



## Legislation Details (With Text)

**File #:** 16-558      **Version:** 1      **Name:**  
**Type:** Informational Report      **Status:** Filed  
**File created:** 9/15/2016      **In control:** City Council Work Session  
**On agenda:** 9/26/2016      **Final action:** 9/26/2016  
**Title:** Comcast Customer Service Update

**Presenter:**  
Arthur Ortegon, Director, Regulatory & Government Affairs, Comcast Cable

**Sponsors:**

**Indexes:**

**Code sections:**

**Attachments:** 1. 2016 Comcast Customer Experience Fact Sheet

Date	Ver.	Action By	Action	Result
9/26/2016	1	City Council Work Session	received	

### Comcast Customer Service Update

**Presenter:**

Arthur Ortegon, Director, Regulatory & Government Affairs, Comcast Cable

**Summary:**

Mr. Ortegon will update City Council on Comcast’s recent customer service initiatives.

**Previous Council Action:**

N/A

**Background:**

N/A

**Financial Implications:**

N/A

**Board/Commission Recommendation:**

N/A

**Stakeholder Process:**

N/A

**Alternatives:**

N/A

**Proposed Motion:**

N/A

N/A