



**STATE OF NEW JERSEY**  
**Board of Public Utilities**  
**Two Gateway Center**  
**Newark, NJ 07102**  
**www.bpu.state.nj.us**

CABLE TELEVISION

IN THE MATTER OF THE ALLEGED FAILURE OF ) ORDER ACCEPTING  
COMCAST CABLE COMMUNICATIONS, INC. TO ) OFFER OF SETTLEMENT  
COMPLY WITH PROVISIONS OF THE NEW JERSEY )  
CABLE TELEVISION ACT, N.J.S.A. 48:5A-1 et seq., )  
AND/OR THE NEW JERSEY ADMINISTRATIVE CODE, )  
N.J.A.C. 14:18-1.1 et seq. ) DOCKET NO. CO07030212

SERVICE LIST ATTACHED

BY THE BOARD:

Comcast Corporation ("Comcast") owns the stock of Comcast Cable Communications, Inc. ("CCC") a cable television multi-system operator which by itself or through various operating subsidiaries and affiliates provides cable television services to approximately 1.5 million New Jersey subscribers throughout 306 municipalities in 19 Counties, including Comcast of Avalon, LLC; Comcast of Burlington County, LLC; Comcast of Central New Jersey, LLC; Comcast of Garden State, L.P.; Comcast of Gloucester County, LLC; Comcast of Hopewell Valley, Inc.; Comcast of Jersey City, LLC; Comcast of Lawrence, LLC; Comcast of Long Beach Island, LLC; Comcast of the Meadowlands, LLC; Comcast of Mercer County, LLC; Comcast of Monmouth County, LLC; Comcast of New Jersey, LLC; Comcast of New Jersey II, LLC; Comcast of Northwest New Jersey, LLC; Comcast of Ocean County, LLC; Comcast of Plainfield, LLC; Comcast of South Jersey, Inc.; Comcast of Southeast Pennsylvania, Inc.; and Comcast of Wildwood, Inc. (collectively "Comcast Subsidiaries"). The Board's Office of Cable Television Inspection and Enforcement Bureau (hereinafter "Office") uncovered a number of alleged violations during the course of a compliance review. The Office served notice of its allegations that the Comcast Subsidiaries individually and collectively did not conform to certain provisions of the New Jersey State Cable Television Act, N.J.S.A. 48:5A-1 et seq. and the New Jersey Administrative Code, N.J.A.C. 14:18-1.1 et seq., as more specifically set forth herein below. The aforementioned statutes and regulations require all cable systems in New Jersey to provide protection to the cable consumer.

As a result of correspondence, telephone conversations and settlement conferences between Comcast and the Office, Comcast, on March 29, 2007 submitted an Offer of Settlement to the Board concerning the following alleged non-conforming practices:

- 1 that some or all of Comcast subsidiaries failed to provide the Office with adequate

notice of changes or additions to rates and/or services by failing to file tariffs with at least thirty (30) days notice prior to the effective date as required by N.J.A.C. 14:17-6.16 and N.J.A.C. 14:18-3.3(b) and (c) for 2003, 2004 and 2005.

2. that some or all of Comcast subsidiaries failed to provide a separate cover letter for each different rate application indicating which service territory or system is to be affected by the cable television company's rate application and a copy of the letter for each copy of the application submitted in 2005 as required by N.J.A.C. 14:17-6.17(a)2.
3. that some or all of Comcast subsidiaries failed to provide customers with adequate information and assure they are served under the most advantageous schedule by failing to identify specific rates and charges in its 2003 filed tariffs for Pay-Per-View and Special Event Programming and in its 2004 filed tariffs for a non-addressable converter, as required by N.J.A.C. 14:18-3.3(b) & (c), N.J.A.C. 14:18-3.4(d), N.J.S.A. 48:5A-11(d) and N.J.S.A. 48:5A-36(b).
4. that some or all of Comcast subsidiaries failed to provide customers with necessary information concerning equipment by failing to provide Limited Basic subscribers information in 2003 that a converter is no longer necessary to subscribe to service due to realignment of channels, as required by N.J.A.C. 14:18-3.3(b) & (c).
5. that some or all of Comcast subsidiaries failed to provide its prospective and/or existing subscribers with correct information concerning the availability of outage credits, refunds and credits and return of deposits as outlined in N.J.A.C. 14:18-3.5, and required by N.J.A.C. 14:18-3.18(b), N.J.A.C. 14:18-3.25, and N.J.A.C. 14:18-4.9 in the first quarter of 2004.
6. that some or all of Comcast subsidiaries failed to provide on all bills a local or toll free telephone number as required by N.J.A.C. 14:18-3.7(a)1 for 2003.
7. that some or all of Comcast subsidiaries failed to ensure that all bills identify each service for which a separate charge is imposed and the rate for each service as required by N.J.A.C. 14:18-3.7(a)2 for 2003.
8. that some or all of Comcast subsidiaries failed to ensure that all bills reflect a date by which payment is due as required by N.J.A.C. 14:18-3.7(a)6 for 2003.
9. that some or all of Comcast subsidiaries failed to ensure that all bills show any other separate fees as required by N.J.A.C. 14:18-3.7(a)9 for 2002.
10. that some or all of Comcast subsidiaries failed to comply with the provision of a cable operator issuing a new disconnection notice each time the cable television company intends to discontinue service for non-payment of a bill as required by N.J.A.C. 14:18-3.9(d).
11. that some or all of Comcast subsidiaries failed to file with the Office written notification of an alteration in channel allocation prior to the affected date, pursuant to N.J.A.C. 14:18-3.17(a) for 2003.

12. that some or all of Comcast subsidiaries failed to provide subscribers thirty (30) days notification of an alteration in channel allocation, pursuant to N.J.A.C. 14:18-3.17(b) for 2003.
13. that some or all of Comcast subsidiaries failed to disclose all monthly services, packages and corresponding rates to residential subscribers, pursuant to N.J.A.C. 14:18-3.18(a)1, for some or all of the years of 2003 through 2005.
14. that some or all of Comcast subsidiaries failed to issue refund checks promptly to two (2) customers no later than either the customer's next billing cycle following the resolution of the issue giving cause for the rebate, or thirty (30) days whichever is earlier, or the return of equipment supplied by the cable operator if service was terminated in 2003 as required by N.J.A.C. 14:18-3.25.
15. that Comcast failed to comply with proper procedure in obtaining Board approval for an office closing and headend in Washington Township in Burlington County, pursuant to N.J.A.C. 14:18-5.1 in 2002.
16. that some or all of Comcast subsidiaries failed to forward to the Office in a timely manner outage reports where service to subscribers was interrupted for at least two (2) hours and which affected fifty (50) or more subscribers in November 2004 and June 2005 as required by N.J.A.C. 14:18-6.6(a)1.
17. that some or all of Comcast subsidiaries filed annual Telephone System Information reports with the Office as required by N.J.A.C. 14:18-7.6 beyond the required time for 2002 and 2003.
18. that some or all of Comcast subsidiaries failed to inform the Office of any substantive change in the Telephone System Information filed with the Office as required by N.J.A.C. 14:18-7.6(c) in 2005.
19. that some or all of Comcast subsidiaries filed periodic Telephone System Performance reports with the Office as required by N.J.A.C. 14:18-7.7 beyond the required time for 2003.
20. that some or all of Comcast subsidiaries failed to comply with the FCC Customer Service Standards (30 second hold time) as required by 47 C.F.R. §76.309(c) and N.J.A.C. 14:18-7.8(a)2 during the third quarter of 2002, fourth quarter of 2003, third quarter of 2004 and first quarter of 2005.
21. that some or all of Comcast subsidiaries failed to comply with the FCC Customer Service Standards (3 percent busy percentage) as required by 47 C.F.R. §76.309(c) and N.J.A.C. 14:18-7.8(a)3 during the third quarter of 2002, fourth quarter of 2002, first quarter of 2003, second quarter of 2003, third quarter of 2003, third quarter of 2004, first quarter of 2005 and third quarter of 2005.
22. that Comcast failed to remit the appropriate franchise fees to the Borough of Hopewell within the timeframes specified, pursuant to N.J.S.A. 48:5A-30(a), for the years of 2003 and 2004.

23. that Comcast failed to comply with the Board Order granting a Certificate of Approval in Docket No. CE03010012, by failing to identify the Township Clerk of Buena Vista Township as the "Designated Complaint Officer" for the first quarter of 2005.
24. that Comcast failed to comply with the Board Order granting a Certificate of Approval in Docket No. CE99120928, by failing to provide information concerning the local office and designated complaint officer for East Brunswick Township for the first quarter of 2004.
25. that Comcast failed to comply with the Board Order in Docket No. CO01030177, when Comcast represented to the Board that it had no agreements similar to the 1996 Select Package Contracts and it was later determined that Comcast had executed similar 1997 Contracts, and refused to continue honoring the 5% rate guarantee in those contracts, pursuant to N.J.A.C. 14:17-11.1.
26. that Comcast failed to comply with the Board Order in Docket No. CO02100725, by failing to notify all Comcast subscribers no later than December 31, 2002, of all rates and charges, including packages, pursuant to N.J.A.C. 14:17-11.1.
27. that Comcast failed to comply with the Board Order in Docket No. CM02030150, by failing to file certification with Board within thirty (30) days of the closing attesting to the lack of material deviation in the executed closing documents; failing to file journal entries to record the transactions approved within forty-five (45) days of final closing; failing to file revised Office forms CATV-1 and CATV-2 within thirty (30) days thereafter, in the event Mullica Cable failed to provide revised forms within forty-five (45) days of closing; and failing to file a revised tariff for cable television service reflecting new ownership and listing all charges within forty-five (45) days of the closing, pursuant to N.J.A.C. 14:17-11.1.

Comcast submitted its monetary Offer of Settlement in the amount of \$150,000.00 in order to resolve all issues concerning the violations alleged by the Office, without admitting any liability. As part of its Offer of Settlement, Comcast has agreed to the following remedial action:

1. As of January 2007, to provide to those customers that subscribed to its Select 1997 Package offering the same benefit(s) it provided under Docket No. CO01030177 to customers who subscribed to Comcast's Select 1996 Package. Specifically, Comcast will give each affected customer that subscribed to its Select 1997 Package offering, three (3) Pay-Per-View movies free of charge, or the value of such movies (\$12.00) for each and every calendar year, beginning in 2001, during the period which the subscriber either subscribed or continues to subscribe to the Select 1997 Package. The free Pay-Per-View movies, or the value thereof, will be provided through a credit for the first three Pay-Per-View purchases during the calendar year, or through a \$12.00 credit for those customers without the converter equipment needed to order Pay-Per-View movies. For those electing the Pay-Per-View purchase method, any unused Pay-Per-View credits will be carried over to the next calendar year, until the customer no longer subscribes to the Select 1997 Package, after which no further free movies will be provided. For those receiving the \$12.00 annual credit, such credits will be applied to the customer's account for each calendar year, until the customer no longer subscribed to the Select 1997 Package, after

which no further credits would be provided. There were no Select 1997 Package customers as of August 2006.

2. To discuss and address with the Office on a going forward basis issues involving the possible extension of plant by the Comcast Subsidiaries under their respective line extension policies and franchise commitments as they arise on a case-by-case basis.

The Office will monitor Comcast or its successor's future notice and filing requirements and procedures as set forth in the State Cable Television Act and the New Jersey Administrative Code.

The Board had reviewed the matter and HEREBY FINDS that the Offer represents a reasonable settlement in view of the alleged violations. Therefore, the Board HEREBY ACCEPTS the Offer of Settlement proffered by Comcast subject to the following provisions, conditions and/or limitations:

1. Comcast shall tender \$150,000.00, payable to Treasurer, State of New Jersey, within fifteen (15) days of the Board's acceptance of the Offer of Settlement.
2. Comcast shall, on an on-going basis, provide verified proof to the Office that all required quarterly and annual notices are sent to subscribers in accordance with N.J.S.A. 48:5A-26(c), N.J.A.C. 14:18-3.5 and N.J.A.C. 14:18-3.18 in the form of a true copy of the notices sent and proof of mailing the earlier of thirty (30) days of the completion of such notices or ten (10) days following the end of the quarter or annual period for which the notice was sent.
3. Comcast shall provide verified proof, including, where appropriate, certifications of continued compliance, to the Office no later than July 9, 2007, that appropriate corrective action was implemented as of the date of its Offer of Settlement to:
  - a. ensure that going forward Comcast subsidiaries provide the Office with adequate notice of changes or additions to rates and or services by filing tariffs at least thirty (30) days prior to the effective date as required by N.J.A.C. 14:17-6.16 and N.J.A.C. 14:18-3.3(b) and (c);
  - b. ensure that going forward Comcast subsidiaries provide a separate cover letter for each different rate application indicating which service territory or system is to be affected by the cable television company's rate application and a copy of the letter for each copy of the application submitted as required by N.J.A.C. 14:17-6.17(a)2;
  - c. ensure that going forward Comcast subsidiaries provide customers with adequate information and assure they are served under the most advantageous schedule by identifying specific rates and charges in its filed tariffs and by providing subscribers information concerning equipment, as required by N.J.A.C. 14:18-3.3(b) & (c), N.J.A.C. 14:18-3.4(d), N.J.S.A. 48:5A-11(d) and N.J.S.A. 48:5A-36(b);
  - d. ensure that going forward Comcast subsidiaries provides its prospective and/or existing subscribers with correct information concerning the availability of

outage credits, refunds and credits and return of deposits as outlined in N.J.A.C. 14:18-3.5, and required by N.J.A.C. 14:18-3.18(b), N.J.A.C. 14:18-3.25, and N.J.A.C. 14:18-4.9;

- e. ensure going forward that appropriate corrective actions were implemented to include a local or toll free telephone number, identification of each service for which a separate charge is imposed and the rate for each service, a specific due date by which payment is due, and show any other separate fees as required by N.J.A.C. 14:18-3.7(a)1, N.J.A.C. 14:18-3.7(a)2, N.J.A.C. 14:18-3.7(a)6, and N.J.A.C. 14:18-3.7(a)9;
- f. ensure that going forward Comcast subsidiaries issue a new disconnection notice each time the company intends to discontinue service for non-payment of a bill as required by N.J.A.C. 14:18-3.9(d);
- g. ensure that going forward Comcast subsidiaries file written notice to the Office of alterations in channel allocation prior to the effective date and notify subscribers at least thirty (30) days prior to the effective date as required by N.J.A.C. 14:18-3.17(a) and (b);
- h. ensure that going forward Comcast subsidiaries disclose all monthly services, packages and corresponding rates to residential subscribers as required by N.J.A.C. 14:18-3.18(a)1;

ensure that going forward Comcast subsidiaries issue refund checks promptly to customers no later than either the customer's next billing cycle following the resolution of the issue giving cause for the rebate, or thirty (30) days whichever is earlier, or the return of equipment supplied by the cable operator if service was terminated as required by N.J.A.C. 14:18-3.25;

- j. ensure that going forward Comcast complies with proper procedure in obtaining Board approval for an office closing and headend as required by N.J.A.C. 14:18-5.1;
  - k. ensure that going forward Comcast subsidiaries file outage reports with the Office within the appropriate timeframe as required by N.J.A.C. 14:18-6.6(a)1;
- ensure that going forward Comcast subsidiaries file annual telephone system information reports with the Office within the appropriate timeframe as required by N.J.A.C. 14:18-7.6;
- m. ensure that going forward Comcast subsidiaries inform the Office of any substantive changes in the telephone system information filed with the Office as required by N.J.A.C. 14:18-7.6(c);
  - n. ensure that going forward Comcast subsidiaries file quarterly telephone system performance reports with the Office within the appropriate timeframe as required by N.J.A.C. 14:18-7.7;

- o. ensure that subscribers have adequate access to company personnel by answering subscriber telephone calls within the thirty (30) second hold time

as required by 47 C.F.R. §76.309(c) and N.J.A.C. 14:18-7.8(a)2;

p. ensure that subscribers have adequate access to company personnel by answering subscriber telephone lines within the three (3) percent busy standard as required by 47 C.F.R. §76.309(c) and N.J.A.C. 14:18-7.8(a)3;

q. ensure that going forward Comcast remits franchise fees to municipalities within the appropriate timeframe as required by N.J.S.A. 48:5A-30(a); and

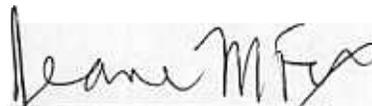
ensure that going forward Comcast complies with all terms and conditions of Orders and directives issued by this Board and the Director as required by N.J.S.A. 48:5A-9.

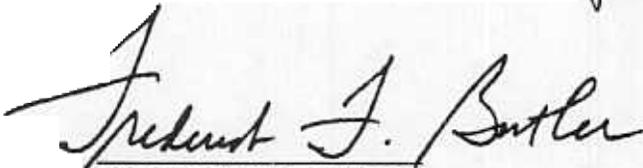
4. The Board's acceptance of the Offer of Settlement is for purposes of this proceeding only, addresses only those specific allegations and timeframes in the Offer of Settlement, and shall not be construed as limiting the Board's authority in any other matter affecting CCC and the Comcast Subsidiaries or a successor company or operator.
5. For purposes of assessing penalties for future offenses by CCC and the Comcast Subsidiaries, their parents, affiliates, subsidiaries and successors that may now or in the future operate the cable television systems that are the subject of this Offer of Settlement, such future offenses shall be considered third or subsequent offenses, in accordance with N.J.S.A. 48:5A-51(b).
6. This Offer of Settlement, however, does not relieve CCC, the Comcast Subsidiaries, their parents, affiliates, subsidiaries or successors, from any liability for violations of any Board Orders in rate, franchising or other dockets not specifically enumerated herein, or for violations of any Board Orders in rate, franchising or other dockets specifically enumerated herein that occur after November 4, 2005. This Offer of Settlement shall not be deemed to relieve the Comcast Subsidiaries of any liability in connection with their acquisition of certain satellite master antenna television ("SMATV") systems in New Jersey. The question of any potential liability relating to the acquisition of said SMATV systems will be addressed in a separate proceeding.

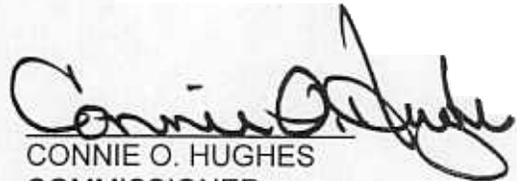
7. This Offer of Settlement also does not include, and does not impact upon any party's allegations or claims, as they apply to the 2004 Customer complaint report filed by or on behalf of CCC or the Comcast Subsidiaries. To the extent that said filing may involve a potential for liability on the part of CCC or the Comcast Subsidiaries, their parents, affiliates, subsidiaries or successors, it will remain subject to enforcement or other Board action.

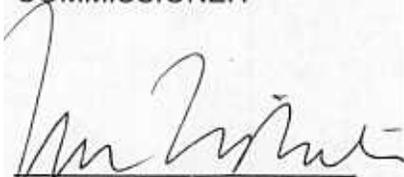
DATED: 5/15/07

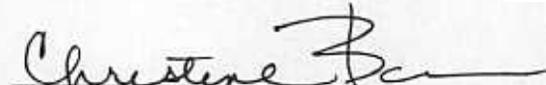
BOARD OF PUBLIC UTILITIES  
BY:

  
JEANNE M. FOX  
PRESIDENT

  
FREDERICK F. BUTLER  
COMMISSIONER

  
CONNIE O. HUGHES  
COMMISSIONER

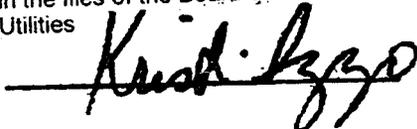
  
JOSEPH L. FIORDALISO  
COMMISSIONER

  
CHRISTINE V. BATOR  
COMMISSIONER

ATTEST:

  
KRISTI IZZO  
SECRETARY

I HEREBY CERTIFY that the within document is a true copy of the original in the files of the Board of Public Utilities



**IN THE MATTER OF THE ALLEGED FAILURE OF COMCAST CABLE COMMUNICATIONS, INC. TO COMPLY WITH PROVISIONS OF THE NEW JERSEY CABLE TELEVISION ACT, N.J.S.A. 48:5A-1 et seq., AND/OR THE NEW JERSEY ADMINISTRATIVE CODE, N.J.A.C. 14:18-1.1 et seq.**

**OFFER OF SETTLEMENT**

**DOCKET NO. CO07030212**

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STATE OF NEW JERSEY  
BOARD OF PUBLIC UTILITIES  
OFFICE OF CABLE TELEVISION

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UTILITIES  
N.J.

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IN THE MATTER OF THE ALLEGED )  
FAILURE OF CERTAIN CABLE TELEVISION )  
SUBSIDIARIES OF COMCAST CABLE )  
COMMUNICATIONS, LLC TO COMPLY )  
WITH PROVISIONS OF THE NEW JERSEY )  
CABLE TELEVISION ACT, N.J.S.A. 48:5A-1 )  
ET SEQ., THE NEW JERSEY )  
ADMINISTRATIVE CODE, N.J.A.C. 14:18-1.1 )  
ET SEQ. AND/OR CERTAIN PROVISIONS OF )  
CERTAIN BOARD ORDERS )

OFFER OF SETTLEMENT

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Docket No. CO 07030212

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WHEREAS, Comcast Cable Communications, LLC (“CCC”) owns the stock or equity interests of certain subsidiaries or affiliates which own and operate cable television systems in New Jersey<sup>1</sup> (referred to collectively hereinafter as the “Comcast Subsidiaries”); and

WHEREAS, the Comcast Subsidiaries are subject to the jurisdiction of the Board of Public Utilities (the “Board”) and the Office of Cable Television (“OCTV”), within the Board, pursuant to the New Jersey Cable Television Act, N.J.S.A. 48:5A-1 et seq. (the “Act”), and the New Jersey Administrative Code, N.J.A.C. 14:18-1.1 et seq. (the “Regulations”); and

WHEREAS, New Jersey cable television companies are required to comply with the provisions of the Act, the Regulations and Board Orders issued thereunder; and

<sup>1</sup> Comcast of New Jersey II, LLC, Comcast of South Jersey, LLC, Comcast of the Meadowlands, LLC, Comcast of Monmouth County, LLC, Comcast of Ocean County, LLC, Comcast of Northwest New Jersey, LLC, Comcast of Central New Jersey, LLC, Comcast of Mercer County, LLC; Comcast of Hopewell Valley, Inc., Comcast of Lawrence, LLC, Comcast of Jersey City, LLC, Comcast of Burlington County, LLC, Comcast of Southeast Pennsylvania, LLC, Comcast of Gloucester County, LLC, Comcast of Plainfield, LLC, Comcast of Long Beach Island, LLC, Comcast of Avalon, LLC, Comcast of New Jersey, LLC, Comcast of Garden State, L.P., and Comcast of Wildwood, LLC.

WHEREAS the OCTV has conducted an investigation with regard to the Comcast Subsidiaries' compliance with the Act, the Regulations and Board Orders; and

WHEREAS as a result of said investigation the Board and investigation by the OCTV the OCTV has alleged that certain Comcast Subsidiaries have failed to comply with certain provisions of the Act, Regulations and/or certain Board Orders; and

WHEREAS the Comcast Subsidiaries wish to amicably resolve the issues raised by the OCTV without the need for time-consuming and expensive litigation; and

WHEREAS, the Comcast Subsidiaries submit to the Board the within Offer of Settlement in full settlement of said alleged violations,

NOW THEREFORE, the Comcast Subsidiaries submit this Offer of Settlement follows:

The Comcast Subsidiaries will pay to the State of New Jersey the sum of One Hundred and Fifty Thousand Dollars (\$ 10,000 00) in full settlement with the Board and the OCTV except as provided in Paragraphs 1 and 2 below of violations or potential violations prior to November 4, 2005 of the Act, the Regulations or Board Orders, which violations or potential violations have been or could have been alleged by the Board or the OCTV against any or all of the Comcast Subsidiaries, including but not limited to violations of Board Orders in Docket No. CE99-20928, CO0-030-77 CE030:00-2, CO02-00725 CO02-20946 and CM02030:50. Upon approval by the Board of this Offer of Settlement and payment required hereinabove, the Board and the OCTV release CCC and the Comcast Subsidiaries, their parents, affiliates, subsidiaries and successors, from any and all liability with respect to such violations or potential violations.

2. This Offer of Settlement does not, however, relieve CCC, the Comcast Subsidiaries, their parents, affiliates, subsidiaries or successors, from any liability for violations of any Board Orders in rate, franchising or other dockets not specifically enumerated in paragraph 1 herein, or for violations of any Board Orders in rate, franchising or other dockets specifically enumerated in paragraph herein that occur after November 4, 2005. Furthermore, this Offer of Settlement shall not be deemed to relieve the Comcast Subsidiaries of any liability in connection with their acquisition of certain satellite master antenna television (“SMATV”) systems in New Jersey. The question of any potential liability relating to the acquisition of said SMATV systems will be addressed in a separate proceeding.
  
3. This Offer of Settlement also does not include, and does not impact upon, any allegation or claim with respect to the 2004 customer complaint report filed with the Board by or on behalf of CCC or the Comcast Subsidiaries. To the extent that said filing may involve a potential for liability on the part of CCC or the Comcast Subsidiaries, their parents, affiliates, subsidiaries or successors, it will remain subject to enforcement or other Board appropriate action.
  
4. The execution of this Offer of Settlement shall neither be deemed an admission by CCC or the Comcast Subsidiaries of any violation of the Act, the Regulations or any Board Orders, nor a determination by the Board or the OCTV that such a violation has occurred.

5. Any future repeated violation(s) of the Act, the Regulations or Board Orders by CCC and/or the Comcast Subsidiaries, their parents, affiliates, subsidiaries or successors that may now or in the future operate the cable television systems that are the subject of this Offer of Settlement, shall be deemed to be a subsequent violation, as appropriate, pursuant to the provisions of N.J.S.A. 48:5A-51(b), for the purpose of determining the amount of any applicable penalty.
  
6. Recognizing but notwithstanding the provisions of the foregoing paragraph, the Comcast Subsidiaries agree to take the following actions: They will ensure that, to the best of their ability, going forward,
  - a. they will provide the OCTV with adequate notice of changes or additions to rates and/or services by filing tariffs at least thirty (30) days prior to the effective date, as required by N.J.A.C. 14:17-6.16 and N.J.A.C. 14:18-3.3(b) and (c).
  - b. they will provide a separate cover letter for each different rate application indicating which service territory or system is to be affected by the cable television company's rate application and a copy of the letter for each copy of the application submitted, as required by N.J.A.C. 14:17- 6.17(a)2.
  - c. they will provide customers with adequate information and assure they are served under the most advantageous schedule by identifying specific rates and charges in their filed tariffs and by providing subscribers information concerning equipment, as required by N.J.A.C. 14:18-3.3(b) and (c), N.J.A.C.14:18-3.4(d), N.J.S.A. 48:5A-11(d) and N.J.S.A. 48:5A-36(b).
  - d. they will provide prospective and/or existing subscribers with correct information concerning the availability of outage credits, refunds and credits and the return of deposits, as outlined in N.J.A.C. 14:18- 3.5 and required by N.J.A.C. 14:18-3.18(b), N.J.A.C. 14:18-3.25, and N.J.A.C. 14:18-4.9.
  - e. they will include on customer bills a local or toll free telephone number, identification of each service for which a separate charge is imposed and the rate for each service, a specific due date by which payment is due, and show any other separate fees, as required by N.J.A.C. 14:18-3.7(a)1, N.J.A.C. 14:18-3.7(a)2, N.J.A.C. 14:18-3.7(a)6, and N.J.A.C. 14:18-3.7(a)9.

f. they will issue a new disconnection notice each time the company intends to discontinue service for non-payment of a bill, as required by N.J.A.C. 14:18-3.9(d).

g. they will file written notice to the OCTV of alterations in channel allocation prior to the effective date and notify subscribers at least thirty (30) days prior to the effective date, as required by N.J.A.C. 14:18- 3.17(a) and (b).

h. they will disclose all monthly services, packages and corresponding rates to residential subscribers, as required by N.J.A.C. 14:18-3.18(a)1.

i. they will issue refund checks promptly to customers no later than either the customer's next billing cycle following the resolution of the issue giving cause for the rebate, or thirty (30) days, whichever is earlier, or the return of equipment supplied by the cable operator if service was terminated, as required by N.J.A.C. 14:18-3.25.

j. they will comply with proper procedure in obtaining Board approval for an office closing and headend, as required by N.J.A.C. 14:18- 5.1.

k they will file outage reports with the OCTV within the appropriate timeframe, as required by N.J.A.C. 14: 18-6.6(a) 1.

l. they will file annual telephone system information reports with the OCTV within the appropriate timeframe, as required by N.J.A.C. 14:18-7.6.

m. they will inform the Office of any substantive changes in the telephone system information filed with the OCTV, as required by N.J.A.C. 14:18-7.6(c).

n. they will file quarterly telephone system performance reports with the OCTV within the appropriate timeframe, as required by N.J.A.C. 14:18-7. 7.

o. subscribers have adequate access to company personnel by answering subscriber telephone calls within the thirty (30) second hold time, as required by 47 C.F.R. §76.309(c) and N.J.A.C. 14:18-7.8(a)2.

p. subscribers have adequate access to company personnel by answering subscriber telephone lines within the three (3) percent busy standard, as required by 47 C.F.R. §76.309(c) and N.J.A.C. 14:18-7.8(a)3.

q. they will remit franchise fees to municipalities within the appropriate timeframe, as required by N.J.S.A. 48:5A-30(a).

r. they will comply with all terms and conditions of valid Orders issued by the Board and the Director of the OCTV, as required by N.J.S.A. 48:5A-9.

7. During the pendency of this proceeding, the Comcast Subsidiaries became engaged in discussions with the OCTV with regard to what has been commonly characterized as the "Select '97 Package" issue. The Select '97

Package issue pertains to those customers who entered into written contracts during the first quarter of 1997 for the purpose of subscribing to certain premium service packages under terms and conditions set forth in said contracts (said customers being referred to herein as the “Select ’97 Package customers”). The OCTV advised of its belief that the Select ’97 Package customers should receive benefits identical to those that had been earlier provided to customers in connection with what has been commonly characterized as the “Select ’96 Package” issue. The Comcast Subsidiaries agreed, as a result of which, in January 2007, the Select ’97 Package customers were provided the same benefits as had been provided to customers of the Select ’96 Package, said benefits having been set forth in the Board’s Order Accepting Stipulation of Settlement in Docket No. CO01030177.

8. From time to time, issues have arisen and may continue to arise with respect to possible extensions of plant by the Comcast Subsidiaries under their line extension policies. The Comcast Subsidiaries have committed to discuss each such situation with the OCTV on a case by case basis as it may arise in the future.

Comcast of New Jersey II, LLC  
Comcast of South Jersey, LLC  
Comcast of the Meadowlands, LLC  
Comcast of Monmouth County, LLC  
Comcast of Ocean County, LLC  
Comcast of Northwest New Jersey, LLC  
Comcast of Burlington County, LLC  
Comcast of Central New Jersey, LLC  
Comcast of Southeast Pennsylvania, LLC  
Comcast of Mercer County, LLC  
Comcast of Hopewell Valley, Inc.  
Comcast of Lawrence, LLC  
Comcast of Gloucester County, LLC  
Comcast of Jersey City, LLC  
Comcast of Plainfield, LLC

Comcast of Long Beach Island, LLC  
Comcast of Avalon, LLC  
Comcast of New Jersey, LLC  
Comcast of Garden State, L.P.  
Comcast of Wildwood, LLC

BY:   
Dennis C. Linken  
Attorney for the Comcast Subsidiaries

Dated: 3/28/07