

Important Information for California Customers

If you are a resident of California, please note that a court decision in a class action suit may affect the enforceability of certain sections of Comcast Phone's consumer services agreement for California customers. In this lawsuit, entitled *Ting. v. AT&T Corp.*, a California federal court ruled that Section 4 (Limitations of Liability) and Section 7 (Dispute Resolution) of the AT&T Consumer Services Agreement provided to California customers prior to February 25, 2002 are unenforceable and void.

As a customer of Comcast Digital Phone, formerly known as AT&T Broadband Digital Phone, you received an agreement that contained substantially similar Limitation of Liability and Dispute Resolution sections.

AT&T has appealed this decision. In the meantime, both AT&T and Comcast Phone have revised their Limitations of Liability and Dispute Resolution sections. Pending resolution of any and all appeals, the status of these sections in California is as follows:

Revised Section 4: In any dispute with a California customer that cannot be resolved informally, Comcast Phone will take the position that Section 4 of its Agreement is enforceable.

Revised Section 7: Comcast Phone will not seek to enforce Revised Section 7 (Dispute Resolution).

As always, we hope that we will be able to resolve any customer dispute informally and promptly. California customers remain free to contact our customer service representative at the number listed on their bills and give us an opportunity to resolve any and all disputes.