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Washington, DC 20001

March 15, 2019

VIA ELECTRONIC FILING

Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, DC 20554

Re: *Public Safety and Homeland Security Bureau Seeks Comment on Hurricane Michael Preparation and Response, PS Docket No. 18-339*

Dear Ms. Dortch:

On March 13, 2019, Brian Josef and Beth Choroser of Comcast Corporation, as well as Mindy Kramer and Derek Cooper of Comcast's Florida Region (by telephone), met with Nicole McGinnis, Jennifer Holtz, John Healy, Beau Finley, Saswat Misra, and Austin Randazzo (by telephone) of the Public Safety and Homeland Security Bureau to discuss the above-referenced proceeding.

Consistent with Comcast's prior comments, we discussed Comcast's longstanding presence in the Florida Panhandle and significant efforts to prepare for, and recover from, Hurricane Michael.¹ We noted that Comcast activated its storm preparation plans three days before the hurricane made landfall; conducted pre-storm ride-outs to survey the status of our plant; prepositioned materials and equipment (including 1.2 million feet of aerial and underground cable); and deployed approximately 200 additional backup generators and 600 additional personnel. These preparations paid off, as they allowed us to deploy our network maintenance and construction teams almost immediately after the storm to begin restoration work on impacted facilities and restore service to our customers as quickly as possible. We also discussed Comcast's extensive participation in state and local Emergency Operations Centers to share information with law enforcement and other industry stakeholders, including maps and diagrams of key network routes to help prevent inadvertent fiber cuts.

As the Bureau works toward a report on Hurricane Michael, Comcast reiterated that every disaster is different, and that no single set of practices can ensure adequate preparation for every storm. Comcast has developed operating procedures to help maintain service and speed recovery under changing circumstances, but specific steps or tactics that work well in one situation may not apply in others. As demonstrated during Hurricane Michael, the best strategy

¹ See Comments of Comcast Corporation, PS Docket No. 18-339 (Dec. 17, 2018).

is to promote policies that allow flexibility to adapt to changing facts on the ground and encourage coordination and communication between service providers, emergency officials, and electric utilities.²

Please direct any questions to the undersigned.

Respectfully submitted,

/s/ Brian M. Josef
Brian M. Josef
Comcast Corporation

cc: Nicole McGinnis
Jennifer Holtz
John Healy
Beau Finley
Saswat Misra
Austin Randazzo

² See *id.* at 2-3.