

Richard Kane <netrolley@comcast.net>

Wed 6/28/2017 12:30 PM

To: Gillis, Michael;

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Cc: Joyal, Michael; O'Connor, John;

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Re: Public Hearing Comcast 6/28 -10 Year Contract Comcast/Xfinity

Will be unable to attend tonight so here a few additional points to consider in assuring transparency / value for Comcast's consumers in Dover.

1) Comcast should provide its internet based services with net neutrality and no throttling of speed tiers (listed on consumer's bill). Monthly billing should list any past month's service issues and any instances of "significant" speed deviations from that contracted by consumer.

2) As the contract has been discussed as 10 years (an eternity in changing digital communication): there should be an annual review/hearing by Dover and Comcast included in contract in order to create a "record" for future contract negotiation as well as to mutually discuss unforeseen or urgent issues/opportunities.

3) Much like the Dover Water Quality Report, an annual report should be compiled by City/Comcast educating current/future Dover consumers of Comcast including issues of importance...such as

"In kind" services to city from Comcast including estimated values to taxpayers . (eg. wiring high school...council broadcasts etc)

Comcast infrastructure and server upgrades to address aging systems, corrections to bandwidth/server issues on Comcast grid- causing slow speeds in heavy use areas near schools or dense housing areas.

Summary of types and number of Comcast related consumer complaints to Dover City over the period

4) Contract should require Comcast to educate Dover consumers regarding usage, privacy, and security issues stemming from it's Xfinity Gateway Dual Routers as these "consumer rented" routers provide wi-fi to the consumer on one router and allow Xfinity Mobile Phone users to utilize the other as a hot spot for cell service.

Consumers should know they can block this availability. (Just an opinion, but those that allow this should be rebated based on "outsider" usage much like solar panel credits.)

5) In keeping with Comcast's provision of services to the new Dover High and Dover's Cable Broadcasts as reported , hopefully Comcast will offer a discounted or free internet home connection to low income K-12 families of Dover Public Schools whose students increasingly need internet to complete assignments. (Comcast has done this in Boston, where Comcast reaps the economic fruits of transient college student turnover... like Dover).

Thanks for listening. Rich Kane