 129 Bloomberg TV
- 136 G4
- 162 BBC America
- 166 FEARnet
- 181 Bravo
- 183 Style
- 220 OWN
- 233 Daystar
- 271 Investigation Discovery
- 275 bio.
- 276 H2
- 420 PAC 12 Network (Regional)
- 485 gmc
- 500 Hallmark Movie Channel
- 502 We tv
- 504 LMN
- 515 MoviePlex

- 707 Discovery Channel HD
- 711 Velocity HD
- 715 G4 HD
- 716 QVC HD
- 717 HSN HD
- 718 Hallmark Channel HD
- 719 Hallmark Movie Channel HD
- 720 PAC 12 Network HD (Regional)
- 732 NBC Sports Network HD
- 733 Golf Channel HD
- 734 Root Sports Northwest HD
- 735 ESPN HD
- 736 ESPN2 HD
- 737 CSN Northwest HD
- 738 TLC HD
- 739 ABC Family HD
- 740 Nickelodeon HD
- 741 Disney Channel HD
- 742 Cartoon Network HD
- 743 Animal Planet HD
- 744 CNN HD
- 745 HLN HD
- 746 CNBC HD
- 747 The Weather Channel HD
- 748 Fox News Channel HD
- 750 History HD
- 751 truTV HD
- 752 A&E HD
- 753 FX HD
- 754 TNT HD
- 755 TBS HD
- 756 BET HD
- 757 Spike HD
- 758 USA Network HD
- 759 Syfy HD
- 760 Comedy Central HD
- 762 VH1 HD
- 763 MTV HD
- 764 Palladia HD
- 765 Travel Channel HD
- 766 Food Network HD
- 767 HGTV HD
- 768 Oxygen HD
- 769 Lifetime HD
- 770 E! HD
- 771 AMC HD
- 775 bio. HD
- 777 Style HD
- 779 Bravo HD
- 780 We tv HD
- 785 LMN HD
- 787 Universal HD
- 788 Sprout HD
- 790 MSNBC HD
- 791 Bloomberg TV HD
- 793 BBC America HD
- 794 Investigation Discovery HD
- 795 H2 HD
- 797 gmc HD
- 897 XFINITY 3D
- 898 ESPN 3D

## Digital Preferred

Includes Digital Starter

- 61 CMT
- 107 Current TV
- 120 Nick Jr.
- 121 The Hub
- 122 Disney XD
- 123 Disney Junior
- 124 Nick 2
- 126 Nicktoons
- 127 Weatherscan Local
- 130 Fox Business Network
- 131 BBC World News
- 135 MTV2
- 137 Revolt
- 139 LOGO
- 159 Nat Geo WILD
- 161 GSN
- 180 Ovation
- 184 Cooking Channel
- 185 RLTV
- 201 Destination America
- 204 DIY
- 215 TeenNick
- 222 Discovery Fit & Health
- 231 halogen
- 232 EWTN
- 234 BYUtv
- 235 INSP
- 241 nuvoTV
- 242 BabyFirst Americas
- 270 Smithsonian Channel
- 272 Science
- 273 National Geographic Channel
- 274 Military Channel
- 400 NFL Network
- 401 FOX Soccer
- 402 ESPNews
- 405 Sportsman Channel
- 406 Outdoor Channel
- 409 TV Games
- 411 ESPNU
- 412 CBS Sports Network
- 416 NBA TV
- 417 NFL Network
- 418 NHL Network
- 419 MLB Network
- 472 MTV Hits
- 473 VH1 Classic
- 475 MTV Jams
- 476 Fuse
- 481 Centric
- 482 Aspire
- 483 TV One
- 484 GAC
- 486 The Word

## Limited Basic

- 2 KATU (ABC)
- 3 KRCW (CW)
- 4 TV Guide Network
- 5 KPXG (ION)
- 6 KOIN (CBS)
- 7 Discovery Channel
- 8 KGW (NBC)
- 9 WGN America
- 10 KOPB
- 11 Access: Public (CAN)
- 12 KPTV (FOX)
- 13 KPDX (My Network TV)
- 14 Jewelry TV
- 15 TV Mart
- 16 QVC
- 17 HSN
- 19 Shop NBC
- 20 KNMT (TBN)
- 21 Access: Government
- 22 Access: TVW
- 23 PUBACC CVTV
- 24 C-SPAN
- 25 C-SPAN2
- 26 KCTS (PBS)
- 27 Access: Education (CC)
- 28 Access: Education (K12)
- 29 Access
- 30 Telemundo
- 31 KUNP (Univision)
- 98 Jewelry TV
- 99 Leased Access
- 164 Shop NBC
- 302 MeTV
- 303 This TV
- 304 AntennaTV
- 307 Estrella TV
- 308 Live Well Network
- 310 OPB Plus
- 315 TV Mart
- 316/638 KUNP (MundoFOX)
- 599 XFINITY Latino
- 702 KATU HD (ABC)
- 703 KRCW HD (CW)
- 705 KPXG HD (ION)
- 706 KOIN HD (CBS)
- 708 KGW HD (NBC)
- 709 WGN America HD
- 710 KOPB HD (PBS)
- 712 KPTV HD (FOX)
- 713 KPDX HD (My Network TV)
- 802 KUNP HD (Univision)
- 901-946 Music Choice

## Family Tier

Includes Limited Basic

- 40 Nickelodeon
- 41 Disney Channel
- 45 HLN
- 47 The Weather Channel
- 66 Food Network
- 67 HGTV
- 119 Sprout
- 121 The Hub
- 122 Disney XD
- 204 DIY
- 215 TeenNick
- 272 Science
- 273 National Geographic Channel

## Digital Economy

Includes Limited Basic

- 18 Hallmark Channel
- 41 Disney Channel
- 42 Cartoon Network
- 43 Animal Planet
- 44 CNN
- 47 The Weather Channel
- 48 Fox News Channel
- 50 History
- 51 truTV
- 52 A&E
- 56 BET
- 58 USA Network
- 60 Comedy Central
- 64 TV Land
- 66 Food Network
- 69 Lifetime
- 70 E!
- 71 AMC
- 276 H2
- 707 Discovery Channel HD
- 716 QVC HD
- 717 HSN HD
- 718 Hallmark Channel HD
- 741 Disney Channel HD
- 742 Cartoon Network HD
- 743 Animal Planet HD
- 744 CNN HD
- 747 The Weather Channel HD
- 748 Fox News Channel HD
- 750 History HD
- 751 truTV HD
- 752 A&E HD
- 756 BET HD
- 758 USA Network HD
- 760 Comedy Central HD
- 766 Food Network HD
- 769 Lifetime HD
- 770 E! HD
- 771 AMC HD
- 795 H2 HD

## Digital Preferred Plus

- 501 TCM
- 503 IFC
- 505 Sundance Channel
- 512 ReelzChannel
- 513 IndiePlex
- 514 RetroPlex
- 516 Encore Family
- 518 Encore
- 520 Encore Love
- 522 Encore Suspense
- 524 Encore Westerns
- 528 Encore Drama
- 530 Encore Action
- 586 Flix
- 603 mun2
- 606 tr3s
- 619 Galavisión
- 623 HITN
- 631 UniMas
- 714 Fuse HD
- 721 ESPNews HD
- 722 Outdoor Channel HD
- 725 CBS Sports Network HD
- 727 ESPNU HD
- 728 NBA TV HD
- 729 NFL Network HD
- 730 NHL Network HD
- 731 MLB Network HD
- 749 Fox Business Network HD
- 761 CMT HD
- 772 Science HD
- 773 National Geographic Channel HD
- 776 Destination America HD
- 778 TV One HD
- 781 IFC HD
- 782 MGM HD
- 783 Encore HD
- 784 TCM HD
- 789 The Hub HD
- 796 Disney XD HD
- 798 AXS TV HD
- 800 FOX Soccer HD
- 801 Galavisión HD

## Digital Preferred Plus

Includes Digital Preferred, HBO and Starz

## Digital Premier

Includes Digital Preferred Plus, Sports Entertainment Package, Cinemax and Showtime

**(Exhibit D)**

**CHART 2**

**MIX AND QUALITY OF SERVICE - PROGRAMMING  
CABLE CHANNEL LINE-UP  
VANCOUVER/CLARK COUNTY, WASHINGTON  
January 2013**

**EDUCATIONAL (30)**

- Channel 7 – The Discovery Channel
- Channel 10 – KOBP
- Channel 26 – KCTS (Seattle Public Broadcasting)
- Channel 27 – Educational Access Channel (TV ETC)
- Channel 28 – Educational Access Channel (TV ETC)
- Channel 29 – Educational Access Channel (TV ETC)
- Channel 38 – The Learning Channel
- Channel 43 – Animal Planet
- Channel 50 – The History Channel
- Channel 52 – A&E
- Channel 121 – The Hub
- Channel 159 – National Geographic Wild
- Channel 222 – Discovery Fit and Health TV
- Channel 270 – Smithsonian Channel
- Channel 271 – Investigation Discovery
- Channel 272 – Science Channel
- Channel 273 – National Geographic Channel
- Channel 274 – Military Channel
- Channel 276 – History International
- 11 High Definition Channel

**WASHINGTON STATE PROGRAMMING (5)**

- Channel 21 – CVTV II
- Channel 22 – TVW
- Channel 23 – CVTV
- Channel 26 – KCTS
- Channel 49 – NW Cable News

**SPORTS (76)**

- Channel 32 – NBC Sports Network
- Channel 33 – The Golf Channel
- Channel 34 – Root Sports NW
- Channel 35 – ESPN
- Channel 36 – ESPN II
- Channel 37 – Comcast SportsNet NW
- Channel 400 – NFL Network
- Channel 401 – FOX Soccer Channel
- Channel 402 – ESPNews
- Channel 405 – Sportsman Channel
- Channel 406 – Outdoor Channel
- Channel 409 – TV Games
- Channel 411 – ESPNU
- Channel 412 – CBS Sports Network
- Channel 416 – NBA TV
- Channel 417 – NFL Network
- Channel 418 – NHL Network
- Channel 419 – MLB Network
- Channel 420 – PAC 12 Network (Regional)
- 20 High Definition Channels

- 1 3-D Channel
- 33 Pay-per-View Channels, 3 High Definition

**GENERAL ENTERTAINMENT (206– including movie channels)**

- Channel 3 – KRCW (CW)
- Channel 5 – ION
- Channel 9 – WGN
- Channel 14 – Jewelry Television
- Channel 15 – TV Mart
- Channel 16 – QVC
- Channel 17 – Home Shopping Network
- Channel 18 – Hallmark Channel
- Channel 19 – ShopNBC
- Channel 35 – ESPN
- Channel 36 – ESPN 2
- Channel 38 – The Learning Channel
- Channel 39 – ABC Family Channel
- Channel 40 – Nickelodeon
- Channel 41 – The Disney Channel
- Channel 42 – Cartoon Network
- Channel 43 – Animal Planet
- Channel 51 – TruTV
- Channel 52 – A&E
- Channel 53 – FX
- Channel 54 – TNT
- Channel 55 – TBS
- Channel 56 – BET
- Channel 57 – Spike TV
- Channel 58 – USA Network
- Channel 59 – SyFy
- Channel 60 – Comedy Central
- Channel 61 – CMT
- Channel 62 – VH1
- Channel 63 – MTV
- Channel 64 – TV Land
- Channel 65 – Travel Channel
- Channel 66 – Food Network
- Channel 67 – HGTV
- Channel 68 – Oxygen
- Channel 69 – Lifetime
- Channel 70 – E!
- Channel 71 – American Movie Classics
- Channel 107 – Current TV
- Channel 119 – Sprout
- Channel 120 – Nick Jr
- Channel 121 – The Hub
- Channel 122 – Disney XD
- Channel 123 – Disney Junior
- Channel 124 – Nick 2
- Channel 126 – Nicktoons

## **GENERAL ENTERTAINMENT (cont.)**

- Channel 135 – MTV2
- Channel 136 – G4tech TV
- Channel 137 - Revolt
- Channel 139 – LOGO
- Channel 159 – Nat Geo WILD
- Channel 161 – GSN
- Channel 162 – BBC America
- Channel 166 – FEARnet
- Channel 180 - Ovation
- Channel 181 – Bravo
- Channel 183 – Style Network
- Channel 184 – Cooking Channel
- Channel 185 – Retirement Living
- Channel 201 – Destination America
- Channel 204 - DIY
- Channel 215 – Teen Nick
- Channel 220 – OWN
- Channel 222 – Discovery Fit & Health TV
- Channel 231 – Halogen
- Channel 273 – National Geographic
- Channel 275 – Bio
- Channel 302 – MeTV
- Channel 303 – This TV
- Channel 304 – Antenna TV
- Channel 308 – Live Well Network
- Channel 402 – ESPNNews
- Channel 472 – MTV Hits
- Channel 473 – VH1 Classic
- Channel 475 – MTV Jams
- Channel 476 – Fuse
- Channel 481 – Centric
- Channel 482 - Aspire
- Channel 483 – TVOne
- Channel 484 – Great American Country
- Channel 485 – Gospel Music Channel
- Channel 500 – Hallmark Movie Channel
- Channel 501 – Turner Classic Movies
- Channel 502 – WE
- Channel 503 – IFC
- Channel 504 – Lifetime Movie Network
- Channel 505 – Sundance Channel
- Channel 506 – Fox Movie Channel
- Channel 512 – Reelz
- Channel 513 – IndiePlex
- Channel 514 – RetroPlex
- Channel 515 – MOVIEplex
- Channel 516 – Encore Family
- Channel 518 – Encore
- Channel 520 – Encore Love
- Channel 522 – Encore Suspense
- Channel 524 – Encore Westerns
- Channel 528 – Encore Drama
- Channel 530 – Encore Action
- Channel 586 – FLIX
- 62 High Definition Channels
- 31 Premium Movie Channels and 4 PPV
- 9 High Definition Premium Channels

## **CHILDREN/FAMILY ORIENTED (41)**

- Channel 5 – ION
- Channel 7 – The Discovery Channel
- Channel 10 – KOPB
- Channel 18 – Hallmark Channel
- Channel 26 – KCTS
- Channel 28 – Educational Access
- Channel 38 – The Learning Channel
- Channel 39 – ABC Family Channel
- Channel 40 – Nickelodeon
- Channel 41 – Disney Channel
- Channel 42 – Cartoon Network
- Channel 43 – Animal Planet
- Channel 64 – TV Land
- Channel 119 – Sprout
- Channel 120 – Nick Jr
- Channel 121 – The Hub
- Channel 122 – Disney XD
- Channel 123 – Disney Junior
- Channel 124 – Nick 2
- Channel 126 – NickToons
- Channel 215 – TeenNick
- Channel 235 – Inspirational Channel
- Channel 310 – OPB Plus
- Channel 500 – Hallmark Movie Channel
- 3 Premium
- 14 High Definition Channels

## **ARTS & CULTURE (34)**

- Channel 50 – The History Channel
- Channel 52 – A&E
- Channel 61 – CMT
- Channel 62 – VH1
- Channel 63 – MTV
- Channel 65 – Travel Channel
- Channel 71 – American Movie Classics
- Channel 135 – MTV2
- Channel 137 – Revolt
- Channel 180 - Ovation
- Channel 181 – Bravo
- Channel 183 – Style
- Channel 472 – MTV Hits
- Channel 473 – VH1 Classic
- Channel 475 – MTV Jams
- Channel 476 – Fuse
- Channel 481 – Centric
- Channel 484 – Great American Country
- Channel 485 – Gospel Music Channel
- Channel 501 - TCM
- Channel 503 – IFC
- Channel 505 – Sundance Channel
- 12 High Definition Channels

## **FOREIGN LANGUAGE (68)**

- Channel 30 – Telmundo
- Channel 31 – Univision
- Channel 241 – Nuvo TV
- BabyFirst Americas

Mix and Quality of Service Programming  
Cable Channel Line-Up

### **FOREIGN LANGUAGE (cont.)**

- Channel 307 – Estrella TV
- Channel 316 – Mundo FOX
- Channel 500 – XFINITY Latino
- Channel 600 – Viendo
- Channel 601 – Discovery en Espanol
- Channel 602 – FOX Deportes
- Channel 603 – Mun2
- Channel 604 – CineLatino
- Channel 605 – History en Espanol
- Channel 606 – MTVtr3s
- Channel 607 – Canal Sur
- Channel 608 – CNN en Espanol
- Channel 609 – ESPN Deportes
- Channel 610 – CineMexicano
- Channel 611 – Video Rola
- Channel 616 – Pasiones
- Channel 617 – SUR Peru
- Channel 618 – Once TV Mexico
- Channel 619 – Galavision
- Channel 620 – Utilisima
- Channel 621 – CB TV Michoacan
- Channel 622 – Discovery Familia
- Channel 623 – HITN
- Channel 624 – Canal52MX
- Channel 625 – Mexicanal
- Channel 626 – Multimedios
- Channel 627 – TVE Internacional
- Channel 628 – WAPA America
- Channel 629 – Telefe
- Channel 630 – Ecuavisa
- Channel 631 – UniMas
- Channel 632 – LAS
- Channel 633 – Caracol
- Channel 636 – TeleForumula
- Channel 637 – Centro Americana
- Channel 639 – Gran Cine
- Channel 640 – De Pelicula
- Channel 641 – De Pelicula Classico
- Channel 643 – be IN Sport Espanol
- Channel 644 – HTV Musica
- Channel 645 – TeleHit
- Channel 646 – RitmoSon Latino
- Channel 648 – Bandamax
- Channel 651 – EWTN en Espanol
- Channel 652 – La Familia
- Channel 653 – TBN Enlace
- Channel 655 – Vme Kids
- Channel 656 – TV Columbia
- Channel 657 – TV Chile
- Channel 658 – TV Venezuela
- Channel 659 – TV Dominica
- 10 Premium Channels, 1 High Definition
- 2 High Definition Channel

### **SCIENCE/DOCUMENTARY (28)**

- Channel 7 – The Discovery Channel
- Channel 38 – The Learning Channel

- Channel 43 – Animal Planet
- Channel 50 – The History Channel
- Channel 52 – A&E
- Channel 121 – Hub
- Channel 159 – Nat Geo WILD
- Channel 222 – Discovery Fit and Health TV
- Channel 231 – Halogen TV
- Channel 270 – Smithsonian Channel
- Channel 271 – Investigation Discovery
- Channel 272 – Science Channel
- Channel 273 – National Geographic
- Channel 274 – Military Channel
- Channel 275 – Bio
- Channel 276 – History International
- Channel 277 – Crime & Investigation
- 11 High Definition Channels

### **WEATHER INFORMATION (2)**

- Channel 47 – The Weather Channel
- 1 High Definition Channel

### **DIVERSE ETHNIC/MINORITY INTEREST (76)**

- Channel 30 – Telemundo
- Channel 31 – Univision
- Channel 56 – BET
- Channel 122 – Disney EX en Espanol
- Channel 139 – LOGO
- Channel 241 – Nuvo TV
- Channel 242 – BabyFirst Americas
- Channel 307 – Estrella TV
- Channel 316 – Mundo FOX
- Channel 481 – Centric
- Channel 482 – Aspire
- Channel 483 – TVOne
- Channel 599 – XFINITY Latino
- Channel 600 – VeneMovies
- Channel 601 – Discovery en Espanol
- Channel 602 – FOX Sports en Espanol
- Channel 603 – Mun2
- Channel 604 – CineLatino
- Channel 605 – History en Espanol
- Channel 606 – MTVtr3s
- Channel 607 – Canal Sur
- Channel 608 – CNN en Espanol
- Channel 609 – ESPN Deportes
- Channel 610 – CineMexicano
- Channel 611 – Video Rola
- Channel 616 – Pasiones
- Channel 617 – SUR Peru
- Channel 618 – Once TV Mexico
- Channel 619 – Galavision
- Channel 620 – Utilisima
- Channel 621 – CB TV Michoacan
- Channel 622 – Discovery Familia
- Channel 623 – HITN
- Channel 624 – Canal52MX
- Channel 625 – Mexicanal

- Channel 626 – Multimedios
- Channel 627 – TVE Internacional
- Channel 628 – WAPA America
- Channel 629 – Telefe
- Channel 630 - Ecuavisa
- Channel 631 – UniMas
- Channel 632 – LAS
- Channel 633 - Caracol
- Channel 635 – Mexico TV
- Channel 636 – TeleForumula
- Channel 637 – Centro Americana
- Channel 639 – Gran Cine
- Channel 640 – De Pelicula
- Channel 641 – De Pelicula Classico
- Channel 643 – beIN Sport Espanol
- Channel 644 – HTV Musica
- Channel 645 – TeleHit
- Channel 646 – RitmoSon Latino
- Channel 648 – Bandamax
- Channel 651 – EWTN en Espanol
- Channel 652 – La Familia
- Channel 653 – TBN Enlace
- Channel 655 – Vme Kids
- Channel 656 – TV Columbia
- Channel 657 – TV Chile
- Channel 658 – TV Venezuela
- Channel 659 – TV Dominica
- 10 Premium Channels, 1 High Definition
- 3 High Definition Channels

#### **RELIGIOUS (8)**

- Channel 5 – ION
- Channel 20 – TBN
- Channel 232 – EWTN
- Channel 233 – DayStar Television Network
- Channel 234 – BYU TV
- Channel 485 – Gospel Music Channel
- Channel 486 – The Word
- 1 High Definition Channel

#### **LOCAL BROADCAST/MUST CARRY (16)**

- Channel 2 – ABC (KATU)
- Channel 3 – CW
- Channel 5 – ION
- Channel 6 – CBS (KOIN)
- Channel 8 – NBC (KGW)
- Channel 10 – Oregon Public Broadcasting (KOPB)
- Channel 12 – FOX (KPTV)
- Channel 13 – MY (KPDx)
- 8 High Definition Channels

#### **HOME SHOPPING (7)**

- Channel 14 – Jewelry Television
- Channel 15 – TV Mart
- Channel 16 – QVC
- Channel 17 – Home Shopping Network
- Channel 19 – ShopNBC
- 2 High Definition Channel

### **NATIONAL, STATE AND LOCAL GOVERNMENT**

#### **AFFAIRS (23)**

- Channel 21 – CVTV II
- Channel 22 – TVW
- Channel 23 – CVTV
- Channel 24 – C-SPAN
- Channel 25 – C-SPAN II
- Channel 44 – CNN
- Channel 45 – Headline News
- Channel 46 – CNBC
- Channel 48 – Fox News
- Channel 49 – NW Cable News
- Channel 106 – C-SPAN 3
- Channel 128 – MSNBC
- Channel 129 – Bloomberg
- Channel 130 – FOX Business Network
- Channel 131 – BBC World News
- 8 High Definition Channels

#### **PEG ACCESS (7)**

- Channel 11 – Public Access
- Channel 21 – CVTV II
- Channel 22 – TVW
- Channel 23 – CVTV
- Channel 27 – Educational Access (TV ETC)
- Channel 28 – Educational Access (TV ETC)
- Channel 29 – Educational Access (TV ETC)

*(Exhibit D)*  
**CHART 1**  
**MIX AND QUALITY OF SERVICE**

<i>Service Category</i>	<i>Baseline 12/97</i>	<i>** 2/00</i>	<i>1/01</i>	<i>1/02</i>	<i>1/03</i>	<i>1/04</i>	<i>1/05</i>	<i>1/06</i>	<i>1/07</i>	<i>1/08</i>	<i>1/09</i>	<i>1/10</i>	<i>1/11</i>	<i>1/12</i>	<i>1/13</i>
*Educational	9	12	16	17	17	19	20	22	22	21	24	25	28	28	30
*WA State News and Information	4	4	5	5	5	5	5	5	5	4	4	4	5	5	5
*Sports	7	11	9	10	12	13	15	21	52	52	54	76	79	79	76
*General Entertainment (including movies)	49	67	66	69	73	195	187	185	180	178	150	203	201	202	206
*Children/Family Oriented	11	13	12	14	16	16	18	23	24	25	28	37	40	38	41
*Arts/Culture/ Performing Arts	7	10	10	12	18	18	16	19	19	21	21	29	28	28	34
*Foreign Language	2	10	11	11	11	27	28	40	41	38	28	52	55	56	68
*Science/Documentary	6	9	10	12	12	12	12	12	12	15	19	24	25	27	28
*Weather Information	1	1	1	1	2	2	2	3	3	3	2	2	3	3	2
*Diverse Ethnic/ Minority Interests	4	13	12	12	13	27	30	29	33	39	33	60	64	64	76
*National, State & Local Govt. Affairs	11	10	10	10	10	10	10	10	10	12	14	19	20	23	23
*PEG Access	6	6	6	6	6	6	6	6	6	6	6	6	7	7	7
Religious	2	3	4	5	5	7	7	5	5	7	7	7	7	7	8
Local Broadcast/Must Carry	9	9	8	8	8	8	8	8	14	15	15	15	15	16	16
Home Shopping	1.5	2.5	3	4	4	5	5	5	5	5	5	6	7	7	7

\*Required by Franchise Agreement

\*\*Information for 1998 has been removed from the chart because the cable operator was in the middle of a system upgrade and the upgraded channel line-up was not available to all subscribers.

**Note:** Number of services/channels exceeds total channels available because some channels are counted in more than one service category (4/13)