



California Region  
3055 Comcast Place  
Livermore, CA 94551-9559

February 27, 2017

Assistant to the City Manager Ms. Jacqueline Guzman  
City of Cupertino  
10300 Torre Avenue  
Cupertino, CA. 95014

Dear Assistant to the City Manager Ms. Jacqueline Guzman:

As Comcast's Local Government Affairs Director responsible for your community, I want to provide you with my current contact information so that you or your staff may contact me directly. Providing superior customer service is our goal at Comcast, and I am here to assist you. In addition, I would like to share some of the ways Comcast delivers 21<sup>st</sup> Century services to our customers and invests into the communities in which we live and serve.

First and foremost, technology and innovation have always been at the heart of what we do. Our network is built for speed and fueled by innovation. We've reimagined entertainment and are committed to doing the same for our customer experience. Our commitment to every customer is to respect their time and make it right if we ever fall short. We are on a mission to reinvent how we interact with our customers and deliver a simplified, exceptional experience in every way.

With our innovative products and our focus on delivering an exceptional customer experience, Comcast is a technology leader that helps communities prosper and grow by driving local economic development through our robust and scalable network, and providing advanced technology solutions to companies of all sizes across every industry. Comcast has increased broadband speeds 17 times in 16 years and we have added +16 million WiFi hotspots.

We continue to expand upon our highly successful Internet Essentials program. Working side-by-side with our schools, government, and non-profit partners, we have connected more than 750,000 families—over 3 million low-income Americans—to the power of the Internet in their homes. Last year, Comcast announced the single largest eligibility expansion of Internet Essentials in partnership with the U.S. Department of Housing and Urban Development's *Connect Home initiative* for public housing and HUD-assisted residents living in Comcast service areas.

Please do not hesitate to reach me directly using the contact information below:

Lennies Gutierrez  
Government Affairs Director  
South Bay and Portions of San Mateo County  
1900 S 10<sup>th</sup> Street  
San Jose, CA. 95112  
(408) 918-3246  
[Lennies\\_Gutierrez@cable.comcast.com](mailto:Lennies_Gutierrez@cable.comcast.com)

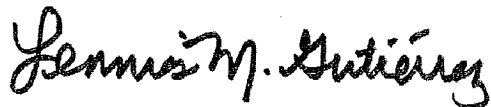
For any issues related to franchise compliance matters, escalated customer concerns, insurance issues, and PEG and Franchise Fee inquiries, please feel free to contact either of my colleagues below:

**Ms. Lee-Ann Peling**  
Franchise Operations, Director  
Comcast California  
(925) 424-0168 office  
[LeeAnn\\_Peling@comcast.com](mailto:LeeAnn_Peling@comcast.com)  
3055 Comcast Place, #B  
Livermore, CA. 94551

**Ms. Mitzi Givens-Russell**  
Franchise Operations, Manager  
Comcast California  
(925) 424-0207 office  
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3055 Comcast Place, #B  
Livermore, CA. 94551

Comcast is proud to serve your community and we look forward to working with you in 2017.

Sincerely,

A handwritten signature in black ink that reads "Lennies M. Gutierrez". The signature is written in a cursive, flowing style.

Lennies Gutierrez  
Government Affairs Director  
South Bay and Portions of San Mateo County