

## Comcast to close Mountain View office; next stop, Sunnyvale

Palo Alto, August 10, 2008 – Bob Moss reports, “We stopped at the Comcast office on Middlefield Road in Mountain View to pay our bill and found a pile of postcards on the counter announcing that the Mountain View office along with offices in Monterey, Santa Clara, and Scotts Valley will close September 1. The closest Comcast office (to Palo Alto) after that will be in Sunnyvale on El Camino.

“When the cable franchise for Palo Alto was awarded (to Cable Co-op) in 1985, there was a requirement to have a service and payment office within a few miles of city hall. The office at 3200 Park fell within that zone.

“After Cable Co-op sold the system to AT&T in 2000, the office was moved to Mountain View on Rengstorff in 2001 without any authorization or approval from Palo Alto. Eventually (AT&T was) fined maybe \$10,000 and allowed to not have offices in Palo Alto. After Comcast bought the system from AT&T, they moved the office again to the current Mountain View location on Middlefield Road.

“The movement away from serving local customers continues, not surprising since inadequately serving customers is a longstanding and proud tradition of Comcast.”