

CLARK COUNTY STAFF REPORT

DEPARTMENT: City/County Cable TV Office

DATE: June 27, 2017

REQUESTED ACTION:

On June 27, 2017, approve a resolution adopting the City/County Telecommunications Commission Biennial Report regarding franchise compliance by the cable television operator, Comcast of Washington V, LLC ("Comcast").

Consent Hearing County Manager

BACKGROUND

The City/County Telecommunications Commission ("Commission") has prepared progress reports regarding franchise compliance by the cable television operator beginning with completion of the first year of the franchise term, January 1983. This is the second Biennial Report since a 10-year franchise agreement with Comcast was adopted in July 2013. The reports have been forwarded to the legislative bodies (Board of County Councilors and Vancouver City Council).

As noted in the attached Resolution, the Cable Communications Policy Act of 1984 (the "Act"), which was amended in 1992 and currently in effect, 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 Progress Reports prepared by the Commission clearly meet and exceed the requirements of the Act. 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 Biennial Progress Report, the Commission finds Comcast in full compliance with the terms and conditions of the franchise. The number of customer complaints received by the City/County Cable TV Office regarding Comcast's service, including but not limited to the company's high-speed Internet service, decreased by 13% when compared to 2013-14. The 2015-16 complaints involved a number of issues, including rates, customer service and technical services.

COUNCIL POLICY IMPLICATIONS

None.

ADMINISTRATIVE POLICY IMPLICATIONS

None.

COMMUNITY OUTREACH

The City/County Telecommunications Commission held public hearings on April 12, 2017 and June 7, 2017 regarding this issue.

BUDGET IMPLICATIONS

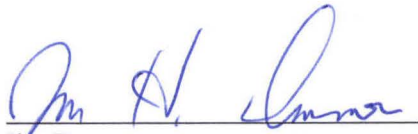
YES	NO	
X		Action falls within existing budget capacity.
		Action falls within existing budget capacity but requires a change of purpose within existing appropriation
		Additional budget capacity is necessary and will be requested at the next supplemental. If YES, please complete the budget impact statement. If YES, this action will be referred to the county council with a recommendation from the county manager.

BUDGET DETAILS

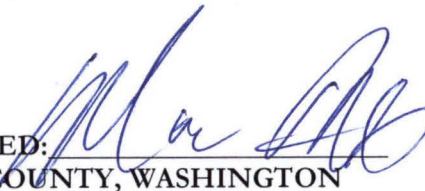
Local Fund Dollar Amount	
Grant Fund Dollar Amount	
Account	General fund
Company Name	

DISTRIBUTION:

Board staff will post all staff reports to The Grid. <http://www.clark.wa.gov/thegrid/>



Jim Demmon
City/County Cable TV Manager

APPROVED: 
CLARK COUNTY, WASHINGTON
BOARD OF COUNTY COUNCILORS

DATE: June 27, 2017

SR# SR 131-17



APPROVED: _____
Robert Stevens, Deputy County Manager

DATE: _____

BUDGET IMPACT ATTACHMENT

Part I: Narrative Explanation

I. A – Explanation of what the request does that has fiscal impact and the assumptions for developing revenue and costing information

Part II: Estimated Revenues

Fund #/Title	Current Biennium		Next Biennium		Second Biennium	
	GF	Total	GF	Total	GF	Total
Total						

II. A – Describe the type of revenue (grant, fees, etc.)

Part III: Estimated Expenditures

III. A – Expenditures summed up

Fund #/Title	FTE's	Current Biennium		Next Biennium		Second Biennium	
		GF	Total	GF	Total	GF	Total
Total							

III. B – Expenditure by object category

Fund #/Title	Current Biennium		Next Biennium		Second Biennium	
	GF	Total	GF	Total	GF	Total
Salary/Benefits						
Contractual						
Supplies						
Travel						
Other controllables						
Capital Outlays						
Inter-fund Transfers						
Debt Service						
Total						

RESOLUTION NO. 2017-06-11

A RESOLUTION adopting the City/County Telecommunications Commission (“Commission”) Biennial Report regarding cable television franchise compliance by the cable operator Comcast of Washington V, LLC (“Comcast”).

1 **WHEREAS**, the Commission has regularly reviewed the performance of Comcast and
2 compliance with the terms and conditions of the cable television franchise; and

3 **WHEREAS**, the Commission has documented its review and findings regarding
4 compliance by Comcast with the provisions of the cable television franchise by submitting a
5 biennial report to the Clark County Board of County Councilors and the Vancouver City
6 Council; and

7 **WHEREAS**, the Cable Communications Policy Act of 1984 (Public Law 98-549), 47
8 U.S.C Section 546(d), requires that franchise authorities, in this case Clark County and the City
9 of Vancouver, provide cable operators with written notice and the opportunity to correct any
10 franchise violations which may occur during the course of the franchise, if such violations are to
11 be considered during the franchise renewal process; and

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

16 **BE IT ORDERED AND RESOLVED BY THE COUNTY COUNCIL OF CLARK**
17 **COUNTY, STATE OF WASHINGTON as follows:**

- 18 1. That the Board of Councilors of Clark County adopts, ratifies, and affirms the
19 Commission Progress Report (January 2015 – December 2016) on the performance of
20 Comcast and compliance with the terms and conditions of the cable television franchise

21
22
23
24

and attached hereto as Exhibit "A".

ADOPTED this 27th day of June, 2017.

Attest:

BOARD OF COUNTY COUNCIL
CLARK COUNTY, WASHINGTON

Rebecca Fitor
Clerk to the Board

By: Marc Boldt
Marc Boldt, Chair

Approved as to form only:
ANTHONY F. GOLIK
Prosecuting Attorney

By: _____
Jeanne E. Stewart, Councilor

By: Christine Cook
Deputy Prosecuting Attorney

By: _____
Julie Olson, Councilor

By: _____
John Blom, Councilor

By: _____
Eileen Quiring, Councilor



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

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

June 2017

I. INTRODUCTION - BACKGROUND

This is the Thirty-Third Report by the Vancouver/Clark County Telecommunications Commission ("Commission") reviewing the status of the franchise agreement with the cable television operator, Comcast of Washington V, LLC ("Comcast"). This is the second Biennial Report since a 10-year franchise agreement with Comcast was adopted in July 2013.

The 2015-16 Report is biennial, as agreed to in the franchise agreement. Previously performance reviews were conducted annually. However, the bulk of the 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 years 2015-16 although, as appropriate, more recent developments and issues are noted.

The Commission recognizes the importance of conducting 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 2015-2016.

As noted in this report, Comcast's performance during the past two years has met all of the conditions of the City and County franchises. The number of customer complaints received by the City/County Cable TV Office regarding Comcast's service in 2015-2016, including but not limited to the company's high-speed Internet service, decreased by 13% when compared to 2013-2014. The 2015-2016 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 4.5, the Biennial 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 two years. 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 two years 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 Vancouver/Portland area, regarding the delivery of cable television services; and
- E. Testimony received from the public during regularly-scheduled Commission meetings where public testimony on Comcast's performance was solicited, the most recent being April 12, 2017.

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

The framework for evaluation has been governed by Section 4.5 "Performance Evaluation Sessions" of the franchise agreement. 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 Councilors by the Commission in Resolution 2013 – 01,

May 1, 2013, in recommending the franchise agreement are also part of the framework for evaluation of Comcast's performance:

- A. Commitment to maintain current programmed PEG channels, with the capacity for up to two additional channels based on use by the community;
- B. Comcast's commitment to simultaneously carry three (3) of the existing PEG access channels in high-definition ("HD") and include up to twenty-four (24) hours of PEG access programming on Comcast's video-on-demand ("VOD") platform;
- C. Preserve PEG channel access to the lowest tier available to subscribers;
- D. Washington State and local programming identified as broad programming categories to be provided by the operator;
- E. Maintenance and potential increase, based on community needs and input, to capital funding support for public, education, and government access programming;
- F. Commitment to maintain I-NET for public agencies that supports high speed data, voice and video;
- G. Responsiveness to the special and unique qualities of Vancouver and Clark County.

V. **HIGHLIGHTS OF 2015-16 PERFORMANCE REVIEW**

The Report chronicles the thirteenth and fourteenth full years of service by Comcast as the cable operator. The Commission notes that the company has shown a strong commitment to the community. Examples of Comcast's ongoing commitment include:

- A. 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;
- B. Extensive involvement in the Vancouver/Clark County community including continued sponsorship through 2016 of the Vancouver National Historic Reserve Trust, Vancouver Wine and Jazz Festival, Fort Vancouver Regional Library Foundation, the annual Comcast Cares Day projects, the American Red Cross of Southwest Washington and other community functions.

During the past two years, there have been changes in local and regional leadership at Comcast. Rodrigo Lopez continues overseeing operations in Vancouver and Clark County, as the Regional Vice President. Tim Goodman, Director of Government Affairs, serves as the primary contact for the Cable TV Office and the Telecommunications Commission. Mike Mason serves as Vice President of Technical Operations for Oregon/SW Washington. Megan Bishop serves as Vice President of Finance. Comcast reports there are approximately 1,700 company employees in the Vancouver/Portland area.

Commission activities during 2015-16 included:

- A. Cable franchise proceedings with CenturyLink;
- B. Re-designation of Educational and Governmental access providers;
- C. Review and forwarding of recommendations regarding the Public, Educational and Governmental ("PEG") Capital Support Fund.

In 2015, the total number of actual complaint calls to the Cable TV Office *increased* to seventy-six (76) (11 total "other calls/correspondence") compared fifty (50) (8 total "other calls/correspondence") in 2014. In 2016, the total number of actual complaint calls to the Cable TV Office *decreased* to fifty-three (53) (5 total "other calls/correspondence"). When compared to a total of 68,548 subscribers Comcast reported in December 31, 2016, the 53 complaint calls represented 0.07% of total Comcast subscribers.

The Quarterly Comcast Subscriber Report details the increase of 687 subscribers or a 1.01% increase during 2016, from 67,861 as of December 31, 2015, to 68,548 as of December 31, 2016. The 687 increase in subscribers compares to increases of 42 subscribers in 2014 and 1,368 subscribers in 2013. Comcast reported 22.51 million U.S. cable subscribers in 2016, reflecting a gain of 161,000 subscribers when compared to 2015.

Nationally, cable operators are battling to keep customers from migrating to satellite, phone companies, Internet television or dropping pay TV all together. Locally, the retention of customers is a welcome 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 April 12, 2017, regular meeting. The meeting was publicized in local newspapers and on the City of Vancouver's and Clark County's web pages. Nine e-mails were received as part of the public testimony. Written testimony and phone calls to the Cable TV Office were also accepted through May 12, 2017. 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:

- Request for more cable competitors;
- Wants alternative for Portland Trailblazer coverage and experiencing DVR issues;
- Issues with Internet service;
- Requests for faster Internet speeds and lower rates;
- Requests for lower cable rates;

- Frustration with regional sports and broadcast fees;
- A compliment for Comcast's reliability and customer service;
- Request to the City of Vancouver to further encourage competitors to enter the market.

VI. COMCAST 2015-2016 PERFORMANCE REVIEW – SUMMARY ANALYSIS

A. Construction

System mileage as of December 2016 was 841.86 miles of subscriber, cable plant in the City of Vancouver service area and 1,349.1 in the Clark County service area. In Vancouver a total of 98,121 homes are now passed by the cable system and 61,935 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 was 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. In 2007 Comcast filed a "Petition of Effective Competition" for Vancouver and Clark County with the Federal Communications Commission (FCC). 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.

As of January 1, 2017 the Limited Basic Service, which includes local broadcast and PEG channels, has a monthly rate of \$25.98 (including 5.79% franchise fee and \$6.50 Broadcast TV fee). Since January 1, 2015 the Limited Basic Rate has increased by \$5.29 or a 25.6% increase. The Digital Economy tier, which includes Limited Basic Service and other selected channels, over 80 in total, costs \$53.90 (including franchise fee, \$6.50 Broadcast TV fee and \$4.50 Regional Sports fee). Since 2015, the Digital Economy package has increased by \$11.65 or a 27.6% increase. The Digital Starter package includes over 140 channels and costs \$86.73 (including franchise, broadcast and regional sports fees). Since January 1, 2015, the Digital Starter package has increased by \$11.65 or a 15.52% increase.

A table of Comcast rates and other charges as of January 2017 is attached to this report. (Exhibit A)

C. Programming

1. Since January 1, 2015, Comcast made the following changes to the channel lineup:
 - a. **Deleted** four (4) channels, *Fox College Sports - Atlantic, Central and Pacific*, and *Northwest Cable News Channel* ceased operation.

The channel lineup effective January 2017, is attached. (Exhibit B)

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 C)
3. Comcast continues to offer Washington State programming, a franchise requirement. *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 also airs the *PAC-12 Regional Network*.

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 2015-2016. *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, Portland Winterhawks, and *The Fan 1080 (AM Radio)*.

D. Consumer Services

1. During 2015-2016, Comcast met the telephone answering performance requirements of the franchises and of FCC customer service standards, answering 90% of calls within thirty (30) seconds. Comcast's reporting shows the following percentage of calls answered within thirty (30) seconds for 2015: 1st Quarter – 96%; 2nd Quarter – 97.9%; 3rd Quarter – 95.3%; 4th Quarter – 96.4% and 2016: 1st Quarter – 95.4%; 2nd Quarter – 95.8%; 3rd Quarter – 95.3%; 4th Quarter – 95.5%.
2. Comcast's Vancouver/Clark County office continued to handle in-home installation and repair, maintenance and field technicians and system management throughout 2015-2016.

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 Communications 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 May 20, 2016, Comcast opened a larger state-of-the-art customer experience store at 7809 N.E. Vancouver Plaza Drive. The showroom and back-office supply occupy nearly 5,000 square feet and includes 55-inch TV screens where customers can test Comcast products and services.

E. Internet Services

1. Comcast considers its Internet subscriber information confidential and proprietary. Therefore, we have no local subscriber numbers for 2015-2016. Nationally, as of December 31, 2016, Comcast reported in their annual report to the Security and Exchange Commission that the company served 24.7 million Internet subscribers, experiencing a 12.3% growth rate since 2014.
2. The published monthly charge for standard Comcast Internet service of 100/5 Mbps, including a leased cable modem is \$84.95 per month. For those customers who purchase their own cable modem, the monthly rate is \$74.95 per month.
3. Comcast offers "Speed Tiers" including "Blast! Pro" (200/10 Mbps for \$15 more per month than the standard rate) and "Extreme 150" (150/20 Mbps for \$40 more per month than the standard rate.) Comcast also offers a "Performance Starter" rate at 10/2 Mbps for \$59.95 per month.
4. 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. 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.

5. The Cable TV Office received 6 complaints regarding Comcast Internet service in 2015, compared to 5 complaints in 2014, and 12 complaints in 2016.
6. 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 works 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 is 50.1%, which equates to 11,736 students living in poverty. For Evergreen School District the percentage is 47% or 12,278 students. At the same time, through the use of technology, Vancouver Public Schools and Evergreen School District 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.

Comcast also announced the program has expanded the eligibility to every student in schools where at least 40% of the school population qualifies for free or reduced lunches. In addition, eligibility is available to families receiving HUD housing assistance, including Public Housing, Housing Choices vouchers and Multi-family programs.

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 2015-2016. Nationally, as of December 31, 2016, Comcast served 11.7 million Digital Voice subscribers, experiencing a 1.7% growth rate since 2014.

G. PEG Access Programming

Public Access

1. In July 2014, based on a recommendation from the Commission, the City Council and County Council chose to not re-designate Fort Vancouver Community Television (FVTV) as the public access provider. This decision was the result of a number of on-going management and fiscal challenges with FVTV.
2. FVTV stopped cable-casting on channel 11 at the end of 2014. On an interim basis, Comcast agreed to place a consortium of Portland-Metro public access stations, the CAN Network, on cable channel 11. The Cable TV Office collected and stored the majority of FVTV capital equipment purchased with PEG capital funds.
3. In April 2015, the Cable TV Office issued a Request for Proposal for a new service provider. There were two responses, FVTV and a new organization, Vancouver Community Access Media (VCAM). The Commission recommended that the City and County select VCAM as the new public access provider. One of the key components of the VCAM proposal was an annual contribution of \$50,000 each from the City, County and Washington State University-Vancouver. This would have provided a stable base of operational funds which the Commission has advocated as critical for a public access station to be successful.
4. Following work sessions in 2015 and 2016, the City Council and County Council both indicated they were not prepared to provide annual operational funding for public access. While VCAM leadership expressed willingness to try operating a public access channel with no operational support, the legislative bodies agreed with the Commission that without dedicated annual funding, a public access channel would struggle to be successful.
5. In September 2016, the surplus capital equipment returned by FVTV was distributed to the other access providers.
6. The CAN Network continues to air on cable channel 11. Comcast indicated that they had concerns continuing to air the channel in Vancouver on a long-term basis. The Commission, along with City and County staff, are considering options for channel 11.

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 recommended re-designation of TV ETC as the Education Access Provider on June 1, 2016. TV ETC is responsible for programming channels 27, 28 29 and

HD 328.

In May 2016, 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 2016 is on file at the Vancouver City Manager's Office.

TV ETC members produced 195 hours of local educational programming in 2016. TV ETC averaged 21 hours of programming per day on channel 27, 23 hours on channel 28/HD328 and 23 hours on channel 29.

Government Access

1. The Commission recommended re-designation of the City/County Cable Television Office as the Designated Access Provider for government on June 1, 2016. Through the government access channels, Clark/Vancouver Television (CVTV) Channels 21, 23 and HD 323, the City and County continue their service of providing local government and community programming.

CVTV produced 460 programs in 2016, offering viewers over 647 hours of locally produced programming. 67% of the programming was first aired live. CVTV averaged 23.82 hours per day of locally produced programming on channel 21 and 23.75 hours per day on channels 23/HD323. A copy of the CVTV Annual Report for 2016 is on file at the Vancouver City Manager's Office.

PEG Capital Support

1. A total of \$14,212,246 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 4th quarter of 2016. The PEG payments do not include interest accrued or adjustments for grant dollars unspent. During 2015-16, PEG funds awarded total \$1,395,739: \$357,307 for Government Access (CVTV) and \$534,268 for Educational Access (TV ETC), and \$504,164 for public Institutional Network ("I-NET") users.

PEG Capital Support provided funding for nine projects in 2016, including improvements to video production facilities for TV ETC and an HD upgrade to a video booth used by CVTV to cover Port of Vancouver Board hearings.

H. Technical Performance

1. In 2015, there was an average of 364 outages per month, compared to 379 outages per month reported in 2014. In 2016, there was an average of 418 outages per month. Comcast reports the increase in outages was due to "replacement of aging, obsolete, damaged or impaired equipment and coaxial and fiber cables." The average duration of the outage was 0.28 hours in 2015 and 0.28 hours in 2016.

Outages are tracked by repair and maintenance technicians and logged in a technical performance log for each occurrence.

I. Institutional Network

1. In July 2013, Comcast signed contracts with the City of Vancouver, Clark County, Clark County Fire District 5 and the Fort Vancouver Regional Library District for continued use of an optical fiber based Institutional Network (“I-NET”) The 2013 cable franchise allowed I-NET users to utilize either the I-NET or switch to the services provided by Comcast Business Services. Comcast reports that in 2014 all I-NET sites were transition to Comcast Business Services.
2. I-NET users have reported that the system functioned extremely well throughout 2016. The City of Vancouver currently connects fourteen (14) different sites to the Comcast Business Services for data transfer, including City Hall, Vancouver Police Department’s West and East Precincts and multiple Vancouver Fire Department stations. Clark County connects eleven (11) sites for data transfer, including the Clark County Center for Community Health, the Clark County Sheriff’s Office Central Precinct, and the Fairgrounds. The Fort Vancouver Regional Library District connects eight (8) sites. Clark County Fire District 5 connects one (1) site, the NW Regional Training Center.
3. A total of \$225,082 in PEG Grant Funds was distributed in 2016 to I-NET users for monthly transport costs (\$90,053 – 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. All digital boxes will auto-tune to this channel during EAS alert tests or actual emergencies.
2. Comcast monitors two Vancouver/Portland EAS sources for alert information, KXL 101.1 FM radio and KOPB 91.5 FM radio, as well as FEMA’s Common Alert Protocol-based network.
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 2015-16 the company gave \$3 million annually in cash and in-kind contributions to over 100 local community organizations in SW Washington/Oregon. The Commission acknowledges with appreciation Comcast's local sponsorships, participation, and charitable contributions in the Vancouver/Clark County community. These include the Vancouver National Historic Reserve Trust and Bravo! Vancouver Wine and Jazz Festival.

In SW Washington, local Comcast employees and their families volunteered their time for maintenance projects for the David Douglas Park, Eleanor Roosevelt Elementary School and the Gardner School.

Each year, Comcast awards scholarships that recognize senior high school students in local communities. Fifteen SW Washington area students received \$1,000 scholarships in the 2015-16 school year and thirteen in the 2016-17 school year.

L. Overall Performance

1. The Commission is pleased to report that Comcast was in compliance with all provisions of the franchise agreements through December 2016.
2. The reliability and customer service for Comcast's cable and high-speed Internet were consistently strong throughout 2016.
3. The cable provider continues to keep the system robust with expanded services for Vancouver and Clark County subscribers, including increases in Internet speeds, voice command remotes, and connection to Netflix through the cable box.
4. 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

Robert Coletti served as Chair of the Commission through 2016. Mr. Coletti's term expired at the end of 2016. Paul Dicker was elected chair in 2017.

The Commission held five (5) regular meetings and one (1) work session in 2015 and three (3) regular meetings and in 2016. In addition, numerous subcommittee and task force meetings were held.

In 2015, the majority of the Commission's attention was focused on recommendations regarding public access and finalizing a cable franchise with CenturyLink. On September 2, 2015, the Commission recommended that Vancouver Community Access Media be

designated as the public access provider. As reported earlier, the City Council and County Council decided not to proceed with the public access recommendation. On November 4, 2015, the Commission reviewed the draft franchise agreements with CenturyLink and recommended their approval. The recommended franchises were approved by legislative bodies in late December 2015. For the remainder of 2015 and 2016 the Commission focused on PEG issues, including designation of access providers and channels, and recommendations on PEG capital grants.

Major work items and accomplishments for 2015/2016 included:

- A. Review and re-designation of PEG Access Providers for government, public and education;
- B. Coordination of the PEG Capital Support Fund program;
- C. Recommended awarding franchise with CenturyLink;
- D. Assisted citizens and cable television subscribers in resolving 129 complaints regarding cable and Internet services during 2015-16;
- E. Reviewed work plan for 2017/2018.

Major work items for 2017/2018 include:

- A. Administer the cable television franchise agreement for the City of Vancouver and Clark County and insure current grantees' (Comcast & CenturyLink) continued compliance with franchise requirements;
- B. 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;
- C. Review proposals for cable television franchise with alternative providers and make recommendations to the legislative bodies when they are received;
- D. Provide recommendations to legislative bodies on awards of PEG Capital Support funding for designated access providers and Institutional Network subscriber;
- E. Review and recommend re-designation of PEG Access Providers for public, government and education;
- F. Review work plan for 2018.

VIII. SUMMARY

The Commission is pleased to present a positive report to the legislative bodies in this report on the progress of cable television in Vancouver/Clark County. Comcast is in full compliance with the terms and conditions of the franchise.

With the current cable franchise taking 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. Comcast now has a competitor in the Vancouver/Clark County market. Will other cable companies follow CenturyLink's lead? 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. The Commission, the City, the County, Comcast, other possible cable providers, 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, they meet the cable needs and requirements of Vancouver and Clark County residents. 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.

City/County Telecommunications Commission

RESOLUTION 2017 – 03

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

Section 1. Findings

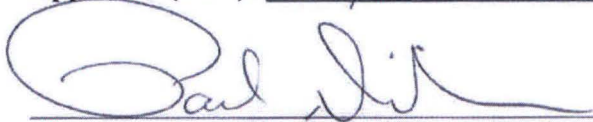
- 1.1 Pursuant to Section 4.5 “Performance Evaluation Sessions” of the current cable television franchise agreement between The City of Vancouver (“City”), Clark County (“County”) and Comcast Corporation (“Comcast”), the City/County Telecommunications Commission (“Commission”) may conduct performance reviews of the cable operator to insure franchise compliance every two years.
- 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 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 6, 2017 (attached as EXHIBIT A), to reach the Commission no later than February 17, 2017.
- 1.4 Comcast provided the Commission with the requested information on February 15, 2017.
- 1.5 The Commission conducted a Public Review of Comcast’s performance during the regular April 12, 2017, meeting.
- 1.6 The Commission has reviewed and documented its findings of the information provided by Comcast in relation to their performance and franchise compliance and prepared a Biennial Progress Report for the years 2015-2016 (attached as EXHIBIT B).
- 1.7 Included in the Biennial Progress Report is a review of Commission activity during 2015-2016 and major work items for 2017.
- 1.8 As of the date of the Biennial Progress Report, the Commission finds Comcast in full compliance with the terms and conditions of the franchise.
- 1.9 The number of customer complaints fielded by the City/County Cable Television Office in 2015-2016, detailed in this report, regarding Comcast’s service, including but not limited to the company’s high-speed Internet service, decreased by 13% when compared to 2013-2014.

NOW, THEREFORE BE IT RESOLVED:

Section 2.

- 2.1 The Commission, through this Resolution, adopts the 2015-2016 Biennial Progress Report on the Comcast Corporation Vancouver/Clark County Franchise Agreement.
- 2.2 The Commission directs staff to forward finalized copies of the 2015-2016 Biennial Progress Report to the Vancouver City Council and the Board of County Councilors.
- 2.3 The Commission recommends that the Vancouver City Council and the Board of County Councilors adopt, ratify, and affirm the 2015-2016 Biennial Progress Report.

Approved (Date): 07 - JUNE -, 2017



Chair, Paul Dicker, City/County Telecommunications Commission

Exhibits:

Exhibit A – Formal notification from the City/County Cable Television Office to Comcast regarding the biennial review process, dated January 6, 2017

Exhibit B – Biennial Progress Report on the Comcast Corporation Vancouver/Clark County Franchise Agreement, submitted June 7, 2017

January 6, 2017

SENT VIA E-MAIL & USPS

Tim Goodman
Director of Government Affairs – Oregon/SW Washington
Comcast Corporation
9605 S.W. Nimbus Avenue
Beaverton, OR 97008

RE: Comcast 2015-2016 Bi-Annual Franchise Performance Review

Dear Mr. Goodman:

The City of Vancouver and the Clark County Telecommunications Commission is conducting its bi-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, 2016, 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 2017.
3. All print materials routinely given to customers or new residential subscribers.
4. Plans and timeline for further 2017 rate adjustments, including timing and level of service(s) affected.
5. Channel line-up indicating any service(s) that may have been changed since January 2015 and any channel line-up changes anticipated for 2017.
6. 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 2017. Also, please provide a summary of what changes in local, regional or state programming (increases or decreases) have been implemented during the past 24 months.
7. Subscriber count, by programming service tier, as of January 1, 2017, including digital cable subscribers. Please provide information on projected digital subscriber growth for 2017 as well as churn rate for 2015 and 2016.

Serving the citizens of Vancouver and Clark County since 1982

8. Average response time to customer complaints in 2015 and 2016. 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.
9. Average response time to requests for installation and cable service in both constructed and new construction areas in 2015 and 2016.
10. Average number and duration of outages during 2015 and 2016.
11. Information about the maintenance and upgrading of the technical quality of the cable system.
12. Number and locations of I-NET sites.
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 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 2015 and 2016 or are anticipated for 2017.
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.

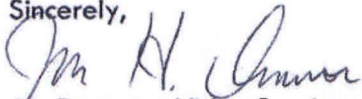
20. An update on Comcast VOIP telephone services including installation, monthly charges and number of subscribers in Vancouver/Clark County.
21. Please provide any other information on services or activities including community activities and sponsorships, which you may wish to communicate to the Commission, 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 1, 2017, Telecommunications Commission meeting. We anticipate the Commission will consider a draft of the Annual Report at the June 7, 2017, Commission meeting.

Accordingly, response to the Cable Television Office with the above requested information on or before February 17, 2017, 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, Video Services Manager
Vancouver/Clark County Cable Television Office

Cc: City of Vancouver/Clark County Cable Telecommunications Commission
Jan Bader, Program and Policy Development Manager, City of Vancouver
Michael Nigrey, Assistant City Attorney, City of Vancouver
Christine Cook, Clark County Prosecutor

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

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

June 2017

I. INTRODUCTION - BACKGROUND

This is the Thirty-Third Report by the Vancouver/Clark County Telecommunications Commission ("Commission") reviewing the status of the franchise agreement with the cable television operator, Comcast of Washington V, LLC ("Comcast"). This is the second Biennial Report since a 10-year franchise agreement with Comcast was adopted in July 2013.

The 2015-16 Report is biennial, as agreed to in the franchise agreement. Previously performance reviews were conducted annually. However, the bulk of the 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 years 2015-16 although, as appropriate, more recent developments and issues are noted.

The Commission recognizes the importance of conducting 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 2015-2016.

As noted in this report, Comcast's performance during the past two years has met all of the conditions of the City and County franchises. The number of customer complaints received by the City/County Cable TV Office regarding Comcast's service in 2015-2016, including but not limited to the company's high-speed Internet service, decreased by 13% when compared to 2013-2014. The 2015-2016 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 4.5, the Biennial 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 two years. 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 two years 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 Vancouver/Portland area, regarding the delivery of cable television services; and
- E. Testimony received from the public during regularly-scheduled Commission meetings where public testimony on Comcast's performance was solicited, the most recent being April 12, 2017.

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

The framework for evaluation has been governed by Section 4.5 "Performance Evaluation Sessions" of the franchise agreement. 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 Councilors by the Commission in Resolution 2013 – 01,

May 1, 2013, in recommending the franchise agreement are also part of the framework for evaluation of Comcast's performance:

- A. Commitment to maintain current programmed PEG channels, with the capacity for up to two additional channels based on use by the community;
- B. Comcast's commitment to simultaneously carry three (3) of the existing PEG access channels in high-definition ("HD") and include up to twenty-four (24) hours of PEG access programming on Comcast's video-on-demand ("VOD") platform;
- C. Preserve PEG channel access to the lowest tier available to subscribers;
- D. Washington State and local programming identified as broad programming categories to be provided by the operator;
- E. Maintenance and potential increase, based on community needs and input, to capital funding support for public, education, and government access programming;
- F. Commitment to maintain I-NET for public agencies that supports high speed data, voice and video;
- G. Responsiveness to the special and unique qualities of Vancouver and Clark County.

V. HIGHLIGHTS OF 2015-16 PERFORMANCE REVIEW

The Report chronicles the thirteenth and fourteenth full years of service by Comcast as the cable operator. The Commission notes that the company has shown a strong commitment to the community. Examples of Comcast's ongoing commitment include:

- A. 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;
- B. Extensive involvement in the Vancouver/Clark County community including continued sponsorship through 2016 of the Vancouver National Historic Reserve Trust, Vancouver Wine and Jazz Festival, Fort Vancouver Regional Library Foundation, the annual Comcast Cares Day projects, the American Red Cross of Southwest Washington and other community functions.

During the past two years, there have been changes in local and regional leadership at Comcast. Rodrigo Lopez continues overseeing operations in Vancouver and Clark County, as the Regional Vice President. Tim Goodman, Director of Government Affairs, serves as the primary contact for the Cable TV Office and the Telecommunications Commission. Mike Mason serves as Vice President of Technical Operations for Oregon/SW Washington. Megan Bishop serves as Vice President of Finance. Comcast reports there are approximately 1,700 company employees in the Vancouver/Portland area.

Commission activities during 2015-16 included:

- A. Cable franchise proceedings with CenturyLink;
- B. Re-designation of Educational and Governmental access providers;
- C. Review and forwarding of recommendations regarding the Public, Educational and Governmental ("PEG") Capital Support Fund.

In 2015, the total number of actual complaint calls to the Cable TV Office *increased* to seventy-six (76) (11 total "other calls/correspondence") compared fifty (50) (8 total "other calls/correspondence") in 2014. In 2016, the total number of actual complaint calls to the Cable TV Office *decreased* to fifty-three (53) (5 total "other calls/correspondence"). When compared to a total of 68,548 subscribers Comcast reported in December 31, 2016, the 53 complaint calls represented 0.07% of total Comcast subscribers.

The Quarterly Comcast Subscriber Report details the increase of 687 subscribers or a 1.01% increase during 2016, from 67,861 as of December 31, 2015, to 68,548 as of December 31, 2016. The 687 increase in subscribers compares to increases of 42 subscribers in 2014 and 1,368 subscribers in 2013. Comcast reported 22.51 million U.S. cable subscribers in 2016, reflecting a gain of 161,000 subscribers when compared to 2015.

Nationally, cable operators are battling to keep customers from migrating to satellite, phone companies, Internet television or dropping pay TV all together. Locally, the retention of customers is a welcome 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 April 12, 2017, regular meeting. The meeting was publicized in local newspapers and on the City of Vancouver's and Clark County's web pages. Nine e-mails were received as part of the public testimony. Written testimony and phone calls to the Cable TV Office were also accepted through May 12, 2017. 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:

- Request for more cable competitors;
- Wants alternative for Portland Trailblazer coverage and experiencing DVR issues;
- Issues with Internet service;
- Requests for faster Internet speeds and lower rates;
- Requests for lower cable rates;

- Frustration with regional sports and broadcast fees;
- A compliment for Comcast's reliability and customer service;
- Request to the City of Vancouver to further encourage competitors to enter the market.

VI. COMCAST 2015-2016 PERFORMANCE REVIEW – SUMMARY ANALYSIS

A. Construction

System mileage as of December 2016 was 841.86 miles of subscriber, cable plant in the City of Vancouver service area and 1,349.1 in the Clark County service area. In Vancouver a total of 98,121 homes are now passed by the cable system and 61,935 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 was 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. In 2007 Comcast filed a "Petition of Effective Competition" for Vancouver and Clark County with the Federal Communications Commission (FCC). 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.

As of January 1, 2017 the Limited Basic Service, which includes local broadcast and PEG channels, has a monthly rate of \$25.98 (including 5.79% franchise fee and \$6.50 Broadcast TV fee). Since January 1, 2015 the Limited Basic Rate has increased by \$5.29 or a 25.6% increase. The Digital Economy tier, which includes Limited Basic Service and other selected channels, over 80 in total, costs \$53.90 (including franchise fee, \$6.50 Broadcast TV fee and \$4.50 Regional Sports fee). Since 2015, the Digital Economy package has increased by \$11.65 or a 27.6% increase. The Digital Starter package includes over 140 channels and costs \$86.73 (including franchise, broadcast and regional sports fees). Since January 1, 2015, the Digital Starter package has increased by \$11.65 or a 15.52% increase.

A table of Comcast rates and other charges as of January 2017 is attached to this report. (Exhibit A)

C. Programming

1. Since January 1, 2015, Comcast made the following changes to the channel lineup:
 - a. **Deleted** four (4) channels, *Fox College Sports - Atlantic, Central and Pacific*, and *Northwest Cable News Channel* ceased operation.

The channel lineup effective January 2017, is attached. (Exhibit B)

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 C)
3. Comcast continues to offer Washington State programming, a franchise requirement. *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 also airs the *PAC-12 Regional Network*.

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 2015-2016. *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, Portland Winterhawks, and *The Fan 1080 (AM Radio)*.

D. Consumer Services

1. During 2015-2016, Comcast met the telephone answering performance requirements of the franchises and of FCC customer service standards, answering 90% of calls within thirty (30) seconds. Comcast's reporting shows the following percentage of calls answered within thirty (30) seconds for 2015: 1st Quarter – 96%; 2nd Quarter – 97.9%; 3rd Quarter – 95.3%; 4th Quarter – 96.4% and 2016: 1st Quarter – 95.4%; 2nd Quarter – 95.8%; 3rd Quarter – 95.3%; 4th Quarter – 95.5%.
2. Comcast's Vancouver/Clark County office continued to handle in-home installation and repair, maintenance and field technicians and system management throughout 2015-2016.

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 Communications 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 May 20, 2016, Comcast opened a larger state-of-the-art customer experience store at 7809 N.E. Vancouver Plaza Drive. The showroom and back-office supply occupy nearly 5,000 square feet and includes 55-inch TV screens where customers can test Comcast products and services.

E. Internet Services

1. Comcast considers its Internet subscriber information confidential and proprietary. Therefore, we have no local subscriber numbers for 2015-2016. Nationally, as of December 31, 2016, Comcast reported in their annual report to the Security and Exchange Commission that the company served 24.7 million Internet subscribers, experiencing a 12.3% growth rate since 2014.
2. The published monthly charge for standard Comcast Internet service of 100/5 Mbps, including a leased cable modem is \$84.95 per month. For those customers who purchase their own cable modem, the monthly rate is \$74.95 per month.
3. Comcast offers "Speed Tiers" including "Blast! Pro" (200/10 Mbps for \$15 more per month than the standard rate) and "Extreme 150" (150/20 Mbps for \$40 more per month than the standard rate.) Comcast also offers a "Performance Starter" rate at 10/2 Mbps for \$59.95 per month.
4. 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. 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.

5. The Cable TV Office received 6 complaints regarding Comcast Internet service in 2015, compared to 5 complaints in 2014, and 12 complaints in 2016.
6. 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 works 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 is 50.1%, which equates to 11,736 students living in poverty. For Evergreen School District the percentage is 47% or 12,278 students. At the same time, through the use of technology, Vancouver Public Schools and Evergreen School District 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.

Comcast also announced the program has expanded the eligibility to every student in schools where at least 40% of the school population qualifies for free or reduced lunches. In addition, eligibility is available to families receiving HUD housing assistance, including Public Housing, Housing Choices vouchers and Multi-family programs.

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 2015-2016. Nationally, as of December 31, 2016, Comcast served 11.7 million Digital Voice subscribers, experiencing a 1.7% growth rate since 2014.

G. PEG Access Programming

Public Access

1. In July 2014, based on a recommendation from the Commission, the City Council and County Council chose to not re-designate Fort Vancouver Community Television (FVTV) as the public access provider. This decision was the result of a number of on-going management and fiscal challenges with FVTV.
2. FVTV stopped cable-casting on channel 11 at the end of 2014. On an interim basis, Comcast agreed to place a consortium of Portland-Metro public access stations, the CAN Network, on cable channel 11. The Cable TV Office collected and stored the majority of FVTV capital equipment purchased with PEG capital funds.
3. In April 2015, the Cable TV Office issued a Request for Proposal for a new service provider. There were two responses, FVTV and a new organization, Vancouver Community Access Media (VCAM). The Commission recommended that the City and County select VCAM as the new public access provider. One of the key components of the VCAM proposal was an annual contribution of \$50,000 each from the City, County and Washington State University-Vancouver. This would have provided a stable base of operational funds which the Commission has advocated as critical for a public access station to be successful.
4. Following work sessions in 2015 and 2016, the City Council and County Council both indicated they were not prepared to provide annual operational funding for public access. While VCAM leadership expressed willingness to try operating a public access channel with no operational support, the legislative bodies agreed with the Commission that without dedicated annual funding, a public access channel would struggle to be successful.
5. In September 2016, the surplus capital equipment returned by FVTV was distributed to the other access providers.
6. The CAN Network continues to air on cable channel 11. Comcast indicated that they had concerns continuing to air the channel in Vancouver on a long-term basis. The Commission, along with City and County staff, are considering options for channel 11.

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 recommended re-designation of TV ETC as the Education Access Provider on June 1, 2016. TV ETC is responsible for programming channels 27, 28 29 and

HD 328.

In May 2016, 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 2016 is on file at the Vancouver City Manager's Office.

TV ETC members produced 195 hours of local educational programming in 2016. TV ETC averaged 21 hours of programming per day on channel 27, 23 hours on channel 28/HD328 and 23 hours on channel 29.

Government Access

1. The Commission recommended re-designation of the City/County Cable Television Office as the Designated Access Provider for government on June 1, 2016. Through the government access channels, Clark/Vancouver Television (CVTV) Channels 21, 23 and HD 323, the City and County continue their service of providing local government and community programming.

CVTV produced 460 programs in 2016, offering viewers over 647 hours of locally produced programming. 67% of the programming was first aired live. CVTV averaged 23.82 hours per day of locally produced programming on channel 21 and 23.75 hours per day on channels 23/HD323. A copy of the CVTV Annual Report for 2016 is on file at the Vancouver City Manager's Office.

PEG Capital Support

1. A total of \$14,212,246 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 4th quarter of 2016. The PEG payments do not include interest accrued or adjustments for grant dollars unspent. During 2015-16, PEG funds awarded total \$1,395,739: \$357,307 for Government Access (CVTV) and \$534,268 for Educational Access (TV ETC), and \$504,164 for public Institutional Network ("I-NET") users.

PEG Capital Support provided funding for nine projects in 2016, including improvements to video production facilities for TV ETC and an HD upgrade to a video booth used by CVTV to cover Port of Vancouver Board hearings.

H. Technical Performance

1. In 2015, there was an average of 364 outages per month, compared to 379 outages per month reported in 2014. In 2016, there was an average of 418 outages per month. Comcast reports the increase in outages was due to "replacement of aging, obsolete, damaged or impaired equipment and coaxial and fiber cables." The average duration of the outage was 0.28 hours in 2015 and 0.28 hours in 2016.

Outages are tracked by repair and maintenance technicians and logged in a technical performance log for each occurrence.

I. Institutional Network

1. In July 2013, Comcast signed contracts with the City of Vancouver, Clark County, Clark County Fire District 5 and the Fort Vancouver Regional Library District for continued use of an optical fiber based Institutional Network (“I-NET”) The 2013 cable franchise allowed I-NET users to utilize either the I-NET or switch to the services provided by Comcast Business Services. Comcast reports that in 2014 all I-NET sites were transitioned to Comcast Business Services.
2. I-NET users have reported that the system functioned extremely well throughout 2016. The City of Vancouver currently connects fourteen (14) different sites to the Comcast Business Services for data transfer, including City Hall, Vancouver Police Department’s West and East Precincts and multiple Vancouver Fire Department stations. Clark County connects eleven (11) sites for data transfer, including the Clark County Center for Community Health, the Clark County Sheriff’s Office Central Precinct, and the Fairgrounds. The Fort Vancouver Regional Library District connects eight (8) sites. Clark County Fire District 5 connects one (1) site, the NW Regional Training Center.
3. A total of \$225,082 in PEG Grant Funds was distributed in 2016 to I-NET users for monthly transport costs (\$90,053 – 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. All digital boxes will auto-tune to this channel during EAS alert tests or actual emergencies.
2. Comcast monitors two Vancouver/Portland EAS sources for alert information, KXL 101.1 FM radio and KOPB 91.5 FM radio, as well as FEMA’s Common Alert Protocol-based network.
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 2015-16 the company gave \$3 million annually in cash and in-kind contributions to over 100 local community organizations in SW Washington/Oregon. The Commission acknowledges with appreciation Comcast's local sponsorships, participation, and charitable contributions in the Vancouver/Clark County community. These include the Vancouver National Historic Reserve Trust and Bravo! Vancouver Wine and Jazz Festival.

In SW Washington, local Comcast employees and their families volunteered their time for maintenance projects for the David Douglas Park, Eleanor Roosevelt Elementary School and the Gardner School.

Each year, Comcast awards scholarships that recognize senior high school students in local communities. Fifteen SW Washington area students received \$1,000 scholarships in the 2015-16 school year and thirteen in the 2016-17 school year.

L. Overall Performance

1. The Commission is pleased to report that Comcast was in compliance with all provisions of the franchise agreements through December 2016.
2. The reliability and customer service for Comcast's cable and high-speed Internet were consistently strong throughout 2016.
3. The cable provider continues to keep the system robust with expanded services for Vancouver and Clark County subscribers, including increases in Internet speeds, voice command remotes, and connection to Netflix through the cable box.
4. 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

Robert Coletti served as Chair of the Commission through 2016. Mr. Coletti's term expired at the end of 2016. Paul Dicker was elected chair in 2017.

The Commission held five (5) regular meetings and one (1) work session in 2015 and three (3) regular meetings and in 2016. In addition, numerous subcommittee and task force meetings were held.

In 2015, the majority of the Commission's attention was focused on recommendations regarding public access and finalizing a cable franchise with CenturyLink. On September 2, 2015, the Commission recommended that Vancouver Community Access Media be

designated as the public access provider. As reported earlier, the City Council and County Council decided not to proceed with the public access recommendation. On November 4, 2015, the Commission reviewed the draft franchise agreements with CenturyLink and recommended their approval. The recommended franchises were approved by legislative bodies in late December 2015. For the remainder of 2015 and 2016 the Commission focused on PEG issues, including designation of access providers and channels, and recommendations on PEG capital grants.

Major work items and accomplishments for 2015/2016 included:

- A. Review and re-designation of PEG Access Providers for government, public and education;
- B. Coordination of the PEG Capital Support Fund program;
- C. Recommended awarding franchise with CenturyLink;
- D. Assisted citizens and cable television subscribers in resolving 129 complaints regarding cable and Internet services during 2015-16;
- E. Reviewed work plan for 2017/2018.

Major work items for 2017/2018 include:

- A. Administer the cable television franchise agreement for the City of Vancouver and Clark County and insure current grantees' (Comcast & CenturyLink) continued compliance with franchise requirements;
- B. 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;
- C. Review proposals for cable television franchise with alternative providers and make recommendations to the legislative bodies when they are received;
- D. Provide recommendations to legislative bodies on awards of PEG Capital Support funding for designated access providers and Institutional Network subscriber;
- E. Review and recommend re-designation of PEG Access Providers for public, government and education;
- F. Review work plan for 2018.

VIII. SUMMARY

The Commission is pleased to present a positive report to the legislative bodies in this report on the progress of cable television in Vancouver/Clark County. Comcast is in full compliance with the terms and conditions of the franchise.

With the current cable franchise taking 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. Comcast now has a competitor in the Vancouver/Clark County market. Will other cable companies follow CenturyLink's lead? 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. The Commission, the City, the County, Comcast, other possible cable providers, 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, they meet the cable needs and requirements of Vancouver and Clark County residents. 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.

XFINITY VOICE^{1,21}

XFINITY Voice—Unlimited	\$44.95
With TV and Internet Service	\$39.95
XFINITY Voice—Unlimited Saver	\$20.00

CAREFREE MINUTES INTERNATIONAL CALLING PLANS

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

Carefree Minutes Latin America 300	\$9.95
Carefree Minutes World Select 300	\$9.95

OTHER CHARGES (PER MONTH UNLESS OTHERWISE INDICATED)

Voicemail	\$3.95
Additional Line with Calling Features	\$21.95
Additional Line without Calling Features	\$11.95
Voice/Data Modem	\$10.00
New Activation Fee (per occurrence)	\$29.95
Standard Installation (per occurrence)	\$99.99
Unreturned or Damaged Equipment Fees¹⁹ (per piece, per occurrence)	Replacement Cost

XFINITY INTERNET^{1,22}

	XFINITY Internet Service Only	with XFINITY TV or Voice Service
Performance Starter²³	\$49.95	\$49.95
Performance 25	\$64.95	\$64.95
Performance Pro	\$79.95	\$79.95
Blast! Pro	\$94.95	\$94.95
Extreme 250⁷	\$149.95	\$149.95
Gigabit Pro^{7,25}	\$299.95	\$299.95
Voice/Data Modem		\$10.00
Wireless Gateway		\$10.00
Gigabit Pro Cable Modem/Router		\$19.95
Additional IP Address (first)		\$4.95
Additional IP Address (each additional, up to 3 additional)		\$9.95
Wireless Adapter (each, one-time charge)		\$30.00
Professional Internet Installation (per occurrence)		\$99.99
Wireless Networking On-Site Professional Set-Up (with installation of XFINITY TV, XFINITY Voice or XFINITY Internet, per occurrence)		\$49.95
Wireless Networking On-Site Professional Set-Up (Separate Trip, per occurrence)		\$99.95
Wireless Networking On-Site Professional Set-Up (Additional Device, per occurrence)		\$29.95
Unreturned or Damaged Equipment Fees¹⁹ (per piece, per occurrence)		Replacement Cost
Gigabit Pro Activation Fee (per occurrence)		Up to \$500.00
Gigabit Pro Professional Internet Installation (per occurrence)		Up to \$500.00



Services & Pricing

Effective January 1, 2017

Vancouver, WA

(POR-002)

1000: 1010, 1020, 1030, 1040, 1050, 1060, 1070, 1080, 1090

(Exhibit A)

1-800-XFINITY | xfinity.com



BUNDLED PACKAGES^{1,2}

QUAD PLAY PACKAGES

X1 Saver Quad Play

Includes Digital Starter and Streampix® for primary outlet, Performance 25 Internet, XFINITY Voice Unlimited Saver and XFINITY Home - Secure \$159.95

X1 Starter Quad Play

Includes Digital Starter and Streampix® for primary outlet, HD Technology Fee, Performance Pro Internet, XFINITY Voice Unlimited™ and XFINITY Home - Secure \$179.95

X1 Preferred Quad Play

Includes Digital Preferred, Starz® and Streampix® for primary outlet, HD Technology Fee, Blast!® Pro Internet, XFINITY Voice Unlimited™ and XFINITY Home - Secure \$199.95

X1 Premier Quad Play

Includes Digital Premier, Streampix® and AnyRoom® DVR Service for primary outlet, HD Technology Fee, Blast!® Pro Internet, XFINITY Voice Unlimited™ and XFINITY Home - Secure \$219.95

TRIPLE PLAY PACKAGES

X1 Saver Triple Play

Includes Digital Starter and Streampix for primary outlet, Performance 25 Internet and XFINITY Voice Unlimited Saver \$120.00

X1 Starter Triple Play

Includes Digital Starter and Streampix for primary outlet, HD Technology Fee, Performance Pro Internet and XFINITY Voice Unlimited \$140.00

X1 Preferred Triple Play

Includes Digital Preferred, Starz® and Streampix for primary outlet, HD Technology Fee, Blast! Pro Internet and XFINITY Voice Unlimited \$160.00

X1 Premier Triple Play

Includes Digital Premier, Streampix and AnyRoom DVR Service for primary outlet, HD Technology Fee, Blast! Pro Internet and XFINITY Voice Unlimited \$180.00

X1 Starter Secure Triple Play

Includes Digital Starter and Streampix for primary outlet, HD Technology Fee, Performance Pro Internet and XFINITY Home - Secure \$140.00

X1 Preferred Secure Triple Play

Includes Digital Preferred, Starz® and Streampix for primary outlet, HD Technology Fee, Blast! Pro Internet and XFINITY Home - Secure \$160.00

X1 Premier Secure Triple Play

Includes Digital Premier, Streampix and AnyRoom DVR Service for primary outlet, HD Technology Fee, Blast! Pro Internet and XFINITY Home - Secure \$180.00

XFINITY LATINO PAQUETE TRIPLE

X1 Economy Plus Latino Triple Play

Includes Economy Plus Latino TV for primary outlet, Performance 25 Internet and XFINITY Voice Unlimited™ with Carefree Minutes Latin America 300 \$110.00

X1 Saver Latino Triple Play

Includes Starter Latino TV and Streampix® for primary outlet, Performance 25 Internet and XFINITY Voice Unlimited™ with Carefree Minutes Latin America 300 \$120.00

X1 Starter Latino Triple Play

Includes Starter Latino TV and Streampix® for primary outlet, HD Technology Fee, Performance Pro Internet and XFINITY Voice Unlimited™ with Carefree Minutes Latin America 300 \$140.00

X1 Preferred Latino Triple Play

Includes Digital Preferred, XFINITY TV Latino, Starz® and Streampix® for primary outlet, HD Technology Fee, Blast!® Pro Internet and XFINITY Voice Unlimited™ with Carefree Minutes Latin America 300 \$160.00

X1 Starter Secure Latino Triple Play

Includes Starter Latino TV and Streampix® for primary outlet, HD Technology Fee, Performance Pro Internet and XFINITY Home - Secure \$140.00

X1 Preferred Secure Latino Triple Play

Includes Digital Preferred, XFINITY TV Latino, Starz® and Streampix® for primary outlet, HD Technology Fee, Blast!® Pro Internet and XFINITY Home - Secure \$160.00

DOUBLE PLAY PACKAGES

Internet Plus 25 Choice

Includes Limited Basic, choice of HBO® or Showtime®, Streampix™, standard definition digital converter and remote for the primary outlet and Performance 25 Internet \$72.95

Internet Plus Latino

Includes Limited Basic, XFINITY TV Latino, standard definition digital converter and remote for primary outlet and Performance 25 Internet \$72.95

Performance 25 Saver Double Play

Includes Performance 25 Internet and XFINITY Voice Unlimited Saver \$69.95

Performance 25 Unlimited Double Play

Includes Performance 25 Internet and XFINITY Voice Unlimited \$79.95

X1 Saver Double Play

Includes Digital Starter and Streampix for primary outlet and Performance 25 Internet \$100.00

X1 Starter Double Play

Includes Digital Starter and Streampix for primary outlet, HD Technology Fee and Performance Pro Internet \$120.00

X1 Preferred Double Play

Includes Digital Preferred, Starz® and Streampix for primary outlet, HD Technology Fee and Performance Pro Internet \$140.00

X1 Premier Double Play

Includes Digital Premier, Streampix and AnyRoom DVR Service for primary outlet, HD Technology Fee and Performance Pro Internet \$160.00

XFINITY LATINO PAQUETE DOBLE

X1 Economy Plus Latino Double Play

Includes Economy Plus Latino TV for primary outlet and Performance 25 Internet \$90.00

X1 Saver Latino Double Play

Includes Starter Latino TV and Streampix® for primary outlet and Performance 25 Internet \$100.00

X1 Starter Latino Double Play

Includes Starter Latino TV and Streampix® for primary outlet, HD Technology Fee and Performance Pro Internet \$120.00

X1 Preferred Latino Double Play

Includes Digital Preferred, XFINITY TV Latino, Starz® and Streampix® for primary outlet, HD Technology Fee and Performance Pro Internet \$140.00

XFINITY TV¹

BASIC SERVICES

Limited Basic	\$18.00
Broadcast TV Fee	\$6.50

DIGITAL SERVICES

Digital Economy Includes Limited Basic, additional digital channels and a standard definition digital converter and remote for the primary outlet, access to Pay-Per-View and On Demand programming, and Music Choice® \$39.95

Digital Starter Includes Limited Basic, additional digital channels, standard definition digital converter and remote for the primary outlet, MoviePlex, access to Pay-Per-View and On Demand programming and Music Choice® \$70.99

Digital Preferred Includes Digital Starter, additional digital channels, Encore®, access to Pay-Per-View and On Demand programming and Music Choice® \$89.49

Digital Preferred Plus Includes Digital Preferred, HBO®, Starz® and The Movie Channel® \$124.49

Digital Premier Includes Digital Preferred, HBO®, Showtime®, Starz®, Cinemax®, and The Movie Channel® \$144.49

Basic Latino TV Includes Limited Basic, XFINITY TV Latino, standard definition digital converter and remote for primary outlet \$32.95

Economy Latino TV Includes Digital Economy and XFINITY TV Latino for primary outlet \$42.95

Economy Plus Latino TV Includes Economy Latino TV and additional digital channels for primary outlet \$52.95

Starter Latino TV Includes Economy Plus Latino TV and additional digital channels for primary outlet \$69.95

XFINITY TV SERVICES

HBO®	\$15.00
Showtime®	\$10.00
Starz®	\$10.00
Cinemax®	\$10.00
The Movie Channel®	\$10.00
Playboy®	\$19.99

2 Premium Package® HBO® and Cinemax®, Showtime® and The Movie Channel® or Starz® and The Movie Channel® \$19.99

Digital Preferred® Includes 66 channels including National Geographic Channel, Cooking Channel and CBS Sports Network \$18.50

XFINITY TV Latino® Includes 44 channels of Spanish language programming \$18.00

XFINITY TV Latino® with X1 Premier Double or Triple Play Package \$10.00

Family Tier¹⁰ Includes 14 channels including Nickelodeon, Disney Channel, Food Network, HGTV, Sprout, DIY, Science Channel and National Geographic Channel \$14.95

Sports Entertainment Package® Includes 17 channels including Crime & Investigation, Fox Movie Channel, NFL RedZone, Big Ten Network and CBS Sports Network \$9.99

HD Technology Fee® \$10.00

Refer to the last page for additional information.
For information about XFINITY policies and terms of service, go to xfinity.com/Policies.

HD DVR Service ³	\$9.95
AnyRoom [®] DVR Service ⁴	\$9.95
Digital Additional Outlet Service (SD or HD) ⁵	\$9.95
Digital Adapter Additional Outlet Service (SD or HD) ¹¹	\$4.99

INTERNATIONAL SELECTIONS^a

TV5 MONDE (French)	\$9.99
TV Japan (Japanese)	\$24.99
SBTN (Vietnamese)	\$14.99
GMA Pinoy TV (Filipino)	\$11.99
TFC (Filipino)	\$14.99
TFC & GMA Pinoy TV (Filipino)	\$19.95
Channel One Russia (Russian)	\$14.99
RTN (Russian)	\$14.99
Channel One Russia & RTN (Russian)	\$21.99
Willow Plus (South Asian/Cricket Sport)	\$14.99

PAY-PER-VIEW AND ON DEMAND SUBSCRIPTION SERVICES¹²

Eros Now On Demand	\$12.99
Eros Now On Demand w/a South Asian international selection	\$9.99
here! TV On Demand	\$7.99
Filipino On Demand	\$7.99
Filipino On Demand w/a Filipino international selection	\$5.99
The Jewish Channel On Demand	\$6.99
Too Much for TV On Demand	\$14.99
Disney Family Movies On Demand	\$5.99
Gaiam TV Fit & Yoga On Demand	\$6.99
Pay-Per-View and On Demand Movies and Events ¹³ (per title or event)	Prices Vary
Streampix ¹⁴	\$4.99
Vivid On Demand Subscription ²⁴	\$19.99
Hustler On Demand Subscription ²⁴	\$19.99
TEN On Demand Subscription ²⁴	\$19.99
Girlfriends Films On Demand ²⁴	\$19.99
Wicked On Demand ²⁴	\$19.99
Grokker Yoga Fitness On Demand	\$6.99
UP Faith and Family On Demand	\$4.99
Lifetime Movie Club On Demand	\$3.99

SPORTS PACKAGES¹²

MLB Extra Innings [®]	Call 1-800-XFINITY for pricing
MLS Direct Kick	Call 1-800-XFINITY for pricing
NHL [®] Center Ice [®]	Call 1-800-XFINITY for pricing
NBA League Pass	Call 1-800-XFINITY for pricing

XFINITY TV EQUIPMENT

Analog Converter	\$2.50
Limited Basic Only Converter	\$2.50
Digital Converter	\$2.50

Remote Control	\$0.15
HD Digital Converter (Limited Basic Only)	\$2.50
Digital Adapter (Limited Basic Only — Primary Outlet, SD or HD)	\$0.00
Digital Adapter (Limited Basic Only — 1st and 2nd Additional Outlet, SD or HD)	\$0.00
Digital Adapter (Limited Basic Only — 3rd Additional Outlet and above, SD or HD)	\$0.50
CableCARD (first card in device)	\$0.00
CableCARD (second card in same device)	\$1.50

INSTALLATION FEES

(PER OCCURRENCE UNLESS NOTED)	Initial Installation of Service	After Initial Installation of Service
XFINITY TV ^{15,16}	\$99.99	N/A
Miscellaneous Services (additional outlet, additional device, DVD, VCR, computer, including in-home service visit)	\$35.00	\$70.00
Relocate Additional Outlet	\$35.00	\$70.00
Upgrade of Service (In-home visit required)		\$70.00
Downgrade of Service (In-home visit required)		\$70.00
Hourly Service Charge (For custom installation work)		\$70.00
In-Home Service Visit (XFINITY TV)		\$70.00
In-Wall Wiring		\$70.00

REACTIVATION FEES

(NO IN-HOME VISIT REQUIRED—PER OCCURRENCE UNLESS NOTED)	
XFINITY TV, Voice or Internet	\$6.00

MISCELLANEOUS FEES (PER OCCURRENCE UNLESS NOTED)

Service Protection Plan ¹⁸ (per month) Inside home wiring protection for cable TV, high-speed Internet and phone services	\$4.99
Customer-Owned Video Equipment Credit See www.comcast.com/equipmentpolicy for additional information	\$2.50
Regional Sports Fee ¹⁷ (per month)	\$4.50
X1 Platform Upgrade Fee	\$99.99
XFINITY Home - Secure Installation Fee	\$499.99
Field Collection Charge Visit to customer's residence required to collect past due balance or unreturned equipment	\$30.00
Returned Payment Item (each)	\$25.00
Late Fee	\$9.50
Convenience Fee—Agent For payment made by phone with a Customer Care Representative	\$5.99
Unreturned or Damaged Equipment Fees ¹⁹ (per piece)	Replacement Cost
Self Install Kit ²⁰ (Single Product)	\$15.00
Self Install Kit ²⁰ (Multi-Product)	\$30.00
Self Install Kit Shipping and Handling	\$15.00
Self Install Kit Shipping and Handling (Priority Shipping)	\$30.00
Remote Shipping and Handling	\$10.00

XFINITY® TV

Secondary Audio Programming (SAP) available • Channels in bold are HD

Limited Basic

- 2 KATU (ABC)
- 3 KRCW (CW)
- 5 KPXG (ION)
- 6 KOIN (CBS)
- 7 Discovery Channel
- 8 KGW (NBC)
- 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 E! HD
- 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: Education
- 30 Telemundo ^
- 31 KUNP (Univision)
- 97 HSN2
- 98 Jewelry TV
- 99 Leased Access
- 164 E! HD
- 232 EWTN
- 301 KATU-CometV
- 302 MeTV
- 303 This TV
- 304 AntennaTV
- 305 KOIN- GetTV
- 307 Estrella TV
- 308 The Justice Network
- 310 OPB Plus
- 311 KOPB (PBS) Kids
- 312 KPTV-COZI TV
- 313 Mundo Fox
- 315 TV Mart
- 316/638 KUNP (MundoFOX)
- 317 KPWC (Azteca)
- 318 KPWC-DT2
- 322 PEG TV HD
- 323 Government Access HD
- 327 PEG TV HD
- 328 PEG TV HD

- 329 PEG TV HD
- 331 PEG TV HD
- 332 PEG TV HD
- 333 PEG TV HD
- 334 PEG TV HD
- 599 XFINITY Latino Entertainment Channel
- 617 KPWC (Azteca)
- 702 KATU HD (ABC)
- 703 KRCW HD (CW)
- 705 KPXG HD (ION)
- 706 KOIN HD (CBS)
- 708 KGW HD (NBC)
- 710 KOPB HD (PBS)
- 712 KPTV HD (FOX)
- 713 KPDX HD (My Network TV)
- 792 CSPAN HD
- 802 KUNP HD (Univision)
- 901-950 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 Discovery Family Channel
- 122 Disney XD ^
- 204 DIY
- 215 TeenNick
- 272 Science
- 273 National Geographic Channel ^
- 740 Nickelodeon HD ^
- 741 Disney Channel HD ^
- 745 HLN HD
- 747 The Weather Channel HD ^
- 766 Food Network HD ^
- 767 HGTV HD ^
- 788 Sprout HD
- 789 Discovery Family Channel HD
- 796 Disney XD HD ^
- 772 Science HD
- 773 National Geographic Channel HD

Digital Economy

Includes Limited Basic

- 18 Hallmark Channel
- 41 Disney Channel ^
- 42 Cartoon Network
- 43 Animal Planet
- 44 CNN
- 46 CNBC
- 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 ^
- 482 Aspire
- 707 Discovery Channel HD
- 716 QVC HD
- 717 HSN HD
- 718 Hallmark Channel HD
- 741 Disney Channel HD ^
- 742 Cartoon Network 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 ^
- 805 Animal Planet HD

Digital Starter

Includes Limited Basic

- 1 On Demand
- 9 WGN
- 18 Hallmark Channel
- 32 NBC Sports Network
- 33 Golf Channel
- 34 Root Sports Northwest
- 35 ESPN
- 36 ESPN2
- 37 CSN Northwest
- 38 TLC
- 39 FreeForm
- 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
- 50 History ^
- 51 truTV
- 52 A&E ^
- 53 FX
- 54 TNT
- 55 TBS
- 56 BET
- 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 ^
- 162 BBC America ^
- 181 Bravo ^
- 183 Esquire
- 220 OWN
- 233 Daystar
- 271 Investigation Discovery
- 273 National Geographic Channel ^
- 401 FXX
- 408 FS1
- 421 PAC-12 National
- 483 TV One
- 485 UP
- 500 Hallmark Movies & Mysteries
- 502 We tv
- 504 LMN
- 515 MoviePlex
- 707 Discovery Channel HD
- 709 WGN HD
- 711 Velocity HD ^
- 716 QVC HD
- 717 HSN HD
- 718 Hallmark Channel HD

- 719 Hallmark Movies & Mysteries HD
- 720 PAC-12 National HD
- 723 FS1 HD
- 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 FreeForm HD
- 740 Nickelodeon HD ^
- 741 Disney Channel HD ^
- 742 Cartoon Network HD ^
- 743 Bloomberg TV 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
- 758 USA Network HD ^
- 759 Syfy HD ^
- 760 Comedy Central HD ^
- 762 VH1 HD ^
- 763 TNT HD ^
- 764 Palladia ^
- 765 Travel Channel HD
- 766 Food Network HD ^
- 767 HGTV HD ^
- 768 Oxygen HD ^
- 769 Lifetime HD ^
- 770 E! HD
- 771 AMC HD ^
- 773 National Geographic Channel HD
- 777 Esquire HD
- 778 TV One HD
- 779 Bravo HD ^
- 780 We tv HD
- 785 LMN HD
- 787 Universal HD
- 788 Sprout HD
- 790 MSNBC HD
- 793 BBC America HD
- 794 Investigation Discovery HD
- 797 UP HD
- 800 FXX HD

- 804 OWN HD
- 805 Animal Planet HD

Digital Preferred

Includes Digital Starter

- 4 Pop
- 57 Spike
- 120 Nick Jr.
- 121 Discovery Family Channel
- 122 Disney XD ^
- 123 Disney Junior ^
- 124 Nick 2
- 126 Nicktoons
- 130 Fox Business Network
- 131 BBC World News
- 135 MTV2
- 137 El Rey
- 139 LOGO
- 159 Nat Geo WILD
- 161 GSN
- 180 Ovation
- 184 Cooking Channel
- 201 Destination America
- 204 DIY
- 215 TeenNick
- 222 Discovery Life Channel
- 234 BYUtv ^
- 235 INSP
- 241 FM ^
- 242 BabyFirst Americas ^
- 270 Smithsonian Channel
- 272 Science
- 274 American Heroes ^
- 275 fyi
- 276 Viceland
- 400 NFL Network
- 402 ESPNNews
- 405 Sportsman Channel
- 406 Outdoor Channel
- 409 TV Games ^
- 410 Tennis Channel
- 411 ESPNU
- 412 CBS Sports Network
- 416 NBA TV
- 417 NFL Network
- 418 NHL Network
- 419 MLB Network
- 425 SEC Network
- 472 MTV Hits
- 473 VH1 Classic
- 475 MTV Jams
- 476 Fuse
- 481 Centric
- 482 Aspire
- 484 GAC
- 486 Impact Network
- 501 TCM ^

- 503 IFC
- 505 Sundance TV
- 506 FX Movie Channel
- 512 ReelzChannel ^
- 513 IndiePlex ^
- 514 RetroPlex ^
- 516 Encore Family
- 518 Encore ^
- 520 Encore Classic ^
- 522 Encore Suspense ^
- 524 Encore Westerns ^
- 528 Encore Black
- 530 Encore Action ^
- 586 Flix
- 603 NBC Universo
- 606 tr3s
- 615 Univision Deportes
- 619 Galavisión
- 623 HITN ^
- 631 UniMas
- 660 Univision Deportes HD
- 664 NBC Universo HD
- 714 Fuse HD
- 715 Viceland HD
- 721 ESPNNews HD
- 722 Outdoor Channel HD
- 724 Tennis 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 ^
- 757 Spike HD
- 772 Science HD
- 774 Nat Geo WILD HD ^
- 775 fyi, HD
- 776 Destination America HD
- 781 IFC HD
- 782 MGM HD
- 783 Encore HD ^
- 784 TCM HD
- 786 Ovation HD
- 789 Discovery Family Channel HD
- 796 Disney XD HD ^
- 798 AXS TV HD
- 801 Galavisión HD
- 806 Sportsman Channel HD
- 807 GSN HD
- 808 Pop HD

- 809 Smithsonian HD
- 810 Cooking Channel HD
- 825 SEC Network HD
- 832 IndiePlex HD ^
- 833 RetroPlex HD ^

Digital Preferred Plus

Includes Digital Preferred, HBO and Starz

Digital Premier

Includes Digital Preferred Plus, Cinemax and Showtime

Sports Entertainment Package

- 61 CMT
- 277 Crime & Investigation Network
- 399 NFL RedZone
- 400 NFL Network
- 422 ESPNNews
- 403 Big Ten Network
- 404 Outside TV
- 406 Outdoor Channel
- 407 ESPN Classic
- 409 TV Games ^
- 412 CBS Sports Network
- 416 NBA TV
- 417 NFL Network
- 418 NHL Network
- 419 MLB Network
- 420 PAC-12 Oregon
- 422 ESPN Goal Line/ Buzzer Beater
- 423 beIN Sport ^
- 643 beIN Sport en Español ^
- 661 beIN Sport en Español HD
- 721 ESPNNews HD
- 722 Outdoor 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
- 761 CMT HD ^
- 799 NFL RedZone HD

(Exhibit B)

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 ^

880 The Movie Channel West HD

Adult

994 Playboy TV ^

International Selections

692 Willow Plus
 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
960 iN Demand HD PPV
 990 Adult PPV
 991-993 iN Demand PPV Events ^
 994 Adult PPV

Latino Packages

XFINITY TV Latino

Available a la carte with subscription to Limited Basic

122 Disney XD en Español
 241 FM ^
 600 Viendo Movies
 601 Discovery en Español
 602 FOX Deportes ^
 603 NBC Universo
 604 Cinelatino
 605 History en Español
 606 tr3s
 607 Canal Sur
 608 CNN en Español
 609 ESPN Deportes
 610 Cine Mexicano ^
 611 Video Rola
 615 Univision Deportes
 616 Pasiones
 618 Once TV Mexico
 619 Galavisión
 620 Fox Life
 622 Discovery Familia
 623 HITN ^
 624 Canal 52MX
 625 Mexicana Network
 626 Multimedios 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

Basic Latino TV

Includes Limited Basic and XFINITY TV Latino

Economy Latino TV

Includes Digital Economy and XFINITY TV Latino

Economy Plus Latino TV

Includes Economy Latino TV and the below channels:

9 WGN
 39 FreeForm
 40 Nickelodeon ^
 45 CNN Headline News
 46 CNBC
 53 FX
 59 Syfy ^
 62 VH1
 63 MTV
 65 Travel
 67 HGTV
 119 Sprout
 128 MSNBC
 130 Fox Business
 161 GSN
 162 BBC America ^
 181 Bravo ^
 183 Esquire
 220 OWN
 233 Daystar
 235 INSP
 273 National Geographic
 401 FXX
 408 FS1
 483 TV One
 486 Impact Network
 501 TCM ^
 502 WE
 504 Lifetime Movies
 515 MoviePlex
 644 Encore Español
709 WGN HD
711 Velocity HD ^
723 FS1 HD
738 TLC HD
739 FreeForm HD
740 Nickelodeon HD ^
745 CNN Headline News HD
746 CNBC HD ^
749 Fox Business HD ^

753 FX HD
759 Syfy HD ^
762 VH1 HD ^
763 MTV HD ^
764 Palladia ^
765 Travel HD
767 HGTV HD ^
773 National Geographic HD
777 Esquire HD
778 TV One HD
779 Bravo HD ^
780 WE HD
784 TCM HD
785 Lifetime Movies HD
787 Universal HD
788 Sprout HD
790 MSNBC HD
793 BBC America HD
800 FXX HD
807 GSN HD

Starter Latino TV

Includes Economy Plus Latino TV and the below channels:

32 NBC Sports Network
 33 Golf Channel
 34 Roots Sports
 35 ESPN
 36 ESPN2
 37 CSN Northwest
 54 TNT
 55 TBS
 421 PAC-12 National
720 PAC-12 National HD
732 NBC Sports Network HD
733 Golf Channel HD
734 Root Sports Northwest HD
735 ESPN HD
736 ESPN2 HD
737 CSN Northwest HD
754 TNT HD
755 TBS HD

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.



XFINITY® TV Channel Lineup

Effective January 2017

Vancouver

WA-001



(Exhibit C)

CHART 2

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

April 2017

EDUCATIONAL (31)

- 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 – TLC
- Channel 43 – Animal Planet
- Channel 50 – The History Channel
- Channel 52 – A&E
- Channel 121 – Discovery Family Channel
- Channel 159 – National Geographic Wild
- Channel 222 – Discovery Life Channel
- Channel 270 – Smithsonian Channel
- Channel 271 – Investigation Discovery
- Channel 272 – Science Channel
- Channel 273 – National Geographic Channel
- Channel 274 – American Heroes
- Channel 310 – OPB Plus
- Channel 311 – KOPB (PBS) Kids
- 11 High Definition Channel

WASHINGTON STATE PROGRAMMING (4)

- Channel 21 – CVTV II
- Channel 22 – TVW
- Channel 23 – CVTV
- Channel 26 – KCTS
- 1 High Definition Channel

SPORTS (81)

- 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 399 – NFL Red Zone
- Channel 400 – NFL Network
- Channel 401 – FOX Soccer Channel
- Channel 402 – ESPNews
- Channel 403 – Big Ten Network
- Channel 404 – Outside TV
- Channel 405 – Sportsman Channel
- Channel 406 – Outdoor Channel
- Channel 407 – ESPN Classic
- Channel 408 – FS1
- Channel 409 – TV Games
- Channel 410 – Tennis Channel
- Channel 411 – ESPNU
- Channel 412 – CBS Sports Network

- Channel 413 – Fox College Sports – Atlantic
- Channel 414 – Fox College Sports – Central
- Channel 415 – Fox College Sports - Pacific
- Channel 416 – NBA TV
- Channel 417 – NFL Network
- Channel 418 – NHL Network
- Channel 419 – MLB Network
- Channel 420 – PAC 12 Network (Regional)
- Channel 421 – PAC 12 Network (National)
- Channel 422 – ESPN Goal Line/Buzzer Beater
- Channel 423 – BeIN Sport
- Channel 425 – SEC Network
- 20 High Definition Channels
- 27 Pay-per-View Channels, 4 High Definition

GENERAL ENTERTAINMENT (270)

- Channel 3 – KRCW (CW)
- Channel 4 – Pop
- 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 – EVINE Live
- Channel 35 – ESPN
- Channel 36 – ESPN 2
- Channel 38 – The Learning Channel
- Channel 39 – FreeForm
- 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

GENERAL ENTERTAINMENT (cont.)

- Channel 68 – Oxygen
- Channel 69 – Lifetime
- Channel 70 – E!
- Channel 71 – American Movie Classics
- Channel 119 – Sprout
- Channel 120 – Nick Jr
- Channel 121 – Discovery Family Channel
- Channel 122 – Disney XD
- Channel 123 – Disney Junior
- Channel 124 – Nick 2
- Channel 126 – Nicktoons
- Channel 135 – MTV2
- Channel 137 – El Rey
- Channel 139 – LOGO
- Channel 159 – Nat Geo WILD
- Channel 161 – GSN
- Channel 162 – BBC America
- Channel 180 - Ovation
- Channel 181 – Bravo
- Channel 183 – Esquire
- Channel 184 – Cooking Channel
- Channel 201 – Destination America
- Channel 204 - DIY
- Channel 215 – Teen Nick
- Channel 220 – OWN
- Channel 222 – Discovery Life Channel
- Channel 273 – National Geographic
- Channel 274 – American Heroes
- Channel 275 – fyi
- Channel 276 – Viceland
- Channel 302 – MeTV
- Channel 303 – This TV
- Channel 304 – Antenna TV
- Channel 308 – The Justice Network
- Channel 401 - FXX
- 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 – UP
- 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 512 – Reelz
- Channel 513 – IndiePlex
- Channel 514 – RetroPlex
- Channel 515 – MOVIEplex
- Channel 516 – Encore Family
- Channel 518 – Encore

GENERAL ENTERTAINMENT (cont.)

- Channel 520 – Encore Classic
- Channel 522 – Encore Suspense
- Channel 524 – Encore Westerns
- Channel 528 – Encore Black
- Channel 530 – Encore Action
- Channel 586 – FLIX
- Channels 901-950 – Music Choice
- 66 High Definition Channels
- 41 Premium Movie Channels and 5 PPV
- 9 High Definition Premium Channels
- 1 High Definition PPV Channel

CHILDREN/FAMILY ORIENTED (44)

- 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 – FreeForm
- 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 – Discovery Family Channel
- Channel 122 – Disney XD
- Channel 123 – Disney Junior
- Channel 124 – Nick 2
- Channel 126 – NickToons
- Channel 215 – TeenNick
- Channel 235 – Inspirational Channel
- Channel 242 – BabyFirst Americas
- Channel 310 – OPB Plus
- Channel 311 – KOPB (PBS) Kids
- Channel 500 – Hallmark Movie Channel
- 3 Premium
- 15 High Definition Channels

ARTS & CULTURE (31)

- 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 180 - Ovation
- Channel 181 – Bravo
- Channel 183 – Style
- Channel 472 – MTV Hits
- Channel 473 – VH1 Classic
- Channel 475 – MTV Jams

Mix and Quality of Service Programming
Cable Channel Line-Up

ARTS & CULTURE (cont.)

- Channel 476 – Fuse
- Channel 481 – Centric
- Channel 484 – Great American Country
- Channel 501 - TCM
- Channel 503 – IFC
- Channel 505 – Sundance TV
- 11 High Definition Channels

FOREIGN LANGUAGE (74)

- Channel 30 – Telemundo
- Channel 31 – Univision
- Channel 122 – Disney XD en Espanol
- Channel 241 – FM
- Channel 242 – BabyFirst Americas
- Channel 307 – Estrella TV
- Channel 316 – Mundo FOX
- Channel 317 – KPWC (Azteca)
- Channel 318 – KPWC-DT2
- Channel 599 – XFINITY Latino
- Channel 600 – Viendo
- Channel 601 – Discovery en Espanol
- Channel 602 – FOX Deportes
- Channel 603 – NBC Universo
- 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 615 – Univision Deportes
- Channel 616 – Pasiones
- Channel 618 – Once TV Mexico
- Channel 619 – Galavision
- Channel 620 – Fox Life
- Channel 621 – CB TV Michoacan
- Channel 622 – Discovery Familia
- Channel 623 – HITN
- Channel 624 – Canal52MX
- Channel 625 – Mexicanal
- Channel 626 – Multimedia
- 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 642 – Cine Sony
- Channel 643 – be IN Sport Espanol
- Channel 645 – TeleHit

FOREIGN LANGUAGE (cont.)

- Channel 646 – RitmoSon Latino
- Channel 647 - UniMas
- Channel 648 – Bandamax
- Channel 651 – EWTN en Espanol
- Channel 653 – TBN Enlace
- Channel 654 – BabyFirst Americas en Espanol
- Channel 655 – Vme Kids
- Channel 656 – Nuestra Tele
- Channel 657 – TV Chile
- Channel 658 – TV Venezuela
- Channel 659 – TV Dominica
- 9 Premium Channels, 1 High Definition
- 6 High Definition Channel

SCIENCE/DOCUMENTARY (26)

- 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 – Discovery Family
- Channel 159 – Nat Geo WILD
- Channel 222 – Discovery Life
- Channel 270 – Smithsonian Channel
- Channel 271 – Investigation Discovery
- Channel 272 – Science Channel
- Channel 273 – National Geographic
- Channel 274 – American Heroes
- Channel 275 – fyi
- 12 High Definition Channels

WEATHER INFORMATION (2)

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

DIVERSE ETHNIC/MINORITY INTEREST (80)

- Channel 30 – Telemundo
- Channel 31 – Univision
- Channel 56 – BET
- Channel 122 – Disney EX en Espanol
- Channel 137 – El Rey
- Channel 139 – LOGO
- Channel 241 – FM
- Channel 242 – BabyFirst Americas
- Channel 307 – Estrella TV
- Channel 316 – Mundo FOX
- Channel 481 – Centric
- Channel 482 - Aspire
- Channel 483 – TVOne
- Channel 528 – Encore Black
- Channel 599 – XFINITY Latino
- Channel 600 – VeneMovies
- Channel 601 – Discovery en Espanol
- Channel 602 – FOX Sports en Espanol
- Channel 603 – NBC Universo
- Channel 604 – CineLatino
- Channel 605 – History en Espanol

Mix and Quality of Service Programming
Cable Channel Line-Up

DIVERSE ETHNIC/MINORITY INTEREST (cont.)

- Channel 606 – MTVtr3s
- Channel 607 – Canal Sur
- Channel 608 – CNN en Espanol
- Channel 609 – ESPN Deportes
- Channel 610 – CineMexicano
- Channel 611 – Video Rola
- Channel 615 – Univision Deportes
- Channel 616 – Pasiones
- Channel 618 – Once TV Mexico
- Channel 619 – Galavision
- Channel 620 – Fox Life
- 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 634 – Telemundo
- Channel 635 – Univision
- Channel 636 – TeleForumula
- Channel 637 – Centro Americana
- Channel 639 – Gran Cine
- Channel 640 – De Pelicula
- Channel 641 – De Pelicula Classico
- Channel 642 – Cine Sony
- Channel 643 – beIN Sport Espanol
- Channel 645 – TeleHit
- Channel 646 – RitmoSon Latino
- Channel 647 – UniMas
- Channel 648 – Bandamax
- Channel 651 – EWTN en Espanol
- Channel 653 – TBN Enlace
- Channel 654 – BabyFirst Americas in Espanol
- Channel 655 – Vme Kids
- Channel 656 – Nuestra Tele
- Channel 657 – TV Chile
- Channel 658 – TV Venezuela
- Channel 659 – TV Dominica
- 10 Premium Channels, 1 High Definition
- 1 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

NATIONAL, STATE AND LOCAL GOVERNMENT AFFAIRS (cont.)

- Channel 48 – Fox News
- Channel 106 – C-SPAN 3
- Channel 128 – MSNBC
- Channel 129 – Bloomberg
- Channel 130 – FOX Business Network
- Channel 131 – BBC World News
- 9 High Definition Channels

PEG ACCESS (9)

- 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)
- 2 High Definition Channels

RELIGIOUS (9)

- Channel 5 – ION
- Channel 20 – TBN
- Channel 232 – EWTN
- Channel 233 – DayStar Television Network
- Channel 234 – BYU TV
- Channel 235 – Inspirational Channel
- Channel 485 – UP
- Channel 486 – Impact Network
- 1 High Definition Channel

LOCAL BROADCAST/MUST CARRY (19)

- 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)
- Channel 305 – KOIN – GetTV
- Channel 310 – OPB Plus
- Channel 311 – KOBP (PBS) Kids
- 8 High Definition Channels

HOME SHOPPING (10)

- Channel 14 – Jewelry Television
- Channel 15 – TV Mart
- Channel 16 – QVC
- Channel 17 – Home Shopping Network
- Channel 19 – EVINE Live
- Channel 97 – Home Shopping Network 2
- Channel 98 – Jewelry TV
- Channel 315 – TV Mart
- 2 High Definition Channel

(Exhibit C)
CHART 1
MIX AND QUALITY OF SERVICE

<i>Service Category</i>	<i>Baseline 2013</i>	<i>2/15</i>	<i>4/17</i>												
*Educational	30	31	31												
*WA State News and Information	5	6	4												
*Sports	76	87	81												
*General Entertainment (including movies)	206	218	270												
*Children/Family Oriented	41	40	44												
*Arts/Culture/ Performing Arts	34	31	31												
*Foreign Language	68	71	74												
*Science/Documentary	28	27	26												
*Weather Information	2	2	2												
*Diverse Ethnic/ Minority Interests	76	77	80												
*National, State & Local Govt. Affairs	23	26	23												
*PEG Access	7	9	9												
Religious	8	9	9												
Local Broadcast/Must Carry	16	16	19												
Home Shopping	7	10	10												

*Required by Franchise Agreement

Note: Number of services/channels exceeds total channels available because some channels are counted in more than one service category.

CITY • COUNTY

CABLE TELEVISION OFFICE

January 6, 2017

SENT VIA E-MAIL & USPS

Tim Goodman
Director of Government Affairs – Oregon/SW Washington
Comcast Corporation
9605 S.W. Nimbus Avenue
Beaverton, OR 97008

RE: Comcast 2015-2016 Bi-Annual Franchise Performance Review

Dear Mr. Goodman:

The City of Vancouver and the Clark County Telecommunications Commission is conducting its bi-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, 2016, 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 2017.
3. All print materials routinely given to customers or new residential subscribers.
4. Plans and timeline for further 2017 rate adjustments, including timing and level of service(s) affected.
5. Channel line-up indicating any service(s) that may have been changed since January 2015 and any channel line-up changes anticipated for 2017.
6. 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 2017. Also, please provide a summary of what changes in local, regional or state programming (increases or decreases) have been implemented during the past 24 months.
7. Subscriber count, by programming service tier, as of January 1, 2017, including digital cable subscribers. Please provide information on projected digital subscriber growth for 2017 as well as churn rate for 2015 and 2016.

Serving the citizens of Vancouver and Clark County since 1982

P.O. Box 1995 | Vancouver, WA 98668-1995 | 360-487-8702 | Fax: 360-487-8625 | www.cvtv.org

8. Average response time to customer complaints in 2015 and 2016. 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.
9. Average response time to requests for installation and cable service in both constructed and new construction areas in 2015 and 2016.
10. Average number and duration of outages during 2015 and 2016.
11. Information about the maintenance and upgrading of the technical quality of the cable system.
12. Number and locations of I-NET sites.
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 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 2015 and 2016 or are anticipated for 2017.
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 1, 2017, Telecommunications Commission meeting. We anticipate the Commission will consider a draft of the Annual Report at the June 7, 2017, Commission meeting.

Accordingly, response to the Cable Television Office with the above requested information on or before February 17, 2017, 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, Video Services Manager
Vancouver/Clark County Cable Television Office

Cc: City of Vancouver/Clark County Cable Telecommunications Commission
Jan Bader, Program and Policy Development Manager, City of Vancouver
Michael Nigrey, Assistant City Attorney, City of Vancouver
Christine Cook, Clark County Prosecutor