



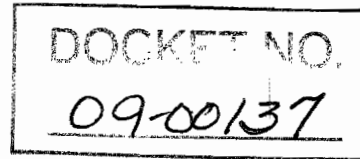
John H. Ridall Jr.  
President  
Southern Division

Comcast Cable  
600 Galleria Parkway  
Suite 1100  
Atlanta, GA 30339  
Office: 678.385.5114

September 14, 2009

**VIA HAND DELIVERY**

Honorable Sara Kyle, Chairman  
Tennessee Regulatory Authority  
460 James Robertson Parkway  
Nashville, TN 37238



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*In Re: Application of Comcast Cable Communications Management, LLC, on Behalf of  
Its Affiliates Operating Cable Systems in Tennessee for a State-Issued Certificate  
of Franchise Authority*

Dear Chairman Kyle,

In accordance with the requirements of the Competitive Cable and Video Services Act, Public Chapter 932 (the "Act"), enclosed please find an original and thirteen (13) copies of Comcast Cable Communications Management, LLC's Application for State-Issued Certificate of Franchise Authority.

Also enclosed is a check for the application fee in the amount of Two Thousand Dollars (\$2000.00) in accordance with Section 6(b)(1) of the Act.

Should you have any questions, please do not hesitate to contact me.

Thank you.

Sincerely,

John H. Ridall, Jr.  
President – Comcast Southern Division

Enclosures

**BEFORE THE TENNESSEE REGULATORY AUTHORITY**  
Nashville, Tennessee

**In Re: Application of Comcast Cable Communications Management, LLC, a Delaware Limited Liability Company, on Behalf of Its Affiliates Operating Cable Systems in Tennessee Which Include The Following Legal Entities:**

*Comcast of Arkansas/Florida/Louisiana/Minnesota/Mississippi/Tennessee, Inc.*  
*Comcast of Indiana/Kentucky/Utah*  
*Comcast of Kentucky/Tennessee/Virginia, LLC*  
*Comcast of Michigan/Mississippi/Tennessee, Inc.*  
*Comcast of Nashville I, LLC*  
*Comcast of Nashville II, LLC*  
*Comcast of Tennessee, LP*  
*Comcast of the South*

**For a State-Issued Certificate of Franchise Authority**

**Docket No.** \_\_\_\_\_

**AFFIDAVIT OF JOHN H. RIDALL, JR.**

**STATE OF GEORGIA**

**COUNTY OF FULTON**

I, John H. Ridall, Jr., in accordance with the requirements of the Competitive Cable and Video Services Act, Public Chapter 932 (the "Act"), state as follows:

I am an executive officer of Comcast Cable Communications Management, LLC, where my title is President – Southern Division. As such, I am authorized to make this affidavit on behalf of Applicant Comcast Cable Communications Management, LLC.

**1. Name of Applicant:**

Comcast Cable Communications Management, LLC, on behalf of its affiliates listed in Exhibit A to this application (hereinafter referred to as "Applicant").

**2. Application Fee (Section 6(b)(1) of the Act):**

An application fee, in the amount of two thousand dollars (\$2000.00), is hereby submitted with this application. Such amount reflects the aggregate population of the service area(s) applied for in this application listed on Exhibit A in accordance with the most recent decennial census.

**3. Compliance with Applicable Laws (Section 6(c)(1) of the Act):**

Applicant agrees to comply with all applicable federal and state laws and regulations to the extent that such state laws and regulations are not in conflict with or superseded by the provisions of this part or other applicable law and will timely file with the FCC all forms required by the FCC in advance of offering cable services or video services.

**4. Description of Municipalities and/or Unincorporated Areas Within Counties to be Served in Whole or in Part (Section 6(c)(2) of the Act):**

Applicant attaches as Exhibit A to this affidavit, and hereby incorporates by reference, its written description of the municipalities and unincorporated counties, if applicable, to be served, in whole or in part, by Applicant's affiliates. Each of Applicant's affiliates listed on Exhibit A is an "incumbent cable service provider," as defined in Section 4(13) of the Act, in each of the respective service areas. In each case, unless otherwise noted, the geographical area within which each of the Applicant's respective affiliates will provide service, in whole or in part, is the entire municipality or unincorporated county identified on Exhibit A.

**5. Provision of Cable Service to Service Areas (Section 6(c)(3) of the Act):**

Applicant's affiliates listed on Exhibit A are currently providing cable service for purchase in each of the municipalities and unincorporated areas of counties identified in Exhibit A.

**6. Indemnification (Section 6(c)(4) of the Act):**

Applicant agrees to indemnify and hold harmless, in accordance with Section 19 of the Act, the state, municipality, county, and any employee or representative of the state, municipality or county, as well as any political subdivision of the state, individually and collectively, referred to in Section 19 of the Act as the "indemnitee."

**7. Applicant Contact Information (Section 6(c)(5) of the Act):**

- a. Applicant's principal place of business is located at:

One Comcast Center  
Philadelphia, Pennsylvania 19103

- b. Applicant's telephone number is:

215-665-1700

- c. The principal executive Officers of the Applicant are:

A complete list of Applicant's executive officers is attached as Exhibit B.

- d. The following persons are authorized to represent the Applicant before the Tennessee Regulatory Authority:

Tim Gage	678-385-5156
Jeff Jacobs	215-286-8989
Christopher McDonald	678-385-5257
Curtis Person	901-435-9904
Douglas Wells	678-385-5173

**8. Managerial, Financial, and Technical Qualifications of Applicant to Provide Cable Service (Sections 6(c)(6) and 6(d)(2) of the Act):**

Section 6(d)(3) of the Act provides that an incumbent cable service provider (as defined by Section 4(13) of the Act) is deemed by operation of law to have the managerial, financial, and technical qualifications to obtain a state-issued Certificate of Franchise Authority; provided that the incumbent is not seeking a new service area which would double its current size of operations and the incumbent does not have cable assets of at least ten million dollars (\$10,000,000) in the state.

Applicant's affiliates listed on Exhibit A are incumbent cable service providers as defined in Section 4(13) in each of the areas listed on Exhibit A and therefore are deemed by the operation of law to have the managerial, financial, and technical qualifications to provide cable service and to obtain a state-issued Certificate of Franchise Authority. Applicant's affiliates listed on Exhibit A are not seeking any new service areas in this application and currently have assets in the aggregate that total more than ten million dollars (\$10,000,000) in the state. Accordingly, no review of Applicant's managerial, financial, and technical qualifications is required or permitted by the Act.

**9. Customer Service Complaint Handling Process (Section 6(c)(7) of the Act):**

Customers of Applicant who have questions or complaints regarding their billing or service may contact customer service by calling toll free 1-800-COMCAST or online at <http://www.comcast.com>. The customer service policy of Applicant is provided in more detail and is attached as Exhibit C.

To the extent that a customer complaint remains unresolved after following this process, the customer may direct the matter to the Tennessee Regulatory Authority.

**10. Notice to Affected Local Governing Authority (Section 6(c)(8) of the Act):**

Notice has been provided to the affected local governing authorities for the service areas listed in Exhibit A of their right to receive a franchise fee consistent with the Act. A draft copy of the notification letter is attached as Exhibit D. Notice will be provided to other entities with facilities in the rights-of-ways in the areas listed in Exhibit A to the extent required by applicable local ordinances or resolutions.

**11. Non-Discrimination and Service Deployment Requirements (Section 6(c)(9) of the Act):**

Applicant agrees to comply with the requirements set forth in the Act, expressly including the applicable non-discrimination and service deployment requirements of Section 12 of the Act. Applicant acknowledges the provisions of Section 13 of the Act relative to enforcement of non-discrimination and deployment requirements.

**12. Notice to Affected Local Governing Entity Section 6(c)(10) of the Act):**

Applicant's affiliates listed on Exhibit A are incumbent cable service providers as defined in Section 4(13) of the Act and are currently providing cable service to the respective service areas listed in Exhibit A. Accordingly, each of the applicable local governing entities has received notice that the appropriate affiliate is providing cable service.

**13. Minority Owned Business Participation Plan (Section 6(c)(11) of the Act):**

Attached as Exhibit E is Applicant's Minority Owned Business Participation Plan and Applicant's affiliates listed in Exhibit A agree to comply with the provisions of such plan in accordance with Section 14 of the Act.

FURTHER AFFIANT SAYETH NOT.

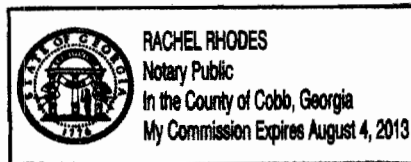
  
John H. Ridall, Jr.

STATE OF GEORGIA  
COUNTY OF FULTON

Sworn to and subscribed before me, this 14th day of September, 2009

  
Notary Public

My commission expires: August 4, 2013



## EXHIBIT A



## I. SERVICE AREAS AND CORRESPONDING LEGAL ENTITIES

### Service Area - Cities

Friendsville  
Gatlinburg  
Pigeon Forge  
Sevierville

### Legal Entity

Comcast of Kentucky/Tennessee/Virginia, LLC  
Comcast of the South  
Comcast of the South  
Comcast of the South

### Service Area - Unincorporated

Blount County (1 of 2)  
Blount County (2 of 2)

Comcast of the South  
Comcast of Kentucky/Tennessee/Virginia, LLC

## II. POPULATION (2000 decennial census)

### Service Area - Cities

Friendsville  
Gatlinburg  
Pigeon Forge  
Sevierville

### Population

890  
3,382  
5,083  
11,757  
21,112

### County

Blount  
Sevier  
Sevier  
Sevier

### Service Area - Unincorporated

Blount County (1 of 2)  
Blount County (2 of 2)

105,823

105,823

Total Population

126,935

III. CONTACT INFORMATION

<u>Service Area - Cities</u>	<u>Title</u>	<u>First Name</u>	<u>Last Name</u>	<u>Address 1</u>	<u>Address 2</u>	<u>City</u>	<u>State</u>	<u>Zip Code</u>
Friendsville	Mayor	Don	Parkins	City of Friendsville	105 Homecoming Circle / P.O. Box 56	Friendsville	Tennessee	37737
Gallinburg	Mayor	Jerry	Hayes	City of Gallinburg	P.O. Box 5	Gallinburg	Tennessee	37738
Pigeon Forge	Mayor	Keith	Whaley	City of Pigeon Forge	P.O. Box 1350	Pigeon Forge	Tennessee	37868
Sevierville	Mayor	Brian	Atchley	City of Sevierville	P.O. Box 5500	Sevierville	Tennessee	37864
<u>Service Area - Unincorporated</u>								
Blount County	Chairman	Stephen	Greene	Blount County	341 Court Street	Maryville	Tennessee	37804

**EXHIBIT A**

**TERRITORIAL AREA OF COMCAST  
CABLEVISION OF THE SOUTH FRANCHISE**

**AREA ONE:**

BEGINNING at a point in Fort Loudon Lake in the Knox County/Blount County line near Stock Creek; thence with Fort Loudon Lake in a southerly direction to a point opposite Wheeler Road at approximately mile 4.5; thence in an easterly direction to a point 300 ft. west of Wheeler Road; thence with the line 300 ft. west of and parallel to Wheeler Road to a point 300 ft. south of Wheeler Road; thence in a southeasterly direction to a point at the intersection of the city limits of Rockford with Little River; thence with Little River in a northeasterly direction to the point of intersection of Holly Brook Branch and Little River; thence with Holly Brook Branch in a northeasterly direction to the headwaters of Holly Brook Branch; thence with Holly Brook Branch in a northerly direction to the Knox County/Blount County line; thence with the Knox County/Blount County line to the point of beginning.

**AREA TWO:**

BEING a territory on both sides of Wheeler Road approximately to the west of a mile 4.5 in Fort Loudon Lake, bounded on the East by Fort Loudon Lake and bounded on the south by the original franchise territory granted to Rockford Cable Television, Inc. described in Exhibit A to "Blount County Cable Television Authority Communication Franchise Number 4"; and being a territory more particularly described as tracts K and L and part of tract F of the Lakemont Hills Development as same is shown by plat of record in the Office of the Register of Deeds for Blount County, Tennessee in Map File 486 B. This description is intended to exclude those private homes located on Wheeler Road in the upper northeast end of tract F and to include those apartment complexes located on Wheeler Road known as Riverside Manor, Pine Lake and Windy Lake Apartments.

**AREA THREE:**

BEING those private residential homes located on Wheeler Road in the upper northeast end of tract F of the Lakemont Hills Development as same is shown by plat of record in the Office of the Register of Deeds for Blount County, Tennessee in Map File 486B.

BEING those private residential homes located on Island View Road in the River View Addition as same is shown by index plat of record in the Office of the Register of Deeds for Blount County, Tennessee in Map File 248A.

AREA FOUR:

BEING that part of Tract E of the Lakemont Hills Development as same is shown by index plat of record in the Office of the Register of Deeds for Blount County, Tennessee in Map File 486B, which includes only that apartment complex known as "Jonathan's Ridge Apartments".

AREA FIVE:

BEGINNING at the point of intersection of Holly Brook Branch and Little River, corner to franchisee's original franchise territory described in Exhibit A to "Blount County Cable Television Authority Communication Franchise Number 4"; thence with the boundary of franchisee's original franchise territory and with Holly Brook Branch in a northeasterly direction to the headwaters of Holly Brook Branch; thence with the boundary of franchisee's original franchise territory and with Holly Brook Branch in a northerly direction to the Knox County/Blount County line; then with the Knox County/Blount County line in a southeasterly direction to the point of intersection of the Knox County/Blount County line and the 83° 50" longitude line; thence due south with the 83° 50" longitude line to its point of intersection with Hwy 411 (Sevierville Road); thence due east to a point in Little River; thence with Little River to the point of Beginning, all as shown on United States Department of the Interior Geological Survey, Maryville Quadrangle and Wildwood Quadrangle (Topographic).

AREA SIX:

That area of Blount County, Tennessee in the Fifteenth (15th) and Eighteenth (18th) Civil Districts located east of Chilhowee Mountain, excluding the City of Townsend, Tennessee.

**EXHIBIT A**

**TERRITORIAL AREA OF FRONTIERVISION  
OPERATING PARTNERS, L.P., FRANCHISE**

**AREA ONE:**

BEGINNING at a point on the Blount County-Knox County line 300 ft. north of the end of Lowe's Ferry Road and at the edge of Fort Loudon Lake and thence in a line parallel to Lowe's Ferry Road and 300 ft. north of the right-of-way thereto in a northeasterly direction to a point 300 ft. north of the intersection of Lowe's Ferry Road and County Road 2408; thence in southeasterly direction in a line parallel to and 300 ft. northeast of the County Road 2408 to a point approximately 300 ft. east of the intersection of County Road 2408 and Mizer Road; thence in a southeasterly direction in a line parallel to and 300 ft. northeast of the right-of-way of Mizer Road to a point 300 ft. north of the intersection of Mizer Road and Union Grove Road; thence in a southeasterly direction in a line parallel to and 300 ft. north of the right-of-way of Union Grove Road to a point 300 ft. north of the intersection of Union Grove Road and Drennon Road; thence in a southerly direction 600 ft. to a point 300 ft. south of the intersection of Union Grove and Drennon Road; thence in a south-southwesterly direction in a line parallel to and 300 ft. east from the easterly right-of-way of Union Grove Road to a point 300 ft. east of the intersection of Union Grove Road and Highway 73; thence in a south-southwesterly direction across Highway 73 to a point 300 ft. east of the intersection of Highway 73 and Gooseneck Road; thence in a line parallel to and 300 ft. east of the right-of-way of Gooseneck Road in a south-southeast direction to a point 300 ft. east of the intersection of Gooseneck Road and Sam Loveday Road; thence in a southeasterly direction in a line parallel to and 300 ft. east of Sam Loveday Road to a point 300 ft. east of the intersection of Sam Loveday Road and Ridge Road; thence in an easterly direction in a line parallel to and 300 ft. north of the right-of-way of Ridge Road to a point 300 ft. north of the intersection of Ridge Road and Glendinen Road [sic]; thence in a southerly direction across Ridge Road to a point 300 ft. east of the intersection of Ridge Road and Glendinen Road [sic]; thence in a southeasterly direction in a line parallel to and 300 ft. from the right-of-way of Glendinen Road [sic] to a point 300 ft. northeast of the intersection of Glendinen Road [sic] and Morganton Road; thence across Morganton Road in a southerly direction in a line parallel to and 300 ft. from the right-of-way of Morganton Road to a point 300 ft. east of the intersection of Morganton Road and Cloverhill Road; thence in a southeasterly direction in a line parallel to and 300 ft. from the northeast side of Cloverhill Road to a point 300 ft. north of the intersection of Niles Ferry Road and U.S. Highway 129; thence across Niles Ferry Road in a southerly direction to a point 300 ft. east of the intersection of Niles Ferry Road and U.S. Highway 129; thence in a southerly direction in a line parallel to and 300 ft. east of the right-of-way of U.S. Highway 129 to a point 300 ft. east of the intersection of U.S. Highway 129 and Cochran Creek; thence with Cochran Creek in a southwesterly direction to the Blount County-Monroe County line; thence with the Blount County-Monroe County line in a westerly then northerly direction to a corner of the Loudon-Monroe-Blount County lines; thence with the Loudon County-Blount County line to the Knox County-Blount County corner and thence with the Knox County-Blount County line to the point of beginning.

THERE is excluded and excepted from this description the Homestead and Panorama Estates subdivisions which lie northeast and southwest of Morganton Road.

AREA TWO:

BEGINNING at the point of intersection of the north right-of-way line of Big Springs Road and the east right-of-way line of William Blount Drive; thence with William Blount Drive in a northerly direction approximately 2900 feet to a point on the east right-of-way line of William Blount Drive; thence leaving William Blount Drive in an easterly direction approximately 1500 feet to Odell Road; thence south with Odell Road approximately 2900 feet to Big Springs Road; thence with Big Springs Road in a westerly direction to the point of Beginning.

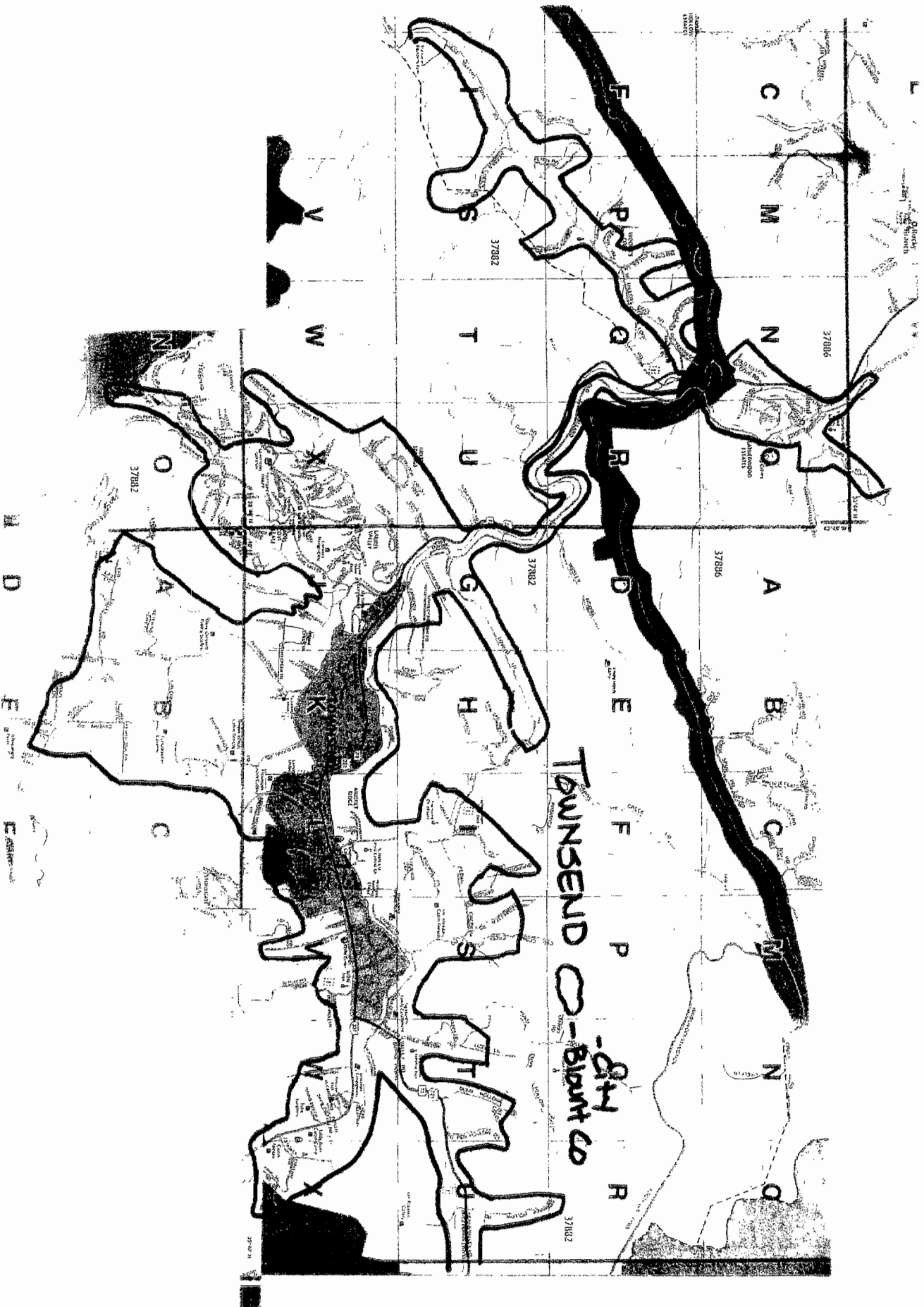
AREA THREE:

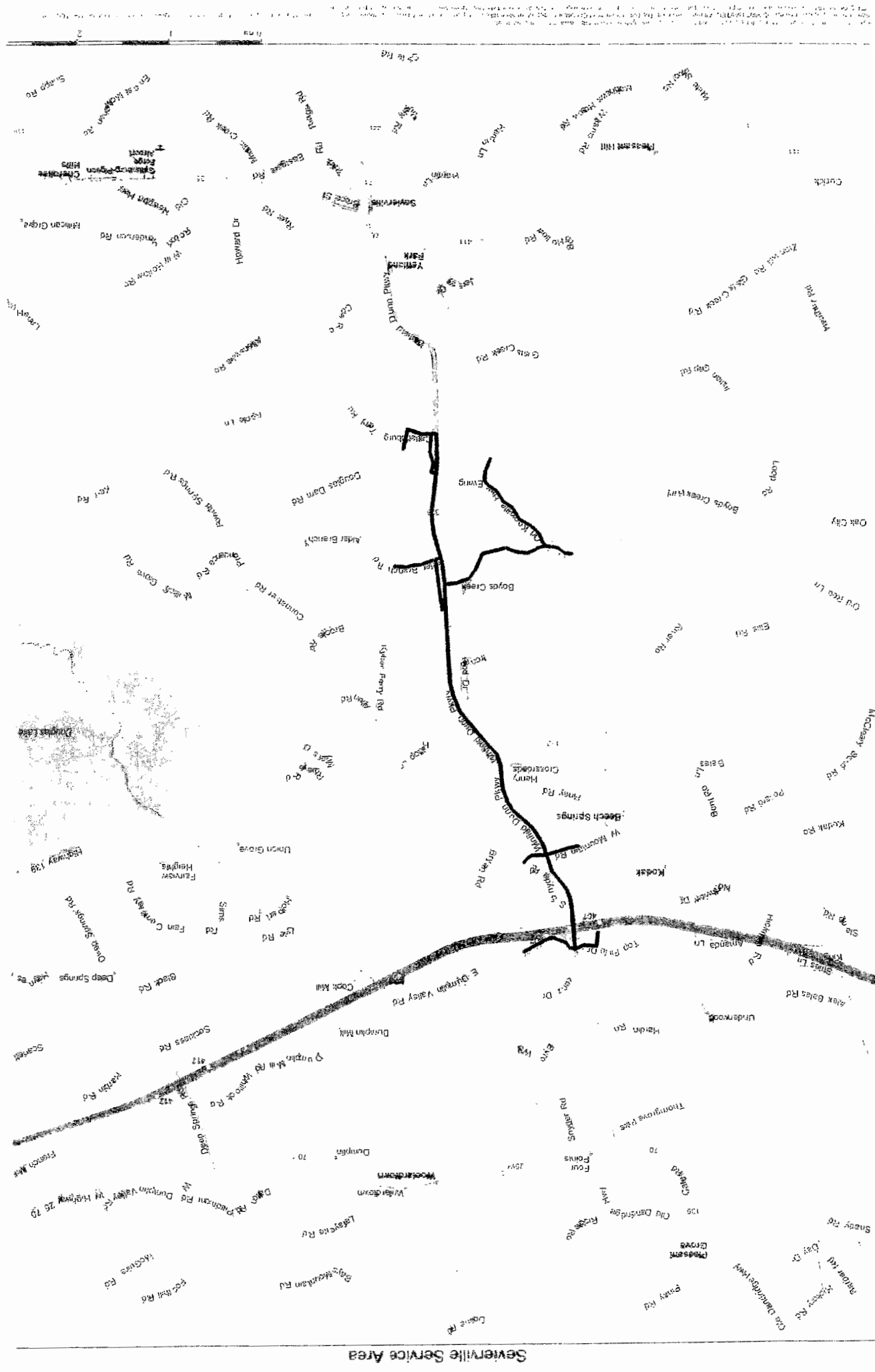
BEGINNING at a point just north of the intersection of the northeast right-of-way line of Chesney road with the eastern right-of-way line of Union Grove Road; thence east to the western right-of-way line of Old Grey Ridge Road; thence north following the western right-of-way line of Old Grey Ridge Road to a point approximately one mile south of the intersection of Old Grey Ridge Road and Grey Ridge Road; thence southeast to the northeastern right-of-way line of Long Hollow Road; thence following the northeastern right-of-way line of Long Hollow Road, the eastern right-of-way line of O'Dell Road and the eastern right-of-way line of Carver Road, crossing Highway 321 to South Long Hollow Road; thence following the eastern right-of-way line of South Long Hollow Road to the southern right-of-way line of Big Springs Road; thence following the southern right-of-way line of Big Springs Road approximately one quarter mile; thence northwest to the point of Beginning.





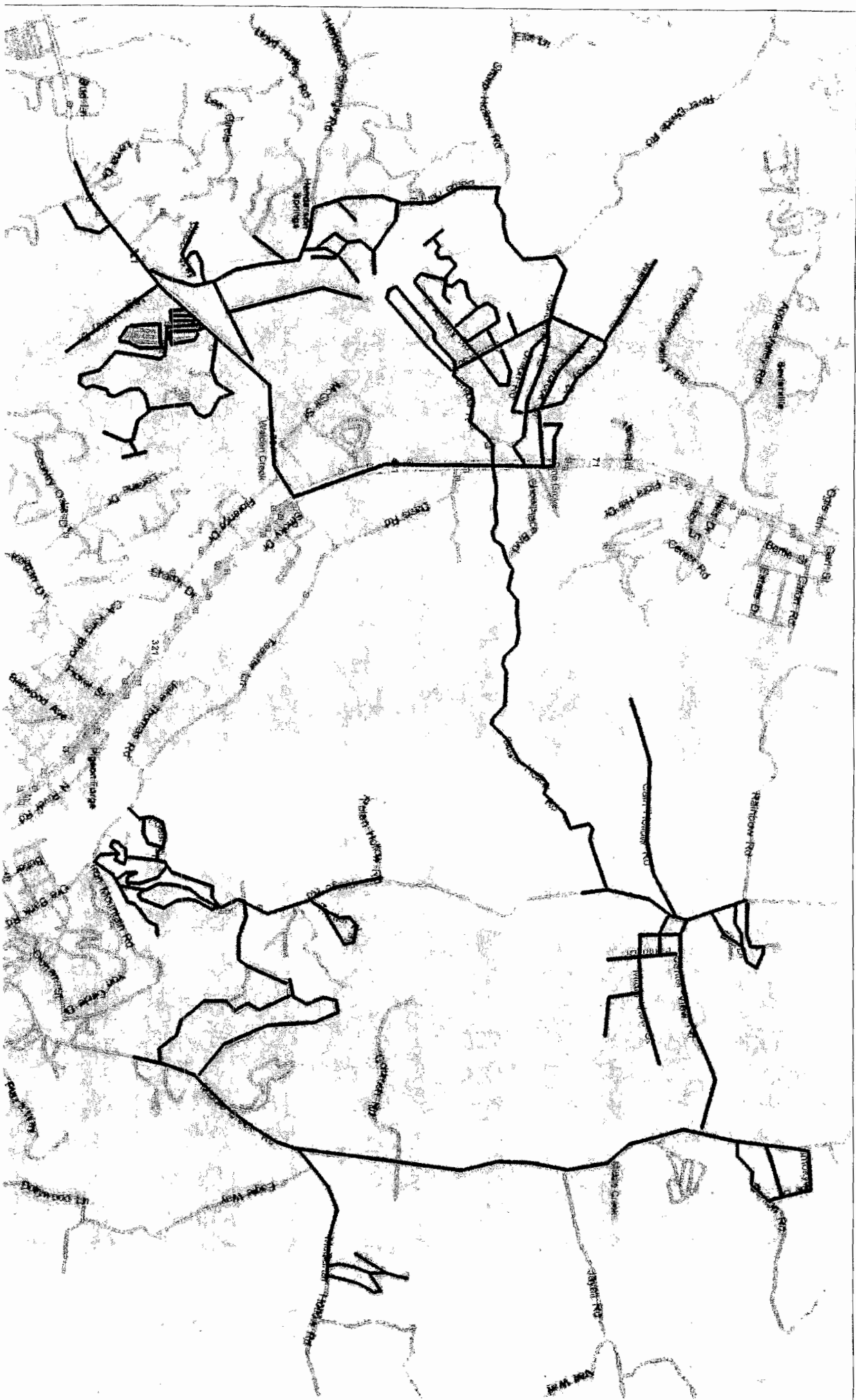






Sevierville Service Area

Pigeon Forge Service Area



## EXHIBIT B

**Comcast Cable Communications Management, LLC**

<b>Officer Name</b>	<b>Title</b>
Brian L. Roberts	Chairman
Stephen B. Burke	President
Bradley P. Dusto	President - West Division
William Connors	President - Midwest Division
John Ridall	President - Southern Division
Michael A. Doyle	President - Eastern Division
Kevin M. Casey	President - North Central Division
Charles W. Thurston	President - Spotlight
William Stemper	President - Business Services
	Senior Vice President - Cable Division
Steven M. Heeb	President - Conditional Access Licensing
Michael J. Angelakis	Chief Financial Officer
	Executive Vice President
Andrew Baer	Chief Information Officer
	Senior Vice President
Gerard J. Lewis, Jr.	Chief Privacy Officer
	Vice President - Content, Technology and Information
	Deputy General Counsel
Tony G. Werner	Chief Technology Officer
	Executive Vice President
David L. Cohen	Executive Vice President
	Assistant Secretary
Madison E. Bond	Executive Vice President - Content Acquisition
David A. Scott	Executive Vice President - Finance and Administration
David A. Juliano	Executive Vice President - Marketing and Product Development
John D. Schanz	Executive Vice President - National Engineering and Technology Operations
David N. Watson	Executive Vice President - Operations
Raymond E. Dombroski	Executive Vice President - Technology, Broadnet Europe
	Senior Vice President - Deployment CDV/Deployment
Arthur R. Block	Senior Vice President
	Assistant Treasurer
	Secretary
Douglas Gaston	Senior Vice President
	General Counsel
	Assistant Secretary
Ernest A. Pighini	Senior Vice President
	Controller
Lawrence J. Salva	Senior Vice President
Peter Kiriakoulacos	Senior Vice President
	Chief Procurement Officer
David Kelly	Senior Vice President - Ad Sales
Henry M. Oster	Senior Vice President - Ad Sales
Jonathan L. Ozor	Senior Vice President - Ad Sales

Kevin C. Cuddihy	Senior Vice President - Ad Sales
John J. Drain	Senior Vice President - Ad Sales Finance and Administration
Victoria B. Lins	Senior Vice President - Ad Sales Marketing and Promotions
Warren W. Schlichting	Senior Vice President - Ad Sales New Business Development
Paul D. Woidke	Senior Vice President - Ad Sales Technology
Gregory V. Pucci	Senior Vice President - Business Support Systems
Suzanne L. Keenan	Senior Vice President - Cable Human Resources and Comcast University
Gary E. Traver	Chief Operating Officer - Comcast Media Center
	Senior Vice President - Comcast Media Center
Scott Bailey	Senior Vice President and General Manager - Comcast.net
Martha S. Soehren	Senior Vice President - Comcast University
	Chief Learning Officer
Allan R. Singer	Senior Vice President - Content Acquisition
Jennifer T. Gaiski	Senior Vice President - Content Acquisition
Robert S. Pick	Senior Vice President - Corporate Development
Steven Reynolds	Senior Vice President - CPE and Home Networking
Todd Walker	Senior Vice President - Customer and Product Manager
Catherine A. Kilstrom	Senior Vice President - Customer Care
Richard D. Germano	Senior Vice President - Customer Operations
Celestine S. Waters	Senior Vice President - Customer Service Operations
Gerard Kunkel	Senior Vice President - Customer User Experience
Patrick H. O'Hare	Senior Vice President - Engineering
Susan P. Adams	Senior Vice President - Engineering
Mark C. Fortin	Senior Vice President - Finance
	Division Chief Financial Officer
Richard N. Palmer	Senior Vice President - Finance
Ronald J. Hartz	Senior Vice President - Finance
Steven T. Croney	Senior Vice President - Finance
Fred A. Graffam	Senior Vice President - Finance and Accounting
Sharon T. Desmond	Senior Vice President - Finance and Business Operations
Catherine Avgiris	Senior Vice President and General Manager, Voice Services
Anand Kini	Senior Vice President - Financial Planning and Analysis
Sheila R. Willard	Senior Vice President - Government Affairs
Mark E. Reilly	Senior Vice President - Government and Public Relations
Richard C. Gasloli	Senior Vice President - Group Technical Advisor
Charisse R. Lillie	Senior Vice President - Human Resources
Kerri St. Jean	Senior Vice President - Human Resources and Organizational Effectiveness
Charles D. Herrin	Senior Vice President - Integrated Products
Franklyn A. Athias	Senior Vice President - IP Communication and Services
Thomas R. Nathan	Senior Vice President - Legal and Regulatory Affairs
	Deputy General Counsel
	Assistant Secretary
Paul T. Chiamulera	Senior Vice President - Marketing
Terry T. Yu	Senior Vice President - Marketing, Planning and Product Development
John R. Waddell	Senior Vice President - Marketing and Sales

Sree Kotay	Senior Vice President - NE&TO Chief Software Architect
Charlotte I. Field	Senior Vice President - NE&TO Operations and Testing
John Olander III	Senior Vice President - Network Services and Operations
John G. Leddy	Senior Vice President - Networking
Matthew E. Strauss	Senior Vice President - New Media
Steven C. Craddock	Senior Vice President - New Technology
John T. Deacon	Senior Vice President - Operations
J. Mitchell Bowling	Senior Vice President and General Manager, Online Services and Operations
Raymond E. Celona	Senior Vice President - Planning and Implementation
Mark E. Hess	Senior Vice President - Product Development Video Services
Mark Muehl	Senior Vice President - Product Engineering
Gregory R. Butz	Senior Vice President - Product Marketing and Development
Livingston L. Biddle	Senior Vice President - Real Estate Investments
Steven Bouchard	Senior Vice President - Sales and Marketing
Robert J. Calabro	Senior Vice President - Sales and New Product Deployment
Eric A. Schaefer	Senior Vice President - Sales and Sales Operations
Robert K. Faught	Senior Vice President - Retail and Indirect Sales
Richard Woundy	Senior Vice President - Software and Applications
Mark A. Coblitz	Senior Vice President - Strategic Planning
C. Stephen Backstrom	Senior Vice President - Taxation
Greg Dudkin	Senior Vice President - Technical Operations and Fulfillment
Neil A. Heller	Senior Vice President - Testing and Quality Assurance
James E. Tobin	Senior Vice President - Voice and Communications Products
David Williams	Senior Vice President - Wireless Technology Strategy
Derek T. Harrar	Senior Vice President and General Manager - Video Services
Thomas F. Nagel	Senior Vice President and General Manager - Wireless Services
Jim Fahrny	Senior Fellow
Brian Rankin	Vice President
	Deputy General Counsel
Brian W. Earnshaw	Vice President
	Controller
Kathryn Koles	Vice President
	Deputy General Counsel
Kenneth Shelton	Vice President
	Controller
Marc S. Sirota	Vice President
	Controller
Matt Scully	Vice President
Kevin P. Smith	Vice President - Ad Sales
David C. Carter	Vice President and General Manager - Ad Sales
Edward J. Mazzella	Vice President and General Manager - Ad Sales
James W. Gallagher	Vice President and General Manager - Ad Sales
Jeffrey C. Carroll	Vice President and General Manager - Ad Sales
Jeffrey H. Stone	Vice President and General Manager - Ad Sales
Kurt R. Kennedy	Vice President and General Manager - Ad Sales

Michael I. Miller	Vice President and General Manager - Ad Sales
Michael J. Hills	Vice President and General Manager - Ad Sales
Peter B. Heisinger	Vice President and General Manager - Ad Sales
Philip M. Paligraf	Vice President and General Manager - Ad Sales
Serena D. Dickerson	Vice President and General Manager - Ad Sales
Stephen D. Flaim	Vice President and General Manager - Ad Sales
Peter A. Petrizzio	Vice President - Ad Sales Engineering Operations
Frederick W. Holdsworth	Vice President - Ad Sales Finance
Barry Corcoran	Vice President - Ad Sales Finance and Accounting
Karen Buchholz	Vice President - Administration
Gary Schanman	Vice President - Advanced Advertising and Interactive Commerce
Anthony Duran	Vice President - Alternate Channel Sales
Rick Rioboli	Vice President - Architecture
Michael Nissenblatt	Vice President - Broadcaster Relations
James J. Henderson, Jr.	Vice President - Business Development
Eric Budin	Vice President - Business Development Internet Products
Andrew J. Gribschaw	Vice President - Business Operations
Steven F. Flaks	Vice President - Business Operations
Kevin O'Toole	Vice President - Business Products and Strategy
Terrence Connell	Vice President - Business Sales and Sales Operations
Brenda Viloria	Vice President - Business Services
Michael Krynock	Vice President - Business Services Product Deployment
Jonathan R. Gorchow	Vice President - CN8 Original Programming and Creative Services
Michael Clancy	Vice President - Carrier Management
Patricia M. Thorell	Vice President - Cash Management
David Brown	Vice President - Commercial Sales
James F. Erickson	Vice President - Commercial Sales
Karl A. Ossentjuk	Vice President - Commercial Sales
Mark O'Leary	Vice President - Commercial Sales
Robert M. Guidrey	Vice President - Commercial Sales
Shirley A. Gulbransen	Vice President - Commercial Sales
Bill Andrews	Vice President - Commercial Services
Todd Goodbinder	Vice President - Commercial Services
Andrew C. Johnson	Vice President - Communications
Beth Bacha	Vice President - Communications
Cynthia J. Parsons	Vice President - Communications
Jerome Espy	Vice President - Communications
William T. Beach	Vice President - Construction
Dan Finnerty	Vice President - Content Acquisition
David A. Jensen	Vice President - Content Acquisition
Debra G. Brodsky	Vice President - Contract Rights Management
Susan Jin Davis	Vice President - Corporate Development
Paul D. Beatty	Vice President - Corporate Systems
Chris M. Weeks	Vice President - Customer Care
Cynthia A. Gallanger	Vice President - Customer Care



Ellen C. Rosson	Vice President - Customer Care
Gregory A. McMichael	Vice President - Customer Care
Jeff Stowell	Vice President - Customer Care
John Wuerdeman	Vice President - Customer Care
Karen A. Hartzell	Vice President - Customer Care
William Kelly Johns	Vice President - Customer Care
William P. Byrne	Vice President - Customer Care
Fidel Edwards	Vice President - Customer Service
Robert B. Horan	Vice President - Customer Service Development
Heidy A. Kelley	Vice President - Customer Service Fulfillment
Kelli Hill	Vice President - Customer Support
Gary Aron	Vice President - Data Center Management
Robert Ivins	Vice President - Data Products
Robert Slinkard	Vice President - Deployment
Thomas C. Hoffmann	Vice President - Deployment and Implementation
Russel P. Cook	Vice President - Employee and Labor Relations
Marie MacMillan	Vice President - Employee Relations
Christopher Patterson	Vice President - Engineering
David W. Slabaugh	Vice President - Engineering
John J. Cody	Vice President - Engineering
Kenneth D. Falkenstein	Vice President - Engineering
Lawrence C. Beauchamp	Vice President - Engineering
Leland Wayne Hall	Vice President - Engineering
Dale Kirk	Vice President - Engineering and Technical Operations
Mike J. Mason	Vice President - Engineering and Technical Operations
Steven C. Taber	Vice President - Engineering and Technical Operations
David J. Higgins	Vice President - Engineering and Transmission
Patrick J. McDonald	Vice President - Engineering Operations
Steve Stainbrook	Vice President - Engineering Operations
Charlie Kenamer	Vice President - Engineering Policy and Industry Affairs
Joseph M. Mardesich	Vice President - Engineering Technology
Mark A. Davis	Vice President - Engineering Technology
Sean C. Yackulak	Vice President - Engineering Technology
Albert F. Calhoun	Vice President - Facilities
Kenneth Mikalauskas	Vice President - Finance
	Co-Treasurer
Nancy Capocasale	Vice President - Finance
Patrick J. Brisch	Vice President - Finance
Rodrigo Lopez	Vice President - Finance
Susan Gibbs	Vice President - Finance
William E. Dordelman	Vice President - Finance
	Co-Treasurer
Bruce A. Davis	Vice President - Finance and Accounting
James D. Carney	Vice President - Finance and Accounting
Margaret W. Sarason	Vice President - Finance and Accounting

Raymon Roundtree	Vice President - Finance and Accounting
Sarah Bryant	Vice President - Finance and Accounting
Timothy T. Nester	Vice President - Finance and Accounting
Chris Gaiski	Vice President - Finance and Business Operations
Gary E. Rostick	Vice President - Finance and Business Operations
Russ Borrows	Vice President - Finance Operations
Joseph F. DiTrollo	Vice President - Financial Operations
Ashton White	Vice President - Financial Planning and Analysis
Loraine M. Giammona	Vice President - General Administration
Bret Perkins	Vice President - Government Affairs
Deborah Luppold	Vice President - Government Affairs
Earle F. Jones	Vice President - Government Affairs
Eddie Garcia	Vice President - Government Affairs
Gilbert Martinez	Vice President - Government Affairs
Janet L. Turpen	Vice President - Government Affairs
John Aragon	Vice President - Government Affairs
Johnnie Giles	Vice President - Government Affairs
Karen Munro	Vice President - Government Affairs
Kathleen Sullivan	Vice President - Government Affairs
Lori Riordan	Vice President - Government Affairs
Robert F. Smith	Vice President - Government Affairs
Robert S. Jacobs	Vice President - Government Affairs
Sanford T. Inouye	Vice President - Government Affairs
Steven R. Holmes	Vice President - Government Affairs
William Kettleson	Vice President - Government and Public Relations
David R. Breidinger	Vice President - Government and Regulatory Affairs
Allanna Kelsall	Vice President - Human Resources
Chris W. Rullman	Vice President - Human Resources
Elizabeth E. Lieurance	Vice President - Human Resources
John MacGowan	Vice President - Human Resources
Lindsay B. Johnston	Vice President - Human Resources
Melanie A. Penna	Vice President - Human Resources
Michael Cindric	Vice President - Human Resources
Ronald Phillips	Vice President - Human Resources
Carolyn Seckinger	Vice President - Human Resources Administration
Margaret B. Tolen	Vice President - Human Resources Administration and HQ Operations
William Strahan	Vice President - Human Resources Compensation and Benefits
Steven C. Gillenwater	Vice President - Human Resources/Labor Relations
Michael J. Pascale	Vice President - Human Resources Marketing, Product Development and Business Services
Lysa Dahlin	Vice President - Human Resources Nat'l Engineering and Technical Operations
Dina A. Galeotafiore	Vice President - Human Resources Programming
Rob Stipe	Vice President - Information Technology
Stephen R. Sims	Vice President - Information Technology
Barry Tishgart	Vice President - Internet Services
Andrew C. Topping	Vice President - Labor and Employment

	Deputy General Counsel
Lisa Brodeth-Carrick	Vice President - Learning and Development
Corey Eng	Vice President - Marketing
Lars I. Lofas, Jr.	Vice President - Marketing
Lawrence Schweber	Vice President - Marketing
Mark L. Watts	Vice President - Marketing
Vic Scarborough	Vice President - Marketing
Jeffrey E. Smith	Vice President - Marketing, Facilities and General Operations
	Deputy General Counsel
Eileen Diskin	Vice President - Marketing Communications and Brand Experience
William Sweeney	Vice President - Marketing Operations
Suzanne McFadden	Vice President - Marketing, Product Marketing and Strategy
John Vonk	Vice President - Marketing, Product Planning
Thomas B. White	Vice President - Marketing, Retention and Competitive Services
Carla A. Simonet	Vice President - Marketing Sciences
William F. Revell	Vice President - MDU Sales
Kavita Vazirani-Helsel	Vice President - Media Services
Kevin McElearney	Vice President - NE&TO Backbone Engineering
Jim Scott	Vice President - NE&TO System Integration and Testing
Charles L. Cerino	Vice President - Network Technology
William R. Hysell	Vice President - New Business
Karen L. Gaines	Vice President - New Products Support
Brian K. Mossor	Vice President - OE and Technology
Daniel Herscovici	Vice President - Online Product Management
John Dougherty	Vice President - Online/Video Operations
Dana C. Hoppes	Vice President - Operations
Michael J. Nocitra	Vice President - Operations
Maria Arias	Vice President - Operations Management
Mark R. Gasta	Vice President - Organizational Development
Kevin Hill	Vice President - Partnership Marketing
Daniel M. Dolan	Vice President - Payroll and Accounts Payable
Wil Colon	Vice President - Plant Performance
Sherita Ceasar	Vice President - Product Engineering, Planning and Strategy
Michael Connelly	Vice President - Product Planning and Business Development
Abigail Caspar	Vice President - Product Planning Internet Products
Mike Tudisco	Vice President - Program Management
Jonathan Gurevitch	Vice President - Programming
Michael V. Ortman	Vice President - Programming
Jennifer Goldman	Vice President - Programming and Marketing Analysis
Janine W. Morse	Vice President - Project Management
Jeffrey A. Alexander	Vice President - Public Relations
Shawn Feddeman	Vice President - Public Relations
Steve Kipp	Vice President - Public Relations
Theressa Davis	Vice President - Public Relations
Tracy Baumgartner	Vice President - Public Relations

Ramesh Sepehrad	Vice President - Quality Assurance and Risk
Gerald C. O'Brien	Vice President - Real Estate
Loretta L. Simon	Vice President - Real Estate
Christopher E. Caffrey	Vice President - Retail Sales
Rebecca A. Scilingo	Vice President - Risk and Resource Planning
Gabrielle Ingram	Vice President - Sales, Learning and Development
Aaron Geisel	Vice President - Sales and Marketing
Chuck Sargent	Vice President - Sales and Marketing
David Williams	Vice President - Sales and Marketing
Elaine T. Barden	Vice President - Sales and Marketing
Leslie E. Russell	Vice President - Sales and Marketing
Richard A. Lang	Vice President - Sales and Marketing
Thomas J. Pierce	Vice President - Sales and Marketing
William S. Mosher	Vice President - Sales and Marketing
Marshall H. Strickland	Vice President - Sales Operations
Randall B. Hounsell	Vice President - Search and Discovery
Bernard Cole	Vice President - Service Fulfillment
David A. Eng	Vice President - Service Integration and Migration
Anthony Fox	Vice President - Software Program Management
Robert C. Irwin	Vice President - Special Projects
John F. Gibbs	Vice President - State Government Affairs
Jennifer Yohe Wagner	Vice President - Strategic Business Procurement
James R. Anthony	Vice President - Strategic Business Support
James Finnegan	Vice President - Strategic Intellectual Property
Amy Stipandic	Vice President - Strategic Process Engineering and Deployment Effectiveness
Barbara Gee	Vice President - Strategic Sales Alliances
Jonathan L. Palmatier	Vice President - Strategy and Business Development
Richard J. Hertz	Vice President - System Integration and Testing
Robert K. Reynolds	Vice President - System Integration and Testing
Grace A. Killelea	Vice President - Talent Management and Leadership Initiatives
Lonnie Elswick	Vice President - Technical Operations and Engineering
Abraham Jennings	Vice President - Technical Operations
Dale K. Claxton	Vice President - Technical Operations
Donald F. Williams	Vice President - Technical Operations
Michael Taylor	Vice President - Technical Operations
Raymond Ness	Vice President - Technical Operations
Richard Massi	Vice President - Technical Operations
Thomas T. Tideman	Vice President - Technical Operations
Brady G. Hood	Vice President - Technicians
Gary P. Williams	Vice President - Telephony Engineering
Rick Attanasio	Vice President - Telephony Operations
Ronald L. Raugh	Vice President - Telephony Operations
Regina M. Hutchinson	Vice President - Training and Development
William K. King	Vice President - Training and Development
Kenneth Botelho	Vice President - TV Network Operations

Diana Wechsler Kerekes	Vice President - Video Content Management
Melanie E. Means	Vice President - Video Product Development
Mark Swan	Vice President - Video Product Development, Video On Demand
Jay Krelling	Vice President - Video Services Product Management
William Solis	Vice President - Voice Operations
Daniel Sanders	Vice President - Voice Services
David J. Kowolenko	Vice President - Voice Services
T. M. Davidson	Vice President - Voice Services
Greg Horn	Vice President - Wireless New Business Development
William Stephens	Vice President - Wireless Products
Abu khan	Vice President and General Manager
Elizabeth Fulcher	Vice President and General Manager
Mark Allen	Vice President and General Manager
Sean O'Connell	Vice President and General Manager
William McKnight Brown	Vice President and General Manager
Harry J. Reichert, Jr.	Fellow
Michael J. O'Reirdan	Distinguished Engineer
Louis Toth	Managing Director - Comcast Interactive Capital
Joseph Fischer	Division Senior Vice President - Competition
Brian Kenna	Division Senior Vice President - Finance
Jeffrey S. Ossowski	Division Senior Vice President - Finance
Brian Kenna	Division Senior Vice President - Finance and Administration
Glenn R. Wasser	Division Senior Vice President - Sales and Marketing
Roland Trombley	Division Vice President
Scott Calloway	Division Vice President - Operations
Roger E. Griffin	Division Vice President - Communications and Community Affairs
George V. Stevenson III	Division Vice President - Finance and Accounting
	Division Controller
Andrew Marte	Division Vice President - Financial Planning and Analysis
John M. Bordeleau	Division Vice President - Ad Sales
Richard M. Stanley	Division Vice President - Ad Sales
Bill Donahue	Division Vice President - Compliance
Ana Gabriel	Division Vice President - Corporate Affairs
Jeff Brown	Division Vice President - Customer Care
Deric J. Bomar	Division Vice President - Human Resources
Donna F. Gapen	Division Vice President - Human Resources
Dan Murphy	Division Vice President - Engineering
Timothy Gage	Division Vice President - Government Affairs
Mark Bricknell	Division Vice President - Information Technology
Sandie Zeigler	Division Vice President - Learning and Development
Eric Watts	Division Vice President - Local Management Centers
Kerry McKelvey	Division Vice President - Sales and Marketing
Timothy P. Collins	Division Vice President - Engineering and Advanced Services
Michael Brady	Division Vice President - Government and Regulatory Affairs
Charles G. Dopp	Division Vice President - Programming Studio

Curt L. Henninger	Regional Senior Vice President
David V. Buhl	Regional Senior Vice President
Douglas Scott Allison	Regional Senior Vice President
Leonard J. Rozek	Regional Senior Vice President
Linda Hossinger	Regional Senior Vice President
Scott H. Binder	Regional Senior Vice President
Stephen L. Hackley	Regional Senior Vice President
Steven Reimer	Regional Senior Vice President
Steven A. White	Regional Senior Vice President - General Management
Amy Smith	Regional Senior Vice President - Operations
Barbara A. Gehrig	Regional Senior Vice President - Operations
Curtis Pendleton	Regional Senior Vice President - Operations
Douglas M. McMillan	Regional Senior Vice President - Operations
Eugene P. Shatlock, Jr.	Regional Senior Vice President - Operations
Filemon Lopez	Regional Senior Vice President - Operations
Gregory R. Arnold	Regional Senior Vice President - Operations
James Samaha	Regional Senior Vice President - Operations
John Barrett	Regional Senior Vice President - Operations
Douglas Guthrie	Regional Vice President
Jairo E. Mejia	Regional Vice President
Michael C. Hewitt	Regional Vice President
Paul D'Arcangelo	Regional Vice President
Thomas Coughlin	Regional Vice President
Tony A. Speller	Regional Vice President
William G. Wright	Regional Vice President
Stephen M. Wall	Regional Vice President - Ad Sales
Donald W. Borst	Regional Vice President - Business Operations
Janice M. Mobilia	Regional Vice President - Business Operations
Joe Cona	Regional Vice President - Business Operations
June Walz	Regional Vice President - Business Operations
Peter Knowles	Regional Vice President - Business Operations
Jeffrey Freyer	Regional Vice President - Business Services
Joan M. Kinsley	Regional Vice President - Comcast Digital Voice
Damon Miiller	Regional Vice President - Commercial Services and Telephony
Rich Ruggiero	Regional Vice President - Communications and Public Affairs
Gary M. Mcardle	Regional Vice President - Customer Care
Merlin Jensen	Regional Vice President - Customer Care
Jeff Frazier	Regional Vice President - Customer Operations
Katherine Notman	Regional Vice President - Customer Service
Thomas Cagney	Regional Vice President - Customer Service
James Bibb	Regional Vice President - Engineering
Susan L. Reinhold	Regional Vice President - Engineering
Glenn Madison	Regional Vice President - Engineering and Technical Operations
Max Woolsey	Regional Vice President - Engineering and Technical Operations
Scott Melter	Regional Vice President - Engineering and Technical Operations

Ed Zimmerman	Regional Vice President - Finance and Accounting
Brian Richardson	Regional Vice President - Finance
Kevin T. Bethke	Regional Vice President - Finance
Matthew Dougherty	Regional Vice President - Finance
Peter Kieltyka	Regional Vice President - Finance
Klay F. Fennell	Regional Vice President - Government and Community Affairs
Bill Ferry	Regional Vice President - Government Affairs
James Andy Macke	Regional Vice President - Government Affairs
John Conwell	Regional Vice President - Government Affairs
Kim Roden	Regional Vice President - Government Affairs
Angela Gray	Regional Vice President - Human Resources
Ardella F. Darst	Regional Vice President - Human Resources
Daniel German	Regional Vice President - Human Resources
Eileen Donahue	Regional Vice President - Human Resources
Helen Miranda Smith	Regional Vice President - Human Resources
John Myers	Regional Vice President - Human Resources
Julie Harrison	Regional Vice President - Human Resources
Lisa Schilling	Regional Vice President - Human Resources
Patti Carpenter	Regional Vice President - Human Resources
Rebecca Tilleson	Regional Vice President - Human Resources
Samantha Callahan	Regional Vice President - Human Resources
Sonya Nelson	Regional Vice President - Human Resources
Sue Willower	Regional Vice President - Human Resources
Richard L. Koger	Regional Vice President - IT
Richard A. LaPat	Regional Vice President - Learning and Development
Anthony Lent	Regional Vice President - Marketing and Sales
Charles Goodman	Regional Vice President - Marketing and Sales
Jeffrey T. Danner	Regional Vice President - Marketing
Marge Jackson	Regional Vice President - Marketing
Sean Brushett	Regional Vice President - Marketing
John Rosaschi	Regional Vice President - New Business
Robert Curtis	Regional Vice President - Technical Operations
Steve Thomas	Regional Vice President - Technical Operations
Mary Beth Schubert	Regional Vice President - Public Relations
Gary Waterfield	Regional Vice President - Operations
Steven L. Dvoskin	Regional Vice President - Operations
Thomas P. Autry	Regional Vice President - Operations
Virgil J. Caudill	Regional Vice President - Operations
Linda Alperin	Regional Vice President - Telephony
Andrew P. Harris	Regional Vice President - Sales
Nicholas Kozel	Regional Vice President - Sales and Marketing
David Diers	Regional Vice President - Telephony Operations
Anne McMullen	Area Vice President
Bradley S. Kaplan	Area Vice President
Brian J. Sullivan	Area Vice President

Bruce D. Abbott	Area Vice President
Chris Whitaker	Area Vice President
Cristina B. Villanueva	Area Vice President
Daniel Buchanan	Area Vice President
Douglas M. Schulz	Area Vice President
Ed Marchetti	Area Vice President
Edward H. Dunbar, Jr.	Area Vice President
Farrell D. Moseley	Area Vice President
Henry Pearl	Area Vice President
Henry R. Fore	Area Vice President
John M. Dietrich	Area Vice President
John R. Christopher	Area Vice President
Keith D. Taub	Area Vice President
Kenneth P. Rhoades	Area Vice President
Larry A. Williamson	Area Vice President
Len Falter	Area Vice President
Marshall Robinson	Area Vice President
Michael Cleland	Area Vice President
Michael J. Trueblood	Area Vice President
Paul R. Gibson	Area Vice President
Ralph O. Martinez	Area Vice President
Richard A. Seamon	Area Vice President
Richard C. Jennings	Area Vice President
Robert Kennedy	Area Vice President
Sandra L. Weicher	Area Vice President
Sanford Ames, Jr.	Area Vice President
Scott Tenney	Area Vice President
Scott Westerman	Area Vice President
Trevor Yant	Area Vice President
Brian A. Lynch	Area Vice President - Operations
John T. Delviscio	Area Vice President - Operations
Troy L. Fitzhugh	Area Vice President - Operations
Barbara A. Hagen	Market Vice President
John Gauder	Market Vice President
Kirk F. Dale	Market Vice President
Tim Horn	Market Vice President
Bill Watson	System Vice President/General Manager
Geoff Shook	System Vice President/General Manager
Mike Davenport	System Vice President/General Manager
Mike Daves	System Vice President/General Manager
Ray Kistler	System Vice President/General Manager
Ronnie Colvin	System Vice President/General Manager
Terry W. Kennedy	System Vice President/General Manager
Valerie L. Gillespie	System Vice President/General Manager
Michael Wilson	System Vice President - Government Affairs



**Directors**

None

## EXHIBIT C

## 1. CUSTOMER COMPLAINT PROCEDURES

If you have a complaint regarding your cable television service or your bill, please call the local customer service number listed on the How To Reach Us insert or our toll-free telephone number which is available 24 hours a day, seven days a week. You can also visit the local business office at the address listed on the How To Reach Us insert. Alternatively, if you wish to put your comments in writing, your letter should be addressed to Comcast at the local address listed on the How To Reach Us insert. We will promptly try to resolve your complaint. If we are unable to resolve your complaint, we will notify you that we are unable to do so and explain the reason why.

If you are dissatisfied with our resolution of your complaint, or we are unable to resolve your complaint, you may direct the matter to the Tennessee Regulatory Authority ("TRA"). Please refer to your monthly cable bill or call the local customer service number listed on the How To Reach Us insert for the name, address, and telephone number of the TRA.

## 2. SERVICE PROBLEMS

If you experience a problem with picture or signal quality, you should review your television and/or VCR owner's manual for proper adjustment. If the problem does not clear up, you should call the local customer service number listed on the How To Reach Us insert and describe the problem to a customer service representative.

In order to correct the problem, we may need access to your premises. If required, a service call will be scheduled at a time convenient to you. We will make all reasonable efforts to resolve any complaints you have concerning the quality of our signals promptly and efficiently. Excluding conditions beyond our control, we will respond to a service interruption no later than twenty-four hours after receipt of notification. We respond to other service problems no later than the next business day after notification. If our service technician is unable to correct the problem to your satisfaction we will, at your request, schedule a second service appointment. If we remain unable to correct the problem you will be notified of this fact and the reason why.

If you are dissatisfied with our resolution of your service problem, you may direct the matter to the TRA. Please refer to your monthly cable bill or call the local customer service number listed on the How To Reach Us insert for the name, address, and telephone number of the TRA.

## EXHIBIT D



Comcast Cable Communications, Inc.  
5720 Asheville Highway  
Knoxville, TN 37924  
Tel: 865.637.5411  
Fax: 865.862.5092

September 14, 2009

Mr. Stephen Greene  
c/o Mr. Norman Newton  
Blount County Cable Television Authority  
101 West Broadway Suite 206  
Maryville, Tennessee 37801

*Re: Comcast Application for State-Issued Certificate of Franchise  
Authority*

Dear Mr. Greene:

As you may be aware, the Competitive Cable and Video Services Act (Tennessee Public Chapter 932) (the "Act") establishes a new franchise process for cable and video service providers. In accordance with the Act, Comcast is providing you with a copy of its application for a State-Issued Certificate of Franchise Authority to provide cable service in Blount County (the "Community"). This letter will also constitute notice to the Community of its right to receive a franchise fee consistent with the Act.

Should you have any questions concerning this, please contact the undersigned.

Very truly yours,

Russell E. Byrd  
Senior Director of Government and Public Affairs

Attachment



Comcast Cable Communications, Inc.  
5720 Asheville Highway  
Knoxville, TN 37924  
Tel: 865.637.5411  
Fax: 865.862.5092

September 14, 2009

Mayor Don Parkins  
City of Friendsville  
105 Homecoming Circle  
Friendsville, Tennessee 37737

*Re: Comcast Application for State-Issued Certificate of Franchise  
Authority*

Dear Mayor Parkins:

As you may be aware, the Competitive Cable and Video Services Act (Tennessee Public Chapter 932) (the "Act") establishes a new franchise process for cable and video service providers. In accordance with the Act, Comcast is providing you with a copy of its application for a State-Issued Certificate of Franchise Authority to provide cable service in the City of Friendsville (the "Community"). This letter will also constitute notice to the Community of its right to receive a franchise fee consistent with the Act.

Should you have any questions concerning this, please contact the undersigned.

Very truly yours,

A handwritten signature in black ink, appearing to read "Russell E. Byrd". The signature is fluid and cursive, with the first name "Russell" being more prominent.

Russell E. Byrd  
Senior Director of Government and Public Affairs

Attachment



Comcast Cable Communications, Inc.  
5720 Asheville Highway  
Knoxville, TN 37924  
Tel: 865.637.5411  
Fax: 865.862.5092

September 14, 2009

Mayor Mike Werner  
City of Gatlinburg  
123 East Parkway  
Gatlinburg, Tennessee 37738

*Re: Comcast Application for State-Issued Certificate of Franchise  
Authority*

Dear Mayor Werner:

As you may be aware, the Competitive Cable and Video Services Act (Tennessee Public Chapter 932) (the "Act") establishes a new franchise process for cable and video service providers. In accordance with the Act, Comcast is providing you with a copy of its application for a State-Issued Certificate of Franchise Authority to provide cable service in the City of Gatlinburg (the "Community"). This letter will also constitute notice to the Community of its right to receive a franchise fee consistent with the Act.

Should you have any questions concerning this, please contact the undersigned.

Very truly yours,

A handwritten signature in dark ink, appearing to read "Russell Byrd". The signature is fluid and cursive, with the first name "Russell" and last name "Byrd" clearly distinguishable.

Russell E. Byrd  
Senior Director of Government and Public Affairs

Attachment



Comcast Cable Communications, Inc  
5720 Asheville Highway  
Knoxville, TN 37924  
Tel: 865.637 5411  
Fax: 865.862 5092

September 14, 2009

Mayor Keith Whaley  
City of Pigeon Forge  
225 Pine Mountain Road  
Pigeon Forge, Tennessee 37863

*Re: Comcast Application for State-Issued Certificate of Franchise  
Authority*

Dear Mayor Whaley:

As you may be aware, the Competitive Cable and Video Services Act (Tennessee Public Chapter 932) (the "Act") establishes a new franchise process for cable and video service providers. In accordance with the Act, Comcast is providing you with a copy of its application for a State-Issued Certificate of Franchise Authority to provide cable service in the City of Pigeon Forge (the "Community"). This letter will also constitute notice to the Community of its right to receive a franchise fee consistent with the Act.

Should you have any questions concerning this, please contact the undersigned.

Very truly yours,

A handwritten signature in black ink, appearing to read "Russell E. Byrd", with a stylized flourish at the end.

Russell E. Byrd  
Senior Director of Government and Public Affairs

Attachment





Comcast Cable Communications, Inc.  
5720 Asheville Highway  
Knoxville, TN 37924  
Tel: 865.637.5411  
Fax: 865.862.5092

September 14, 2009

Mayor Brian Atchley  
City of Sevierville  
120 Gary Wade Blvd.  
Sevierville, Tennessee 37862

*Re: Comcast Application for State-Issued Certificate of Franchise  
Authority*

Dear Mayor Atchley:

As you may be aware, the Competitive Cable and Video Services Act (Tennessee Public Chapter 932) (the "Act") establishes a new franchise process for cable and video service providers. In accordance with the Act, Comcast is providing you with a copy of its application for a State-Issued Certificate of Franchise Authority to provide cable service in the City of Sevierville (the "Community"). This letter will also constitute notice to the Community of its right to receive a franchise fee consistent with the Act.

Should you have any questions concerning this, please contact the undersigned.

Very truly yours,

A handwritten signature in black ink, appearing to read "Russell E. Byrd". The signature is fluid and cursive, with the first name "Russell" and last name "Byrd" clearly distinguishable.

Russell E. Byrd  
Senior Director of Government and Public Affairs

Attachment

## EXHIBIT E

## MINORITY-OWNED BUSINESS PREPARATION PLAN

Comcast hereby sets forth its business plan for actively soliciting bids from minority-owned businesses and awarding contracts to such businesses when establishing, providing or expanding cable services and related support facilities in Tennessee. This business plan includes information regarding promoting, increasing, and improving the quality of the overall participation of minority, women, and service-disabled veteran-owned business enterprises in its purchases of materials and services.

### 1. TERMS AND TERMINOLOGY

For purposes of this plan, unless the context otherwise requires:

- A. "Comcast" refers to the Comcast entities listed in Exhibit A to the Application. Except where otherwise indicated, the information in this Plan is provided with respect to Comcast as a whole.
- B. "Minority-Owned Business(es)" means a business that is solely owned, or at least fifty-one percent (51%) of the assets or outstanding stock of which is owned, by an individual(s) who personally manages and controls the daily operations of such business and who is impeded from normal entry into the economic mainstream because of:
  - 1) past practices of discrimination based on race, religion, ethnic background, or sex including, but not limited to, women;
  - 2) a disability as defined in T.C.A. Section 4-26-201 including, but not limited to, disabled veterans; or
  - 3) past practices of racial discrimination against African-Americans.
- C. "Minority-Owned Business Participation Plan" means a business plan for actively soliciting bids from Minority-Owned Businesses and awarding contracts to such businesses when establishing, providing or expanding cable services and related support facilities. Such Plan includes the following information:
  - 1) A proposal for purchasing goods and services from Minority-Owned Businesses;
  - 2) Information on programs to provide technical assistance to such businesses; and
  - 3) A statement of intent to follow its Minority-Owned Business Plan.

### 2. SUPPLIER DIVERSITY POLICY STATEMENT

Qualified, dependable, diverse partners provide Comcast with the goods and services needed to continue growing and serving our customers. Small and diverse suppliers provide us with new perspectives, insights, and understandings that enable us to innovate, compete, and tailor our business to existing and emerging markets. Comcast believes that small and diverse suppliers, who instill competitiveness into the bidding process, make all of our vendors work harder to give us their best possible product. Ultimately, our diverse supplier partnerships

empower both parties to create jobs, strengthen communities, and build value for our shareholders. As such, it is the policy of Comcast:

- A. to promote, increase, and improve the quality of the overall participation of minority, women, veteran, and service-disabled veteran-owned business enterprises in its purchases of materials and services;
- B. to provide maximum practical opportunity to minority, women, veteran, and disabled veteran-owned business enterprises to participate as suppliers of materials and services to Comcast; and
- C. to encourage subcontracting opportunities for minority, women, veteran, and disabled veteran-owned business enterprises by requiring Supplier Diversity Participation Plans from its prime suppliers.

### 3. PROPOSAL FOR PURCHASING GOODS AND SERVICES FROM MINORITY-OWNED BUSINESSES

Comcast promotes the purchasing of goods and services from Minority-Owned Businesses through its comprehensive Small and Minority Owned Business Preparation Plan which incorporates the following:.

- A. Comcast employs a full-time Senior Manager of Supplier Diversity who reports to Comcast's Executive Director of Procurement. This individual is responsible for coordinating and managing Comcast's supplier diversity program and providing leadership, relationship management, and tactical direction to vendors looking to conduct business with Comcast.
- B. Comcast employs Directors of Purchasing along with procurement support staff in each of Comcast's four operating divisions who actively participate in advancing Comcast's supplier diversity initiatives and who are responsible for encouraging the inclusion of minority-owned vendors in the competitive bid process accomplished through the use of the following tactics:
  - 1) Training programs for procurement personnel that emphasize the importance of diversity initiatives and techniques to find qualified minority-owned suppliers to compete on bid opportunities.
  - 2) Establishment of supplier diversity goals.
  - 3) Development and use of a "score card" to measure actual versus goal for supplier diversity efforts.
  - 4) Partner with minority-owned and women business organizations. (See Section 4, below)
  - 5) Regularly update external communications regarding supplier diversity.
- C. To assist potential vendors in determining their eligibility to participate in Comcast's Supplier Vendor Diversity Program, Comcast publishes the Program's criteria and qualifications on its website, [www.comcast.com](http://www.comcast.com).<sup>1</sup>

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<sup>1</sup> Comcast's "Criteria and Qualifications document can be accessed on the web using the following link:  
<http://www.comcast.com/corporate/about/diversity/suppliers/criteria.html>

#### 4. BUSINESS PARTNERSHIP INITIATIVES

Comcast is partnering with the following organizations, in an effort to identify qualified Minority-Owned Businesses.

- A. National Minority Supplier Diversity Council ("NMSDC"): Comcast is a national member of this organization. Additionally, we partner with eight of the local councils in order to find qualified minority-owned businesses with which to partner.
- B. Women's Business Enterprise National Council ("WBENC"): Comcast actively participates with WBENC nationally. Additionally, we partner with six local councils in order to find qualified women-owned business with which to partner.
- C. Women in Cable and Telecommunications ("WICT"): This is a cable-specific organization that assists Comcast in identifying and developing female leaders within the cable & telecommunications industries.
- D. National Association for Minorities in Cable ("NAMIC"): This is a cable-specific organization that assists Comcast in identifying and developing minority leaders within the cable industry.
- E. National Veteran Owned Business Association ("NaVOBA")
- F. Walter Kaitz Foundation: advocates for diversity in the cable and telecommunications industries. Comcast is an annual sponsor of the Walter Kaitz Fundraising Dinner and the Supplier Diversity Connection seminars at the National Cable Television Association ("NCTA") and Society of Cable Television Engineers ("SCTE") conferences.
- G. National Association of Women Business Owners ("NAWBO").
- H. Comcast also partners with numerous Chambers of Commerce that work to support supplier diversity.
- I. Member of Mid-South Minority Business Council which provides access to their database of certified minority-owned businesses.
- J. Member of Memphis Chapter of Black Business Association ("BBA")
- K. Member of Memphis Chapter of Hispanic Business Alliance ("HBA").

#### 5. STATEMENT OF INTENT TO FOLLOW THE MINORITY-OWNED BUSINESS PARTICIPATION PLAN

Pursuant to this plan, Comcast shall strive to maximize participation of Minority-Owned Businesses through both prime and second tier contracting opportunities and shall strive to achieve a level of minority business participation representative of the population demographics of the state of Tennessee. On or before January 31 of each year, Comcast will prepare and submit an annual report to the Tennessee Regulatory Authority concerning Comcast's Minority-Owned Business Participation Plan and compliance with such plan.

Inquiries concerning this Plan may be directed to the Plan Administrator:

Ajamu Johnson  
Comcast Cable  
One Comcast Center  
Philadelphia, PA 19103  
(215) 286-4052