

Cases 21-037

Infrasource vs. Comcast

Comcast has implemented the following:

- Comcast's Locating Business Partner (USIC) is updated with Comcast's "Confidential and Proprietary" facility mapping data, by the 15th of every month.
- Comcast is creating a process with USIC to proactively notify a Comcast representative in the event facilities are found present on an existing ticket where Comcast is not currently included.
- As of June 3rd 2021, Comcast has provided the 811-call center with the following 800-778-9140 contact number which provides the excavator with a direct path to contact USIC in such instances so Comcast can be added to a locate ticket.
- Corrective actions implemented through an elevation to have aerial to underground service drops added to existing facility mapping data.
- District Code Reduction to manage updates, from 11 District Code to 5, and working on getting the District Code down to 3.

Maps provided to 811 Call Center do not include aerial to underground service drops. This area is serviced via aerial plant with some homes being fed via aerial to underground service drops.

Comcast is in process of implementing corrective actions mitigating the possibility of similar issues occurring in the future.

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