



Cynthia Dumas <cdumas@utah.gov>

Approved Response – 1541528460 - Arroyo de Plata LLC

1 message

Moore, John <John_Moore2@comcast.com>
To: Cynthia Dumas <cdumas@utah.gov>
Cc: "Moore, John" <John_Moore2@comcast.com>

Wed, Nov 21, 2018 at 11:03 AM

Good morning,

Please see the attached written response for case # 1541528460.

Thanks,

John Moore

Regulatory Specialist

Comcast Regulatory Compliance Team, Philadelphia, PA

 **1541528460 - Arroyo de Plata LLC.pdf**
76K



November 21, 2018

Division of Public Utilities – Utah
Box 146751
Salt Lake City, UT 84114

Re: Arroyo de Plata LLC
P.O. Box 684168
Park City, UT 84060

Case Number: 1541528460
Date of Notice: November 6, 2018

Dear Sir/Madam:

This letter is in response to the above-referenced complaint submitted to the Utah Division of Public Utilities by Arroyo De Plata LLC regarding Xfinity service.

On November 8, 2018, I spoke with Mei, who is the complainant, to discuss all concerns. I explained to her that her concern is not a Comcast issue and to please refer this matter to Century Link. I informed Mei that Comcast is unable to pull a phone number if it is not released from the current provider. Therefore, the request for compensation for loss of business has respectfully been denied. I apologized for any inconvenience that may have been caused while attempting to resolve this matter.

I trust this letter provides your office with the information required for resolution in this matter. Should you have any questions or need additional information, please contact me at (844) 389- 4765 Extension 3025517.

Sincerely,

Tina R.
Executive Customer Relations



Cynthia Dumas <cdumas@utah.gov>

Arroyo de Plata LLC_Case # 1541528460 (Update)

4 messages

Patel, Nicole <Nicole_Patel@comcast.com>
To: "cdumas@utah.gov" <cdumas@utah.gov>
Cc: "Wade, Alicia" <Alicia_Wade@comcast.com>

Tue, Dec 18, 2018 at 3:36 PM

Good afternoon Cynthia,

I was a pleasure speaking with you today.

Per our discussion attached is the updated response for Arroyo de Plata LLC.

If you have any additional questions please feel free to reach out to me at the number below. I will be in the office through tomorrow, December 19, 2018.

Alicia Wade will be in the office through the end of the week and can be reached at (267) 260-1460.

Have a good day.

Nicole Patel

Director, Regulatory & Quality

National Customer Operations

Ofc: 267-260-1315

Email: Nicole_Patel@cable.comcast.com

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December 12, 2018

Division of Public Utilities – Utah
Box 146751
Salt Lake City, UT 84114

Re: Arroyo de Plata LLC
P.O. Box 684168
Park City, UT 84060

Case Number: 1541528460
Date of Notice: November 6, 2018

Dear Sir/Madam:

I am writing to supplement and correct Comcast's previous letter, which was dated November 21, 2018, in response to the above-referenced complaint submitted to the Utah Division of Public Utilities by Arroyo De Plata LLC ("the business").

On June 28, 2018, a residential Comcast subscriber sought to add Xfinity Voice service to his account by porting in a telephone number. The Comcast agent who initiated the port mistyped the telephone number requested by the subscriber and accidentally entered the business's similar telephone number. CenturyLink approved the port request, and the business's telephone number was added to the Comcast subscriber's account on July 7, 2018. Comcast was notified of this error on July 9, 2018 and released the telephone number back to CenturyLink on July 10, 2018. Comcast understands that CenturyLink subsequently restored the telephone number to the business's account.

I sincerely apologize for any inconvenience the business experienced and for any confusion caused by Comcast's previous letter. Please feel free to contact me if you have any questions about this matter.

Sincerely,

Nicole Patel
Comcast
Director, Operations Compliance
(267) 260-1315