



Comcast is committed to providing you with a consistently superior customer experience. If something goes wrong, we will work to resolve the issue quickly and as professionally as we can. If you are a subscriber to our cable television service, the following information for cable television service applies where we provide cable television service pursuant to a state-issued franchise in Georgia. Information on our cable television service areas covered by a state-issued franchise can be found at www.sos.georgia.gov. This information replaces information which we have previously provided to you regarding our complaint procedures, credits and refunds for your cable television services.

Customer Complaint Procedures

If you have a complaint regarding our compliance with the customer service standards in Chapter 93-1-02 of the Georgia Consumer Choice for Television Act of 2007, your cable television service, our terms and conditions of service or our reasonable business practices you can visit us at our local business office, or contact us by telephone at the number listed in Appendix A or in writing to the address listed in Appendix A. If you contact us in writing, please include your name, the name of the account holder if you are not the account holder, the account number, address and telephone number on the account, a description your complaint, and the date which your complaint occurred. If we are unable to resolve your complaint or do not contact you within ten (10) business days of receiving your complaint you may have your complaint reviewed by your local governing authority by contacting them at the address listed in Appendix A within fourteen (14) business days of receiving our resolution to your complaint or within twenty-four (24) business days if we failed to respond to your complaint.

Refunds

- a. We may require you to pay a refundable deposit when you activate your cable television service. We may also require you to pay a refundable deposit after activation of your cable television services if you add additional services or equipment owned by us or if you fail to pay any amounts when they are due. If we disconnect your cable television service or are otherwise required under applicable law to refund the deposit, we shall refund a sum equal to the deposit(s) you paid (without interest unless otherwise required by law) minus any amounts due on your account (including without limitation, any amounts owed for any Comcast services or for any equipment owned by Comcast that is damaged, altered, or not returned). We will issue your refund promptly, but no later than your next billing cycle following resolution of the request or thirty (30) days, whichever is earlier, or the return of the equipment owned by Comcast if your cable television service is disconnected.
- b. Unless you have signed a minimum term agreement, if your service is disconnected we will refund all prepaid monthly service fees charged for your cable television services after the date you terminated your cable television services minus any amounts due on your account (including without limitation, any amounts owed for any Comcast services or for any equipment owned by Comcast that is damaged, altered, or not returned). We will issue your refund promptly, but no later than your next billing cycle following resolution of the request or thirty (30) days, whichever is earlier, or the return of the equipment owned by Comcast.
- c. Refund checks are mailed to the service address on your account unless you notify us otherwise. If we owe you a refund and we fail to deliver the refund within the time period indicated above, you are entitled to a refund in an amount equal to twice the amount of the actual refund that was due to you.

Credits

- a. If we fail to begin installation of your cable television service within time period we scheduled with you, unless otherwise excused, you are entitled to a credit equal to the charge for a standard installation. You are also entitled to have your installation appointment rescheduled for a specific time window that is convenient to you. If we fail to begin installation of your cable television service during the time period set for the subsequent appointment, you are entitled to an additional credit in an amount equal to the regular, monthly recurring cost of three months basic cable service.
- b. Excluding conditions beyond our control, if you notify us of a service interruption of your cable television service (loss of picture and sound on one or more cable channels) and restoration has not begun within twenty-four (24) hours after you have notified us, you are entitled to a credit in an amount equal to the amount that you were billed for cable television service during the preceding billing period.
- c. If we fail to arrive to correct any cable television outage or make any requested repair within the time period we scheduled with you, unless otherwise excused, you are entitled to a \$20.00 credit.
- d. If we disconnect your cable television service in error, you are entitled to a free reconnection of the cable television service that we disconnected in error and a credit in an amount equal to all cable television charges that we billed you for the period that you did not have your cable television service.
- e. If we owe you a credit and we fail to credit your account by your next billing cycle after the determination that a credit is warranted, you are entitled to a credit in an amount equal to twice the amount of the actual credit that was due to you.



Appendix A

Local Governing Authority	Comcast Phone	Comcast Address	Local Governing Authority Address
Chatham County	(912) 354-7531	Comcast Cable – Savannah, Georgia, 145 Park of Commerce Drive, Savannah, Georgia 31405, Attn: Customer Service – ESL	Chatham County, P.O. Box 8161, Savannah, GA 31412
City of Bloomingdale	(912) 354-7531	Comcast Cable – Savannah, Georgia, 145 Park of Commerce Drive, Savannah, Georgia 31405, Attn: Customer Service – ESL	City of Bloomingdale, P.O. Box 216, Bloomingdale, GA 31302
City of Brunswick	(866) 554-2312	Comcast Cable – Brunswick, Georgia, 777 Gloucester Street, Suite 101, Brunswick, Georgia 31520, Attn: Customer Service – ESL	City of Brunswick, P.O. Box 5500, Brunswick, GA 31520
City of Elberton	(706) 739-1926	Comcast Cable – Augusta, Georgia, 105 River Schoels Parkway, Augusta, Georgia, Attn: Customer Service – ESL	City of Elberton, P.O. Box 70, Elberton, GA 30635
City of Garden City	(912) 354-7531	Comcast Cable – Savannah, Georgia, 145 Park of Commerce Drive, Savannah, Georgia 31405, Attn: Customer Service – ESL	City of Garden City, P.O. Box 7548, Garden City, GA 31408
City of Hartwell	(706) 739-1926	Comcast Cable – Augusta, Georgia, 105 River Schoels Parkway, Augusta, Georgia, Attn: Customer Service – ESL	City of Hartwell, 500 East Howell Street, Hartwell, GA 30643
City of Homerville	(912) 487-2224	Comcast Cable – Tallahassee, Florida, 3760 Hartsfield Road, Tallahassee, FL 32303, Attn: Customer Service – ESL	City of Homerville, P.O. Box 535, Homerville, GA 31634



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City of Jesup	(912) 354-7531	Comcast Cable – Savannah, Georgia, 145 Park of Commerce Drive, Savannah, Georgia 31405, Attn: Customer Service – ESL	City of Jesup, P. O. Box 427, Jesup, GA 31598
City of Louisville	(706) 739-1926	Comcast Cable – Augusta, Georgia, 105 River Schoels Parkway, Augusta, Georgia, Attn: Customer Service – ESL	City of Louisville, P.O. Box 527, Louisville, GA 30434
City of Millen	(706) 739-1926	Comcast Cable – Augusta, Georgia, 105 River Schoels Parkway, Augusta, Georgia, Attn: Customer Service – ESL	City of Millen, P.O. Box 929, Millen, GA 30442
City of Montezuma	(912) 354-7531	Comcast Cable – Savannah, Georgia, 145 Park of Commerce Drive, Savannah, Georgia 31405, Attn: Customer Service – ESL	City of Montezuma, P.O. Box 388, Montezuma, GA 31063
City of Odum	(912) 354-7531	Comcast Cable – Savannah, Georgia, 145 Park of Commerce Drive, Savannah, Georgia 31405, Attn: Customer Service – ESL	City of Odum, P.O. Box 159, Odum, GA 31555
City of Pooler	(912) 354-7531	Comcast Cable – Savannah, Georgia, 145 Park of Commerce Drive, Savannah, Georgia 31405, Attn: Customer Service – ESL	City of Pooler, 100 SW Highway 80, Pooler, GA 31322
City of Port Wentworth	(912) 354-7531	Comcast Cable – Savannah, Georgia, 145 Park of Commerce Drive, Savannah, Georgia 31405, Attn: Customer Service – ESL	City of Port Wentworth, 305 S Coastal Highway, Port Wentworth, GA 31407



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City of Riceboro	(912) 354-7531	Comcast Cable – Savannah, Georgia, 145 Park of Commerce Drive, Savannah, Georgia 31405, Attn: Customer Service – ESL	City of Riceboro, P.O. Box 269, Riceboro, GA 31323
City of Richmond Hill	(912) 354-7531	Comcast Cable – Savannah, Georgia, 145 Park of Commerce Drive, Savannah, Georgia 31405, Attn: Customer Service – ESL	City of Richmond Hill, P.O. Box 250, Richmond Hill, GA 31324
City of Savannah	(912) 354-7531	Comcast Cable – Savannah, Georgia, 145 Park of Commerce Drive, Savannah, Georgia 31405, Attn: Customer Service – ESL	City of Savannah, P.O. Box 1027, Savannah, GA 31402
City of Soperton	(912) 354-7531	Comcast Cable – Savannah, Georgia, 145 Park of Commerce Drive, Savannah, Georgia 31405, Attn: Customer Service – ESL	City of Soperton, P.O. Box 229, Soperton, GA 30457
City of Springfield	(912) 354-7531	Comcast Cable – Savannah, Georgia, 145 Park of Commerce Drive, Savannah, Georgia 31405, Attn: Customer Service – ESL	City of Springfield, P.O. Box 1, Springfield, GA 31329
City of Sylvania	(706) 739-1926	Comcast Cable – Augusta, Georgia, 105 River Schoels Parkway, Augusta, Georgia, Attn: Customer Service – ESL	City of Sylvania, 104 S. Main St., Sylvania, GA 30467
City of Thomson	(706) 739-1926	Comcast Cable – Augusta, Georgia, 105 River Schoels Parkway, Augusta, Georgia, Attn: Customer Service – ESL	City of Thomson, P.O. Box 1017, Thomson, GA 30824



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City of Twin City	(912) 354-7531	Comcast Cable – Savannah, Georgia, 145 Park of Commerce Drive, Savannah, Georgia 31405, Attn: Customer Service – ESL	City of Twin City, P.O. Box 980, Twin City, GA 30471
City of Wadley	(706) 739-1926	Comcast Cable – Augusta, Georgia, 105 River Schoels Parkway, Augusta, Georgia, Attn: Customer Service – ESL	City of Wadley, P.O. Box 219, Wadley, GA 30477
City of Warrenton	(706) 739-1926	Comcast Cable – Augusta, Georgia, 105 River Schoels Parkway, Augusta, Georgia, Attn: Customer Service – ESL	City of Warrenton, 29 Edward Ricketson St., Warrenton, GA 30828
City of Waynesboro	(912) 354-7531	Comcast Cable – Savannah, Georgia, 145 Park of Commerce Drive, Savannah, Georgia 31405, Attn: Customer Service – ESL	City of Waynesboro, 628 Myrick Street, Waynesboro, GA 30830
City of Woodbine	(866) 554-2312	Comcast Cable – Brunswick, Georgia, 777 Gloucester Street, Suite 101, Brunswick, Georgia 31520, Attn: Customer Service – ESL	City of Woodbine, P. O. Box 26, Woodbine, GA 31569
Effingham County	(912) 354-7531	Comcast Cable – Savannah, Georgia, 145 Park of Commerce Drive, Savannah, Georgia 31405, Attn: Customer Service – ESL	Effingham County, 601 N. Laurel Street, Springfield, GA 31329
Evans County	(912) 354-7531	Comcast Cable – Savannah, Georgia, 145 Park of Commerce Drive, Savannah, Georgia 31405, Attn: Customer Service – ESL	Evans County, # 3 Freeman Street, Claxton, GA 30417



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Glynn County	(866) 554-2312	Comcast Cable – Brunswick, Georgia, 777 Gloucester Street, Suite 101, Brunswick, Georgia 31520, Attn: Customer Service – ESL	Glynn County, 701 G Street, Brunswick, GA 31520
Jekyll Island	(866) 554-2312	Comcast Cable – Brunswick, Georgia, 777 Gloucester Street, Suite 101, Brunswick, Georgia 31520, Attn: Customer Service – ESL	The Jekyll Island State Park Authority, 100 James Road, Jekyll Island, Ga., 31527
McDuffie County	(706) 739-1926	Comcast Cable – Augusta, Georgia, 105 River Schoels Parkway, Augusta, Georgia, Attn: Customer Service – ESL	McDuffie County, P.O. Box 28, Thomson, GA 30624