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October 25, 2005

Filed via ECFS

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street SW
Washington DC 20554

Re: Subscriber Acknowledgement Report of Comcast Corporation (October 25, 2005)

Dear Ms. Dortch:

Please find enclosed the Subscriber Acknowledgement Report of Comcast Corporation, dated October 25, 2005, in WC Docket No. 05-196.

Please let me know if you have any questions regarding this filing.

Sincerely,

/s/ Valerie Yates

Valerie Yates, Esq.
Counsel – Telephony
Valerie_Yates@Comcast.com

During the past month, Comcast has expanded upon its already extensive efforts to provide E911 advisory information to its customers and to obtain supplemental acknowledgements from any remaining customers who have not yet responded to its ongoing efforts (“remaining customers”). To complement the information that has been and continues to be provided to its customers, Comcast is currently developing two new training tools to promote greater awareness of E911 functionality and possible limitations among its employees and to reinforce the importance of providing this information to customers. First, Comcast has created an online training module that presents important information about E911 and tests employee comprehension of the material covered. This module will be available to employees in November 2005. Second, Comcast will produce a training video that shows a sample installation. The video will demonstrate for technicians how to present the E911 advisory information and stickers to customers and provide answers to frequently asked questions about Comcast’s E911 service. This video is scheduled to be available during the first quarter of 2006.

With respect to its existing customers, Comcast representatives have analyzed pertinent accounts in order to identify any patterns or factors that might explain why certain customers have not provided a supplemental acknowledgement in response to Comcast’s letters, emails, and automated phone calls. As a result of this effort, Comcast has identified and begun

E911 Requirements for IP-Enabled Service Providers, *Subscriber Acknowledgement Report of Comcast Corporation*, WC Docket No. 05-196 (filed September 1, 2005) (“September 1st Report”); and E911 Requirements for IP-Enabled Service Providers, *Subscriber Acknowledgement Report of Comcast Corporation*, WC Docket No. 05-196 (filed September 22, 2005) (“September 22nd Report”). As discussed in detail its August 10th Report, Comcast has received an affirmative acknowledgement of its E911 disclosures from all existing customers of its IP-enabled voice service through their consent to the terms of the Subscriber Agreement. In addition, Comcast mailed supplemental E911 advisory information and warning stickers to all existing customers of its interconnected VOIP service as of the July 29, 2005 deadline. Comcast requires all new customers of its interconnected VOIP service to read and sign a work order form containing E911 advisory information at the time services are installed. Warning stickers are provided as part of the welcome kit for all new customers.

implementing a variety of added measures that may be helpful in obtaining supplemental acknowledgements that remain outstanding. For example, a portion of the telephone numbers associated with these accounts represent lines serving fax machines. As a result, Comcast has begun faxing the supplemental advisory information to these customers and providing a number to which the acknowledgement may be faxed in return. In addition, Comcast has modified its approach to ensure that non-English speaking customers have obtained the information they need to provide an acknowledgement. Also, as discussed in prior reports, Comcast is continuing its use of automated outbound calling as well as personal outbound calls to reach those customers who use devices that prevent calls from automated dialing systems. Finally, Comcast is launching another round of letters and emails that include forceful language regarding the necessity that the customer provide an acknowledgement.

At this point, Comcast's remaining customers have received the supplemental E911 advisory information in multiple ways and they have been informed of the opportunity to provide the supplemental acknowledgement using any one of several methods, including postcard, email, fax, website form, and telephone call. Whatever the reasons why these customers fail to respond to these considerable efforts, Comcast is confident that, for the overwhelming majority of these customers, the reasons do *not* include either a lack of awareness of the initiative or a lack of convenient options for providing a supplemental acknowledgement.

Comcast is continuing to make every reasonable effort to ensure compliance both with the letter and the spirit of the Commission's supplemental notification and acknowledgement requirements in the VOIP E911 Order. Representatives of Comcast would welcome the opportunity to discuss the matters presented in its reports should the Commission have any questions or require further information.

Respectfully submitted,

/s/ Joseph W. Waz Jr.
Joseph W. Waz Jr.
COMCAST CORPORATION
1500 Market Street
Philadelphia PA 19102

CERTIFICATE OF SERVICE

I, Valerie Yates, hereby certify that a copy of the foregoing Subscriber Acknowledgement Report, filed by Comcast Corporation in WC Docket No. 05-196, was served by electronic mail on October 25, 2005 to the persons listed below.

/s/ Valerie Yates

Valerie Yates

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