



OFFICE OF THE ATTORNEY GENERAL
CONNECTICUT

WILLIAM TONG
ATTORNEY GENERAL

February 3, 2021

Via Email

Mr. Mark Reilly
Senior Vice President, Government Affairs
Comcast
mark_reilly@comcast.com

Re: *Comcast Data Cap Policies*

Dear Mr. Reilly,

I am writing to express my very strong objection to Comcast's 1.2 Terabyte ("TB") Data Plan (the "Data Plan") that will increase broadband internet rates for Connecticut families during a global pandemic. In your Data Plan, you propose to charge an additional \$10 for each 50 GB increment of data customers use above the 1.2 TB cap, up to as much as \$100 per month. I have received a number of complaints from consumers who have reached out to my office to express their concern and opposition to this plan. I believe it is unconscionable to raise rates on Connecticut families when they *both* need broadband internet the most and they are least able to bear higher cost for that service. Connecticut families depend so much on broadband internet service at this very moment—to work at home, to enable their children to attend school remotely, to run small businesses. Connecticut families are at the same time suffering under extraordinary personal and economic pressure, as thousands across our state have lost family and loved ones to COVID, and many of our residents have lost their jobs and their small businesses are struggling or failing.

I urge you to reconsider the Data Plan by (a) canceling the plan altogether or (b) postponing the Data Plan for one year or until this economic and public health crisis is over. I also urge you to eliminate or delay the assessment of any cancellation fees for users who choose to discontinue your broadband service, and any late fees or penalties for continuing users who are unable to pay the additional cost at this time.

Please also answer my questions about the Data Plan, its application and implementation, which are attached hereto as Exhibit A. I understand from your earlier response that you expect the cap to impact only five percent of households, but this nonetheless has caused a great number of families needless stress and anxiety. It is important that I understand exactly who this affects, and the potential impact on families across our state.

As we discussed, I also believe it is critical that Comcast make full disclosure to your customers about the Data Plan, the terms and conditions thereof, and the impact of the plan on all your customers. I appreciate your willingness to communicate the proposed changes to your Data Plan

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and how it might impact them, including certain notification tools and the “personalized notifications” you provide customers when they reach certain data thresholds. I request that you provide me with copies or examples of any such tools and notifications that either have been or will be delivered to your customers pursuant to the changes in your Data Plan.

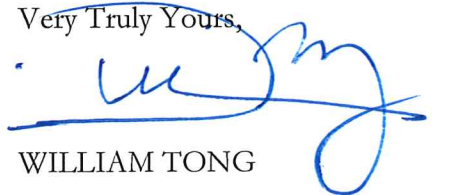
I recognize Comcast’s prompt and attentive responses to my previous inquiries last year concerning the Data Plan and the Company’s efforts to reimburse its customers for service outages following Tropical Storm Isaias last summer. I also appreciate Comcast spending the time to discuss my concerns about your new Data Plan and to consider additional consumer protections for customers unsatisfied with that plan. I appreciate your willingness to engage in this dialogue.

Broadband internet access is an essential public service, particularly during the ongoing pandemic. Connecticut’s residents have come to depend on broadband services to ensure they can access vital public health, safety, and welfare information, to allow students to participate in online learning, and to enable people to work remotely. The last thing our residents need to worry about at this time is whether they will run afoul of data caps, or incur significant unanticipated expense in order to remain connected. I have therefore urged providers of essential public services – such as electric, gas and broadband - to suspend their planned rate increases and do everything within their power to help Connecticut’s struggling residents get through these challenging times.

For these reasons, I intend to support any and all legislative efforts in Connecticut to suspend, delay or mitigate the effects of the Data Plan. I also intend to support efforts to promote competition in and expand access to broadband services, including efforts to promote town access to the “municipal gain” on utility poles so municipalities can provide such competitive services themselves. I believe only through robust competition can Connecticut ensure its residents all have access to appropriate high-speed broadband connections at reasonable prices.

Please do not hesitate to contact me at (860) 808-5272 to further discuss this request. Thank you for your consideration of this important matter of public health and safety.

Very Truly Yours,



WILLIAM TONG

Exhibit A

- 1) Please provide the number of Connecticut Comcast internet customers who will be affected by the Data Plan, expressed as both the total number of customers and as a percentage of all Connecticut Comcast internet customers.
- 2) Please identify and produce all data and analysis supporting your assertion that approximately 5% of Connecticut Comcast internet customers will be affected by the 1.2 Terabyte Data Plan. Please further identify whether the data is specific to Connecticut, and if not, identify the geographic scope of the data, and further identify when the data was collected.
- 3) Is your assertion that approximately 5% of Connecticut Comcast internet customers will be affected by the Data Plan tied to a specific period of time, *i.e.*, for how long will the 5% figure be current?
- 4) For the 5% of Connecticut Comcast internet customers that you assert will be affected by the Data Plan, please identify the percentage of residential accounts versus the percentage of commercial accounts.
- 5) How many internet customers does Comcast currently have in Connecticut? Please also provide this data disaggregated for residential and commercial accounts.
- 6) Please provide the typical usage of a Connecticut Comcast internet customer for each month from January 2020 through present. Please also provide this data disaggregated for residential and commercial accounts.
- 7) Please provide the typical usage for a Connecticut Comcast internet customer exceeding 1.2 TB for each month from January 2020 to present. Please also provide this data disaggregated for residential and commercial accounts.
- 8) Please provide the number of Connecticut Comcast internet customers who exceeded 1.2 TB of data usage for each month from January 2020 to present. Please also provide this data disaggregated for residential and commercial accounts.
- 9) What is the projected average monthly financial impact for Connecticut Comcast internet customers exceeding the Data Plan, once implemented. Please also provide this data disaggregated for residential and commercial accounts.