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September 19, 2008

VIA ECFS AND HAND DELIVERY

Ms. Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

Re: **In the Matter of Formal Complaint of Free Press and Public Knowledge
Against Comcast Corporation for Secretly Degrading Peer-to-Peer
Applications, File No. EB-08-IH-1518**

**In the Matter of Broadband Industry Practices; Petition of Free Press et al.
for Declaratory Ruling that Degrading an Internet Application Violates the
FCC's Internet Policy Statement and Does Not Meet an Exception for
"Reasonable Network Management," WC Docket No. 07-52**

Dear Ms. Dortch:

In accordance with the Commission's August 20, 2008 *Memorandum Opinion and Order* regarding Comcast's network management practices for our High-Speed Internet ("HSI") service,¹ Comcast hereby complies with the three filing requirements set forth therein. Specifically, consistent with Paragraphs 54 and 59 of the Commission's *Order*, we submit the following:

- (1) a description of our current approach to managing network congestion (Attachment A);
- (2) a description of the new protocol-agnostic congestion management practices to which we are transitioning no later than year-end 2008 (Attachment B); and
- (3) a compliance plan setting forth the benchmarks that we will meet as part of this transition (Attachment C). We have also included in this document our plans for direct communication with our customers during this transition.

¹ *In re Formal Complaint of Free Press & Pub. Knowledge Against Comcast Corp. for Secretly Degrading Peer-to-Peer Applications; Broadband Industry Practices; Petition of Free Press et al. for Declaratory Ruling That Degrading an Internet Application Violates the FCC's Internet Policy Statement & Does Not Meet an Exception for "Reasonable Network Management,"* Mem. Op. and Order, FCC 08-183 (Aug. 20, 2008) ("*Order*").

These filings are consistent with our previously announced commitment to transition away from the congestion management practices we currently use to prevent peer-to-peer (“P2P”) traffic from degrading our customers’ use and enjoyment of our HSI service to a new set of protocol-agnostic congestion management practices, and to do so across our network by December 31, 2008. Over the last several months, we have conducted technical trials to determine how best to implement a new protocol-agnostic approach to congestion management. We are making excellent progress and are on track to complete the transition as scheduled. As in everything we do, our goal is to ensure continued delivery of a world-class service to all of our subscribers, while minimizing the impact on any individual users whose traffic must be managed as part of this process.

We continue to refine the details of our new practices, so we commit to make supplementary filings in this docket as necessary to keep the Commission (and the public) informed of any material changes in our plans before we complete the transition to protocol-agnostic congestion management by year-end. Separate and apart from the requirements of the *Order*, we have an ongoing commitment to our customers to provide a world-class Internet experience. To do so, we must always preserve the flexibility to manage our network in lawful and appropriate ways. Moreover, we know that clear communication with our customers is essential to a successful long-term relationship. So we are committed to ensuring that our customers receive clear, concise, and useful information about the services that we provide.

Even as we adopt the new network management practices described in Attachment B, we continue to make the investments in network upgrades that will permit us to better prevent congestion and meet our customers’ ever-increasing demands for bandwidth. For example, earlier this year we doubled, and in many cases tripled, the upload speeds for almost all of our existing HSI customers. In addition, since our initial rollout of DOCSIS 3.0 (which currently offers consumers wideband download speeds of up to 50 Mbps and upload speeds of up to 5 Mbps) in the Twin Cities Region in April, we have continued preparations to deploy DOCSIS 3.0 to up to 20 percent of our footprint by the end of this year, and in many more markets in 2009.

As all of the Commissioners recognize, the Internet is an engine for innovation and economic growth. We are proud to be a leader in bringing broadband Internet to consumers all over the country, adding fuel to that engine. We will continue to work hard to deliver a world-class service that gives all of our subscribers access to the content, applications, and services that they demand.

Ms. Marlene Dortch
September 19, 2008
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Please contact me should you have any questions regarding this submission.

Sincerely,

/s/ Kathryn A. Zachem
Kathryn A. Zachem
Vice President, Regulatory Affairs
Comcast Corporation

cc: Chairman Kevin J. Martin
Commissioner Michael J. Copps
Commissioner Jonathan S. Adelstein
Commissioner Deborah T. Tate
Commissioner Robert M. McDowell
Daniel Gonzalez
Dana Shaffer
Scott Bergmann
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