

"Weaver, Rhonda"
<Rhonda_Weaver@ca
ble.comcast.com>

11/14/2005 09:39
AM

<BWilliam@wutc.wa.gov>

To

cc

Subject

Re: WA - UTC complaint 95308 for
Debra Allen

Bob,

Thanks for your help on this. Our numbering folks are making the change so this shouldn't come up again.

-----Original Message-----

From: Bob Williamson

To: Weaver, Rhonda

Sent: Mon Nov 14 09:12:53 2005

Subject: Fw: WA - UTC complaint 95308 for Debra Allen

Hey Rhonda long time! Give me a call please. I'm not sure I understand this email string or the issue. Thanks! --Bob

----- Forwarded by Bob Williamson/WUTC on 11/14/2005 08:12 AM -----

Roger Kouchi/WUTC

11/10/2005 04:43
PM

"Washington CAT"

<Washington_CAT@cable.comcast.com>

To

cc

Bob Williamson/WUTC@WUTC

Subject

RE: WA - UTC complaint 95308 for
Debra Allen(Document link: Bob
Williamson)

Agatha Hill - According to this article below, Digital Voice is VOIP services. So, maybe because this is VOIP that the company can have different rate centers than the ILEC? My understanding is that the CLEC may not have different rate centers from the designated ILEC in the area.

By Kimberly S. Johnson

Denver Post Staff Writer

DenverPost.com

Comcast is expected to introduce its Digital Voice phone service this month in metro Denver, offering Voice over Internet Protocol residential service that will compete directly with Qwest.

Comcast Digital Voice, in other markets, allows customers to keep their existing telephone and telephone number in most cases. Local and long-distance service is offered.

Comcast is the nation's largest cable-TV provider, with 21.4 million subscribers. More than 700,000 of those customers are in Colorado.

Comcast officials in Colorado declined to confirm a launch date or provide details about the service.

In Boston, where the service has been available since May, Digital Voice costs \$39.95 a month for customers who also get standard cable TV and high-speed Internet from Comcast. The total cost of that package is \$131.

For customers who want only the phone service, the cost in the Boston area is \$54.95 a month.

Comcast has offered traditional switched-circuit service in parts of the Denver area and other markets.

Digital Voice is available in the Seattle, Baltimore, Washington, D.C., and Boston areas.

Comcast spokeswoman Cindy Parsons said Comcast has been testing its Digital Voice service in Denver for some time.

"We have been quietly launching Comcast Digital Voice node by node, neighborhood by neighborhood, while conducting extensive testing and employee training," she said.

Philadelphia-based Comcast Corp. said it added 46,000 Digital Voice customers across the country during the quarter ended Sept. 30.

It has big plans for Digital Voice, expecting to add a total of 250,000 subscribers by the end of this year and another 1 million in 2006, according to a Standard & Poor's analyst report.

Comcast might have to overcome a learning curve in Denver.

"It sounds cool, but I would have questions about the technology," said Jim McIntosh, a statistician from Highlands Ranch. "Is the quality the same?"

For those who have heard of VoIP, reports of inadequate 911 emergency

service resonate more loudly than jumping on the digital bandwagon.

"I think I'll keep my Qwest service," said Marlean Dorsey of Aurora. "I've heard about someone not getting through with 911, so that's a concern."

Comcast's system will have the capability to route 911 calls and identify the caller's location, according to the Comcast website.

In the event of a power outage at customer's home, the company also provides up to eight hours of backup power.

Vonage is the largest VoIP provider, with more than 1 million active lines. Vonage makes use of other providers' broadband networks to send and receive calls using Internet protocol. Comcast uses its own network to send and receive calls.

Vonage's monthly residential service starts at \$14.99 and goes to \$24.99.

"Vonage has had pretty significant growth because of that," said Janco Partners analyst Donna Jaegers. "It will be interesting. (Comcast) seems to be positioned at a fairly high price."

She said Qwest could be affected over time. There's a 5 percent market-penetration rate in the first 18 months to two years after a VoIP rollout, Jaegers said.

"Once Comcast puts their marketing muscle behind (VoIP in Denver), I think

it can impact Qwest very severely," she said.

Roger Kouchi
WUTC Consumer Affairs
PO Box 47250
Olympia, WA 98504
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fax: 360-664-4291
E-mail: rkouchi@wutc.wa.gov

"Washington CAT"
<Washington_CAT@ca-
ble.comcast.com>

11/10/2005 08:02
AM

To
"Roger Kouchi"
<rkouchi@wutc.wa.gov>, "Washington
CAT"
<Washington_CAT@cable.comcast.com>

CC

"Hill, Agatha"
<Agatha_Hill@cable.comcast.com>
Subject
RE: WA - UTC complaint 95308 for
Debra Allen

Roger,

Per my email to you on 10/28/05 at 2:01pm, Comcast does not offer plain old telephone (DTS) in the Gig Harbor area. Per other email correspondence that was explained by Agatha and myself, the rate center has to be the same and because they are not we can not port the telephone number issued to Debra by Century Tel over to Comcast. Per the 11/03/2005 01:01 PM Email correspondence from me to you regarding this matter, Comcast do offer Comcast Digital Voice (CDV) not VOIP in Debra Allen area with one of our native numbers.

We are respectfully requesting that this inquiry be closed due to current correspondence regarding this matter from Comcast.

-----Original Message-----

From: Roger Kouchi [mailto:rkouchi@wutc.wa.gov]
Sent: Thursday, November 10, 2005 7:31 AM
To: Washington CAT
Cc: Hill, Agatha
Subject: WA - UTC complaint 95308 for Debra Allen

Agatha Hill - Staff has informed me that a CLEC must have the same rate centers as the ILEC. However, it just dawned on me that Comcast does not offer regular phone service in the Gig Harbor area. Please confirm. Also, please confirm the service being offered to this consumer is VOIP service and not POTs. Thank you.

Roger Kouchi
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fax: 360-664-4291
E-mail: rkouchi@wutc.wa.gov

----- Forwarded by Roger Kouchi/WUTC on 11/10/2005 07:29 AM -----
Washington UTC Complaint 95308

Company: Comcast Phone of Washington, LLC

Customer: Account#

Debra Allen
Contact:
10325 123rd Street NE
Gig Harbor, WA 98329
Phone: 253-853-7888; 253-853-5440

Complaint: 95308 Serviced by: Roger Kouchi
Opened on: 10/28/2005 Grouped by: Miscellaneous

Description:

Comcast is refusing to port her numbers. She hasn't moved. Just wants to port from Century Tel to Comcast. Comcast is stating that she is in the Gig Harbor exchange but in the Burley rate center. This doesn't make any sense.

Activity:

*** 10/28/2005 01:22 PM Email: Roger Kouchi >> Comcast Complaints
Comcast - Please respond to this complaint. Thank you.

*** 10/28/2005 02:01 PM Email: Roger Kouchi << Quinton, Lucille
We do not offer telephone services in the Gig harbor area. This is why
we are not able to port her telephone numbers from CenturyTel.

*** 10/28/2005 02:20 PM Email: Roger Kouchi << Cindy Girtman
Due to this information, does CenturyTel need to do any further
investigation for resolution of this complaint?

*** 11/02/2005 08:06 AM Email: Roger Kouchi >> consumer
Comcast informed me that it does not offer service in the Gig Harbor area.
Do
you have any questions? Thank you.

*** 11/02/2005 08:32 AM Email: Roger Kouchi << Debra Allen
This is a receipt for the mail you sent to
Debra Allen <dtdaallen@comcast.net> at 11/02/05 08:04:18
This receipt verifies that the message has been displayed on the
recipient's computer at 11/02/05 08:33:45 - C.DTF

*** 11/02/2005 08:53 AM Email: Roger Kouchi << Debra Allen
I have a bit of a problem then understanding how I received
solicitation since my address is Gig Harbor, my phone prefix is
Gig Harbor, my phone line is serviced out of Gig Harbor - but you guys say
my RATE CENTER is BURLEY. I also know people who live within the Gig
Harbor City limits who also received Comcast solicitation for phone
service. Can you explain that??

*** 11/03/2005 08:05 AM Email: Roger Kouchi >> lucille quinton
Lucille Quinton - Consumer informed me that she and others have received
solicitation calls from Comcast to provide phone service. If Comcast
cannot
provide phone service in Gig Harbor, why is Comcast soliciting customers
for
phone service? Please explain. Thank you.

*** 11/03/2005 08:42 AM Email: Roger Kouchi << Washington CAT
The customer is referring to the Comcast Digital Voice services. As
customer mention on her previous contact with you is that we are unable to
port her numbers from Century Tell because we have her rate center in
Burley not Gig Harbor.

*** 11/03/2005 12:04 PM Email: Roger Kouchi >> lucille quinton
Lucille Quinton - Please confirm that Comcast does not offer telephone
service
in Burley. Thank you.

*** 11/03/2005 12:44 PM Email: Roger Kouchi << Washington CAT
Comcast does not offer Digital Telephone Services in Burley. We only
offer Comcast Digital Voice (CDV) in the Burley area, which is currently
not regulated by your agency.

*** 11/03/2005 12:51 PM Email: Roger Kouchi >> lucille quinton
Lucille - Would this consumer be able to port her Century Tel number
(Burley)
to Comcast Digital Voice (VOIP??)? Thanks.

*** 11/03/2005 01:01 PM Email: Roger Kouchi << Washington CAT
As mention in the previous emails to you, we can not port her telephone
numbers from Century Tel to Comcast Digital Voice (CDV not VOIP) because
her rate center with us is in Burley and the rate center with Century Tell
is Gig Harbor. Century Tel has done this for many of their customer who is
actually in the Burley rate center and they have provided them with Gig
Harbor telephone number.

If you should have any questions as to why they do this, I will have to
suggest that you direct any questions you may have to Century Tel.

*** 11/04/2005 07:47 AM Email: Roger Kouchi >> cindy girtman
Cindy - Please provide boundary maps for Century Tels Burley exchange and
Gig
Harbor exchanges. Thank you.

*** 11/04/2005 11:25 AM Email: Roger Kouchi << Cindy Girtman
-----Original Message-----
From: Butch Jaspersen

Cindy,
I forwarded this to Don Dennis, he was in my office while I was reading
the E-Mail, there is no Burley exchange it is Gig Harbor. Don said he
will contact Roger Kouchi and get this sorted out.

If you have any questions Don's number is 253 851-1210.

*** 11/08/2005 01:42 PM Phone: Roger Kouchi << don dennis
There is no separate Burley Exchange. It is all part of Gig Harbor
exchange
and the same rate center. There should be no problem porting the number.

*** 11/08/2005 01:45 PM Email: Roger Kouchi >> Comcast Complaints
Lucille Quinton - According to Don Dennis of Century Tel, there is no
separate
Burley Exchange. It is all part of Gig Harbor exchange and the same rate
center. There should be no problem porting the number. Please coordinate
the
porting requirements with Mary Taylor of Century Tel. You can reach Mary
Taylor at 360-446-6239. Thank you.

*** 11/08/2005 01:46 PM Email: Roger Kouchi >> consumer
Century Tel informed me that there is no Burley exchange. You are actually
in
the Gig Harbor exchange. I have asked Century Tel and Comcast to
coordinate
the porting of your number. Please let me know if you have questions.
Thank

you.

*** 11/08/2005 01:59 PM Email: Roger Kouchi >> lucille quinton
Lucille Quinton - Sorry. Mary Taylor just called me and said her phone
number
has changed to 360-943-6996. Let me know if you have questions. Thank you.

*** 11/08/2005 02:02 PM Email: Roger Kouchi << Cindy Girtman
Is there anything further we need to do regarding this case at this point?

*** 11/08/2005 02:10 PM Email: Roger Kouchi >> cindy girtman
Cindy - It appears that this is still an issue because Comcast is saying
there
is a Burley rate center. Comcast is sending me a map of its Burley rate
center
and Gig Harbor rate center. I don't understand how different companies can
set
up different rate centers. How do companies get reimbursed to pass traffic
if
each company has different rate centers. Please help me understand this.
Thank you.

*** 11/08/2005 02:32 PM Email: Roger Kouchi << Hill, Agatha
Attached is a copy of the 4 rate centers which Comcast has for the Gig
Harbor area. The customer's address is shown with the star. As you can
see she is located in the Burley rate center. Please contact me if you
have further questions. As stated in our conversation, Comcast can
provide Ms. Allen with Comcast Digital Voice service with one of our
native numbers, but not with the current number that she has which is
provided by CenturyTel.
- Gig Harbor Area Ratecenter Map.bmp (((See attachment field of this
activity)))

*** 11/09/2005 11:08 AM Email: Roger Kouchi >> agatha hill
Agatha Hill - I don't understand. Century Tel has 4 different rate centers
for
Gig Harbor?? Why so many rate centers? Is a rate center the same thing as
an
exchange or central office? Does each rate center have different long
distance
rates? Please explain. Thank you.

*** 11/09/2005 12:22 PM Email: Roger Kouchi << Hill, Agatha
Remember when we were talking yesterday and I used the example of Tacoma,
WA. In Tacoma, Comcast has more than one rate center. We have "Tacoma"
and "Tacoma Waverly"; these rate centers do not generate long distance
charges to each other. There may be several exchanges within a rate
center, but that does not matter. The original ILEC for Gig Harbor was
QWEST (US WEST) and Comcast is following the original boundaries for rate
centers which were established with the WA UTC. Comcast can provide
service for Ms. Allen at her current address with a number provided by
Comcast, but not with the number she currently has since it is in another
rate center. Hopefully this answers your question.

*** 11/09/2005 02:01 PM Email: Roger Kouchi >> bob williamson (staff)
Bob - I need your help. Do CLECs have to set up the same rate center as
the
ILEC? Thanks.

*** 11/09/2005 02:54 PM Email: Roger Kouchi << Bob Williamson
That is my understanding that CLECs must set up the same rate
center as the ILEC. In this case it may be a different issue. Some
"exchanges" may have more than one rate center. The Waverly 7 office in
Federal Way has customers in the Tacoma rate center and some in the
Seattle rate center. It's like having two virtual central offices. A
customer with a Waverly 7 federal Way "Seattle" number cannot port to a
Waverly 7 Tacoma number.

In this case does Comcast have a Burley rate center? Does Comcast even
offer telephone service on the peninsula. One of the emails below says
that they do not.

*** 11/09/2005 07:54 PM Email: Roger Kouchi << Debra Allen
This is a receipt for the mail you sent to
Debra Allen <dtdaallen@comcast.net> at 11/08/05 13:43:55
This receipt verifies that the message has been displayed on the
recipient's computer at 11/09/05 19:56:15 - C.DTF