

June 6, 2005

Rhonda Weaver
Regulatory Contact
Comcast Phone of Washington, LLC, d/b/a Comcast Digital Phone
440 Yaeger Way SW
Olympia, WA 98502

RE: Comcast's "On Time Guarantee" Docket No. UT-031459

Dear Ms. Weaver:

On April 15, 2004, Comcast petitioned the Commission for an alternative measurement or reporting format related to service quality reporting requirements, WAC 480-120-439. This request was granted on July 8, 2004.

The Commission granted Comcast's request based on the information supplied in its petition. Comcast indicated that it could not report missed appointments in the manner required by WAC 480-120-439(3), in lieu of this report, the company requested that it be allowed to file an "On Time Guarantee" in its price list. This guarantee would offer customers a one-time \$20 credit when Comcast misses an appointment.

Staff has had numerous discussions with you, or traded voice mail messages with you for follow up on this matter. On February 8, 2005, you left a message for staff indicating that although the \$20 credit information is not in the price list, the company is complying with the spirit of the agreement; however, the Company would file the required price list by February 18, 2005. After further discussions with staff, this information has yet to be filed in the Company's price list.

Please file the required price list information as petitioned by the company and agreed to by the Commission, or the Commission may choose to levy penalties against Comcast.

Rhonda Weaver
June 6, 2005
Page 2

If you have any questions regarding this letter, please contact Kristen Russell at (360) 664-1281.

Sincerely,

Carole J. Washburn
Executive Secretary

Attachments – Comcast's petition and *current* Price List pages