

Dear Chairman Genachowski,

I am writing you today as a Reference in support of Comcast.

I have been the PEG Manager for the City of Nashua New Hampshire since March of 2007. Upon my arrival it became painfully clear that we would be facing an uphill battle in that the only true infrastructure in place was that which Comcast had built upon the Franchise Agreement initiation in 2005. All that they had agreed upon concerning location drops and broadcast windows to their Head End had been fulfilled at the point which I came on board. During these past three years, as we have built our Community Television system in the City, Comcast has been a willing and valued partner each step of the way:

- When we realized that the High School Sports Stadium, while capable of live game broadcast, had no return feed, we turned to Comcast to avoid “flying blind”. Comcast immediately sent an engineer to the site. Within a week they had run a cable via underground conduit and we were able to start live broadcasting in time for the football season.
- With a Board of Aldermen split concerning the perceived value of Community Television and the Cable Company’s role in it, our liaison with Comcast, Bryan Christiansen, set up a comprehensive tour of the Comcast Head End, with engineers at the ready to answer any questions. This served to alleviate much of the opposition to our Community television build out plans.
- When we came to the point where we needed to start broadcasting from our designated second Government channel (to eventually be Public Access), we found that we could not access the Head End through the channel modulator. Within an hour of my call, Comcast had a technician on site and in contact with his counterpart at their Head End. They solved the problem and we were up and running by late that afternoon.
- Upon deciding to build the Studio Facility in a location that did not have any feeds out to Comcast for the P, E, and G channels, Comcast Engineers presented a number of options for running fiber to the location, as well as a combination of Fiber and Coax in line with budget constraints.

The examples could go on. When I contact our Cable partner, they act. The truth of the matter is that Comcast has shown that they not only can deliver immediate and competent service in times of need, but that they want to be of value at all levels, and whatever the call.

From my vantage point, I couldn’t ask for more.

Sincerely,

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