



Comcast Comments on S.310

March 26, 2024

Hello, my name is Jim White, Senior Director of Regulatory Affairs at Comcast. I appreciate the opportunity to speak to you today regarding S.310, Section 19. We support the amendments proposed by Barb Neal on behalf of the E911 Board.

Comcast worked with Barb Neal and her team at the E911 Board on some of the technical and practical implications of the changes in Section 19 of the bill related to information provided to Vermont Emergency Management for the purposes of emergency alert notices, and we are okay with the changes proposed by Barb. It is difficult for statutory language to reflect the rapid developments in technology related to E911. We appreciate the work her office has put into this amendment to get this right.

Comcast also worked with Barb and her team on Section 19(f) that would require the E911 Board to adopt a rule on notification to customers of planned or unplanned outages. The language about posting of outage information on the provider website follows California. CalOES does have a requirement for website posting, but not for directly notifying individual customers about outages. This is a really complicated issue with lots of technical, and practical issues on the types of outages covered so we appreciate that we'll be able to continue a productive dialogue with the E911 Board and work on the types of outages encompassed by the rule, and the feasibility of implementation through the rulemaking process.

In this regard, Comcast already posts information online about certain outages on the Comcast network (must provide address for Comcast served location) and Xfinity Internet customers can sign up to receive SMS text messages about outages. I have provided Olivia with some background on the information we provide customers on how to prepare for and gain information about outages on our network.

I know you're very busy this afternoon, so I'll leave my comments there, but I would be glad to answer any questions on these topics.