

THE STATE OF NEW HAMPSHIRE

CONSUMER ADVOCATE
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Kenneth E. Traum

ORIGINAL	
N.H.P.U.C. Case No.	DT 07-024
Exhibit No.	#17 OCA
Witness	Steven Eckberg
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OFFICE OF THE CONSUMER ADVOCATE
21 S. FRUIT ST., SUITE 18
CONCORD, NEW HAMPSHIRE 03301-2429

September 3, 2010

Debra A. Howland
Executive Director and Secretary
New Hampshire Public Utilities Commission
21 S. Fruit Street, Suite 10
Concord, NH 03301



**RE: DT 07-027 TDS AFOR, Phase III
Prefiled Testimony of Stephen R. Eckberg**

Dear Ms. Howland:

I enclose for filing with the Commission an original and six copies of the Prefiled Testimony of Stephen R. Eckberg.

Copies of Mr. Eckberg's testimony have been distributed to the service list via electronic mail. Please contact me with any questions. Thank you for your assistance.

Sincerely,

Rorie E.P. Hollenberg

Enclosures

cc: Service List



70000 01200000 0000

BEFORE THE STATE OF NEW HAMPSHIRE

PUBLIC UTILITIES COMMISSION

In the matter of:)
Kearsarge Telephone Co., Wilton Telephone Co.,)
Hollis Telephone Co. and Merrimack County Telephone Co.)
Docket DT 07-027)
Petitions for Approval of Alternative Form of Regulation)

Direct Prefiled Testimony

Of

Stephen R. Eckberg
Utility Analyst

Dated: September 3, 2010

OFFICE OF CONSUMER ADVOCATE

TESTIMONY

DT 07-027 Petitions for Approval of Alternate Form of Regulation

1 **Q. Please state your name and occupation.**

2 A. My name is Stephen R. Eckberg. I am employed as a utility analyst with the
3 Office of Consumer Advocate (OCA). My qualifications are included as Attachment
4 SRE-1 to this testimony.

5 **Q. Have you testified previously in this docket?**

6 A. Yes. I participated in the first phase of this docket for the OCA but did not file
7 testimony. The OCA filed testimony from Robert Loube Ph.D. during the first phase of
8 this docket. In the second phase of this docket I did file testimony.

9 **Q. Please summarize the purpose of your testimony and any conclusions you have**
10 **reached.**

11 A. The purpose of my testimony is to describe my efforts to replicate the information
12 included in Attachment A to the Affidavit of Thomas E. Murray Regarding Merrimack
13 County Telephone Company (MCT Affidavit) and Attachment A to the Affidavit of
14 Thomas E. Murray Regarding Kearsarge Telephone Company (KTC Affidavit)
15 (collectively, TDS Affidavits), filed on June 14, 2010.

16 The conclusion I reach is that I cannot replicate this information in a reliable
17 manner.

18 **Q. What information is included in Attachment A to each of the TDS**
19 **Affidavits?**

20 A. Mr. Murray stated that each Attachment A includes "screen shots from Comcast's
21 web site[.]" KTC Affidavit, p. 2, paragraph 4; and MCT Affidavit, p. 2, paragraph 4.

1 Q. Please explain what prompted your attempt to replicate the “screen shots
2 from Comcast's web site[.]”

3 A. At the Technical Session held on July 27, 2010, the OCA asked the Company to
4 explain who had created each Attachment A as well as to explain generally how they
5 were created.

6 Q. What was the Company's response?

7 A. Mr. Murray indicated that he was the party responsible for creating the
8 “[Comcast] screen shots.” He then provided a general description of how he had done
9 that. Specifically, he stated words to the effect that he did a general internet search for
10 “New Hampshire Cable,” using the search engine Google, which connected him to an
11 “authorized Comcast agent.”

12 Q. What was your reaction to Mr. Murray's description of the process he used
13 to create each Attachment A?

14 A. I was surprised to learn that the “[Comcast] screenshots” in each Attachment A
15 were not obtained from Comcast's website. Also, Mr. Murray's approach was different
16 than the approach I would have taken to investigate the availability of Comcast services.
17 His explanation caused me to re-examine, more closely, the information contained in
18 each of the Attachments A.

19 Q. Please describe your re-examination.

20 A. Gladly, but I'd first like to comment briefly on a technical language issue which I
21 believe is important to address at the outset of my testimony. Specifically, Mr. Murray
22 has referred to the materials in each of his Attachments A as “screen shots”. Instead, I
23 believe these materials are printouts of webpages – not printouts of “screen shots.”

24

1 Q. Would you please explain the difference?

2 A. According to Wikipedia, an online encyclopedia, a “screenshot” is:

3 an image taken by a computer to record the visible items displayed on the
4 monitor, television, or another visual output device. Usually, this is a digital
5 image taken by the host operating system or software running on the computer
6 device, but it can also be a capture made by a camera or a device intercepting the
7 video output of the display (such as a DVR).¹

8
9 So, a screenshot is like a photograph of what is visible on the computer monitor.

10 A “printout,” on the other hand, is a:

11 hard-copy output from a computer, such as selected information from or
12 analyses of computer files or simply a printout of the information
13 currently on the computer screen. Some printouts, such as statistical
14 analyses, require special programs to tell the computer how to produce
15 them. Others, such as a printout of the screen, are produced by the basic
16 operating system programs.²

17
18 So, a print out of a webpage may produce a hard copy output that is somewhat different
19 than what one actually sees on the computer screen. In contrast, a printout of a
20 screenshot will resemble, in some sense, a printout of a photograph of the computer
21 screen. Clearly there can be an interaction of these two computer functions as well. For
22 example, in my testimony, I include electronic copies of screenshots which, when printed
23 will produce a hard copy of that image and can be referred to as “printouts of screenshots
24 of webpages.” *See, e.g.,* Attachment SRE-2.

25 The materials in Mr. Murray’s Attachments A appear to be printouts of webpages
26 – likely created by clicking the “Print” button or using the “File –Print” menu bar
27 commands in an internet browser.

28

29

¹ See <http://en.wikipedia.org/wiki/Screenshot>

² See <http://www.answers.com/topic/printout>

1 Q. Please return to your re-examination of the webpage printouts in

2 Attachments A to the TDS Affidavits.

3 A. As can be seen at the bottom of each page of the Attachments A, the complete
4 URL³ is shown. From my reading of the TDS Affidavits, I had expected that the
5 printouts in Attachment A had come directly from Comcast's website. However, the
6 URL shown at the bottom of each page of the TDS Affidavits' Attachments A indicates
7 that the information is provided through a third-party website with the internet address
8 <http://snltranscripts.jt.org>. Attachment SRE-2 shows a screenshot of the home webpage
9 associated with this website. At the bottom of this screenshot printout, the reader can see
10 links to what appear to be Comcast Cable promotions and packages as well as links to
11 other cable and video service providers.

12 Q. Did you access the same Comcast information that Mr. Murray provided in
13 his affidavits?

14 A. I attempted to do this by clicking on each of the three Comcast-related links at the
15 bottom of the "snltranscripts" webpage. There is one called "Comcast Cable
16 Promotions," another called "Comcast Cable Deals" and a third called "Comcast Cable."

17 Q. Did you check each of these links?

18 A. Yes I did – by clicking on each of the links to see what appeared. Each of the
19 three links took me to a different website (*i.e.*, to a different URL). It was the third of
20 these links – the "Comcast Cable" link - that appeared to be the one Mr. Murray used to
21 create the Attachments A printouts. I believe this to be the case as the information on
22 screen looked similar to the information in the printouts in the Attachments A and the

³ A URL is the "address" of a web page on the World Wide Web, *e.g.*, <http://www.example.com>. See http://en.wikipedia.org/wiki/Uniform_Resource Locator.

1 first part of the URL (snltranscripts.jt.org/comcast-cable) is the same as the first part of
2 the URLs depicted in these Attachments A printouts. I have included Attachments SRE-
3 3, SRE-4, and SRE-5 which show screenshots of the webpages and URLs associated with
4 each of the three Comcast-related links depicted on the “snltranscripts” webpage.

5 **Q. Is the information provided on these websites from Comcast?**

6 A. I’m not certain of that. It is possible that the information provided on these
7 websites is from Comcast and provided to this, and other, resellers of Comcast services.

8 **Q. Please explain what, in Mr. Murray’s affidavits, gave you the expectation**
9 **that the printouts in the Attachments A were directly from Comcast.**

10 A. On page 2, in numbered paragraph (4) of both the KTC affidavit and the MCT
11 affidavit, Mr. Murray stated “[KTC/MCT] obtained the screen shots from Comcast’s web
12 site, attached hereto as ‘Attachment A’, specifically offering to provide voice service in
13 ...” (emphasis added). It was this statement that gave me the expectation that the
14 information in each of the Attachments A was *directly* – not indirectly or not at all - from
15 an official Comcast website.

16 **Q. You stated a moment ago that you were surprised with Mr. Murray’s**
17 **approach and you would have used a different approach. Please discuss how your**
18 **approach would have been different.**

19 A. My surprise was primarily prompted by Mr. Murray’s explanation that he did a
20 general internet search for “New Hampshire Cable” using Google as a starting point. I
21 would have gone directly to the Comcast website – or tried to - because I knew that I was
22 looking for information specifically from Comcast – not other New Hampshire Cable
23 providers – whoever they may be. I would have simply guessed the URL for the
24 Comcast website, for example www.comcast.com, and entered that in the URL bar at the

1 top of the web browser (*e.g.*, Internet Explorer, Firefox). If that approach did not work, I
2 would have used an internet search engine such as Google to search for “Comcast.”
3 From the search results that were returned, I would have selected the link to the website
4 which was described as, and looked like, Comcast’s official website.

5 **Q. Is there anything “wrong” with Mr. Murray’s approach?**

6 A. No, I wouldn’t say there is anything wrong in his approach. However, in this
7 case, Mr. Murray has used the results of his Google search to navigate to what purports to
8 be the website of a third party reseller of Comcast services. There is no way to tell from
9 the Company’s filing if the information that is available from this non-Comcast website
10 is as accurate or as up-to-date as the information that is available directly on Comcast’s
11 official website, www.Comcast.com.

12 **Q. Did you do any exploration of the information about services offered on this**
13 **Comcast “Authorized Dealer[’s]” website used by Mr. Murray?**

14 A. Yes, I did. As I indicated earlier, my general goal was to duplicate the results or
15 verify the materials that Mr. Murray included in each of the Attachments A to the TDS
16 Affidavits. My first step was to visit the exact website and webpage shown on pages 1
17 and 2 (Bates pages 006 and 007) of Attachment A to the MCT Affidavit. These pages
18 purport to show information relative to Antrim, NH. To do this, I entered the full URL –
19 <http://snltranscripts.jt.org/comcast-cable/nh-antrim-comcast-cable.html> - into my web
20 browser software – Internet Explorer Version 7 (*i.e.*, used a Whole URL Approach). The
21 resulting webpage is shown in printout of a screenshot as Attachment SRE-6.

22 **Q. Is your Attachment SRE-6 exactly the same as the printed information for**
23 **Antrim in Attachment A to the MCT Affidavit?**

24 A. It’s close but not an exact match. The webpage as seen on screen, and in

1 Attachment SRE-6, is somewhat different than what appears in the printout provided as
2 pages 1 and 2 (Bates pages 006 and 007) of Attachment A to the MCT Affidavit. This is
3 not unusual. As I discussed earlier, there is a difference between a printout of a
4 screenshot and a printout of a webpage. The on-screen appearance of a webpage is
5 frequently different than what is produced by printing the webpage. In fact, when I print
6 the webpage shown in Attachment SRE-6 by clicking on File – Print, on the Internet
7 Explorer menu bar, I get a three-page printout included as Attachment SRE-7. This
8 printout is virtually the same as Mr. Murray’s.

9 **Q. If the print-outs are virtually the same, what is the problem?**

10 A. The problem is that, while I was able to replicate the Antrim-related printout in
11 the MCT Affidavit Attachment A by using the Whole URL Approach, I was not able to
12 reproduce the same printout, or any Antrim-specific screenshot, using a different
13 approach – an Address Specific Approach which started at the Comcast “Authorized
14 Dealer[’s]” website home, <http://snltranscripts.jt.org/Comcast-cable>, and used the
15 address-search function available there. As I discuss later in this testimony, I also found
16 that this problem occurred when I attempted to use the Address Specific Approach to
17 replicate the remaining printouts in the Attachment A to the MCT Affidavit, as well as
18 the printouts in the Attachment A to the KTC Affidavit. Additionally, as I will also
19 discuss later in my testimony, I discovered through these failed attempts to replicate the
20 printouts in the Attachments A that the Whole URL Approach to reproducing these print-
21 outs is flawed. I believe that this flaw is significant and it causes me to question the
22 reliability of the printouts in the Attachments A.

23

24

1 Q. Please address your first concern, that you were not able to replicate the
2 Antrim-specific printout, or any other town-specific printouts, contained in the
3 Attachments A to the TDS Affidavits, using the Address Specific Approach.

4 A. If one looks at the screenshot produced by entering the URL associated with the
5 “Comcast” agent’s website home, <http://snltranscripts.jt.org/comcast-cable> (see
6 Attachment SRE-5), one can see boxes in the upper right quadrant of the screen, labeled
7 “Street Address:” “Apt #:” and “Zip Code:” Below these boxes is another box labeled
8 “Get Comcast Now.” My first concern initially arose from my failed attempts to
9 replicate the Antrim-specific Attachment A print-outs by entering the Antrim zip code
10 into the “Zip Code:” box on the “Authorized Dealer[’s]” website homepage.

11 Q. Please explain your efforts to replicate the printouts using the Address
12 Specific Approach.

13 A. Certainly. First, I navigated to the Comcast “Authorized Dealer[’s]” website
14 home, by going to the “root” website of the URL provided in Mr. Murray’s Attachment
15 A - <http://snltranscripts.jt.org> (see Attachment SRE-2) - and then clicking on the
16 “Comcast Cable” link at the bottom of that page (see Attachment SRE-5).

17 Q. What did you do next?

18 A. I entered the zip code for Antrim, NH - 03440 - into the box labeled “Zip Code:”
19 in the upper right quadrant of the screen (see Attachment SRE-5). Then I clicked on the
20 “Get Comcast Now” button.

21 Q. What was the result of this action?

22 A. The website returned a small error box which stated that “Address is a Required
23 Field.” See Attachment SRE-8. In other words, the website would not provide any
24 information about Comcast services – communication or otherwise – available in Antrim,

1 NH by entering only the Antrim zip code.

2 **Q. What did you do next?**

3 A. I entered a specific street address for a location in Antrim, NH. I used the Google
4 website to look up the street address of Edmund's Hardware Store on Main Street in
5 Antrim. I then used that address to test the Comcast "Authorized Dealer[']s]" website to
6 see what information about Comcast services was available.

7 **Q. What was the result of that action?**

8 A. I entered the Street Address "56 Main Street" with Zip Code 03440 for Antrim as
9 shown in Attachment SRE-9. When I then hit the button "Get Comcast Now," a new
10 window of Internet Explorer started – that is, a new copy of Internet Explorer starts with
11 a new website (a different URL), thereby virtually transporting the user from the original
12 website. As can be seen in Attachment SRE-10, a screenshot of this new website shows
13 the address and zip code values that have been "passed" to it from the originating
14 website, <http://snltranscripts.jt.org/comcast-cable>. This new website has the URL of
15 <http://onlinecomcast.com>.

16 **Q. Are there any other results you wish to point out?**

17 A. Yes. Another important result is that when I printed out the webpage
18 corresponding to Edmund's Hardware Store, using the File-Print command, I get a three
19 page printout which also shows the address information I entered. See Attachment SRE-
20 11. In contrast, neither the Antrim-related printout in Attachments A to the MCT
21 Affidavit nor any of the other printouts attached to the TDS Affidavits shows any address
22 information.

23

24

1 Q. What information is available to the viewer at this new website you
2 mentioned above, <http://onlinecomcast.com>?

3 A. This website presents specific detailed plan and pricing information about the
4 services that are offered for the address provided – 56 Main Street, Antrim, NH 03440.
5 See Attachment SRE-12. There is a fairly long list of plan options visible as one scrolls
6 down through the webpage: Cable TV only plans; High Speed Internet Plans; Bundle
7 Plans for multiple services; as well as Comcast Digital Voice services only with no other
8 services. In contrast, neither the Antrim-related print-out in the MCT Affidavit
9 Attachment A nor any of the other printouts attached to the TDS Affidavits shows any
10 specific plan with its pricing information. The TDS Affidavits only show general
11 information about “Comcast Triple Play Deals” starting at \$99 – nothing specific at all.
12 See, e.g., MCT Affidavit, Attachment A, page 2 (Bates page 007). Also, the language
13 suggests the internet user must use the “Check Availability” tool to see what specific
14 services are available at a particular location. *Id.* The limited information actually
15 available in the Attachments A seems contrary to the representation in the TDS
16 Affidavits, that printouts “specifically offer[] to provide voice service in the MCT
17 exchanges of Antrim, Contoocook, Henniker, and Hillsborough,” see MCT Affidavit, p.
18 2, paragraph 4 (emphasis added), as well as “the KTC exchanges of Andover, Boscawen,
19 Chichester, Meriden and New London.” See KTC Affidavit, p. 2, paragraph 4 (emphasis
20 added).

21 Q. Based on your interactions with the Comcast “Authorized Dealer[’s]” home
22 website and your Address Specific Approach tests for Antrim, how do you explain
23 the fact that the names of these towns are included in each of the printouts in the
24 Attachments A even though there is no address specific information that appears?

1 A. I cannot explain that. However, I can see that for the printouts in the Attachments
2 A, the only difference in the URL at the bottom of the pages is the different name of each
3 town. It is possible that Mr. Murray produced these printouts by manually editing the
4 URL in the web browser's address bar. For example, if he navigated to the "Antrim"
5 webpage using the whole URL (as shown in my Attachment SRE-6) and edited the URL
6 address – removing the word "antrim" and entering the word "contocook," he could
7 have produced a webpage as shown in my Attachment SRE-13. The printout of the
8 webpage resulting from this manual change of the URL looks the same as the printout
9 included in Mr. Murray's Attachment A for Contocook. *See* MCT Affidavit,
10 Attachment A, pages 3 and 4 (Bates pages 008 and 009).

11 **Q. Does this method of manually editing the URL produce reliable results from**
12 **the website?**

13 A. No, I don't believe it does. This is my second concern regarding both of the
14 Attachments A that I alluded to earlier, specifically that the using a Whole URL
15 Approach to replicating the printouts is flawed.

16 **Q. Why do you believe that?**

17 A. I can also edit the URL by omitting the word "Contocook" and entering a word
18 that is not a New Hampshire town or city such as my own last name, "Eckberg".

19 **Q. What are the results of doing that?**

20 A. The results are nonsensical. The results of doing this produce a webpage and a
21 corresponding printout that indicate in the town of Eckberg, NH Comcast services are
22 available. I include a screenshot of this as Attachment SRE-14 and a printout of the
23 webpage as Attachment SRE-15.

24

1 Q. What do you conclude from your attempts to replicate the evidence filed by
2 TDS?

3 A. I conclude that I do not know how Mr. Murray produced the printouts included in
4 his Attachments A to both his MCT Affidavit and KTC Affidavit. One method I tried,
5 the Address Specific Approach of searching by zip code produced an error. Another
6 method I tried, the Address Specific Approach using a specific address produced a web
7 page and a printout that showed this specific address information. If Mr. Murray had used
8 this approach, his Attachments A would have also shown address specific information
9 which the printouts in the Attachments A did not.

10 The last method I tried – manually editing the URL in the URL bar – reproduced
11 the printouts in Attachments A but also can be used to produce information that is not
12 based in reality - as demonstrated by producing a webpage (and printout) showing
13 Comcast provides services in Eckberg, NH. If Mr. Murray produced the printouts
14 included in the TDS Affidavits by manually editing the URL, I conclude that the
15 printouts attached to these affidavits are not reliable.

16 Q. Does this conclude your testimony?

17 A. Yes.

Qualifications of Stephen R. Eckberg

My name is Stephen R. Eckberg. I am employed as a Utility Analyst with the Office of Consumer Advocate (OCA), where I have worked since 2007. My business address is 21 S. Fruit Street, Suite 18, Concord, New Hampshire 03301.

I earned a B.S. in Meteorology from the State University of New York at Oswego in 1978, and an M.S. in Statistics from the University of Southern Maine in 1994.

After receiving my M.S., I was employed as an analyst in the Boston office of Hagler Bailly, Inc, a consulting firm working with regulated utilities to perform evaluations of energy efficiency and demand-side management programs.

From 2000 through 2003, I was employed at the NH Governor's Office of Energy and Community Services (now the Office of Energy and Planning) as the Director of the Weatherization Assistance Program. Most recently, I was employed at Belknap-Merrimack Community Action Agency as the Statewide Program Administrator of the NH Electric Assistance Program (EAP). In that capacity, I presented testimony before this Commission in dockets related to the design, implementation and management of the EAP. I have also testified before Committees of the New Hampshire Legislature on issues related to energy efficiency and low income electric assistance.

In my position with the OCA, I have testified jointly with Kenneth E. Traum, Assistant Consumer Advocate, in the following dockets:

- DG 08-048 Unitil Corporation and Northern Utilities, Inc. Joint Petition for Approval of Stock Acquisition.

- DW 08-070 Lakes Region Water Company Petition for Financing and Step Increases.
- DW 08-098 Aquarion Water Company of New Hampshire.
- DE 09-035 Public Service of New Hampshire Distribution Service Rate Case.

I have also entered (non-joint) testimony in:

- DT 07-027 Kearsarge Telephone Company, Wilton Telephone Company Hollis Telephone Company and Merrimack County Telephone Company Petition for Alternative Form of Regulation. (Phase II)
- DW 08-073 Pennichuck Water Works, Inc. Petition for Rate Increase.
- DW 08-065 Hampstead Area Water Company, Petition for Rate Increase.
- DE 09-170 2010 CORE Energy Efficiency Programs.

I am a member of the American Statistical Association. I have attended regulatory training at New Mexico State University's Center for Public Utilities, and I participate in committees of the National Association of State Consumer Advocates (NASUCA) on behalf of the OCA.

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High speed Internet access, DVR's, HDTV, Digital TV, Digital Phone service, and all of the other high technology that can give you access to lots of great entertainment and information can be a lot to take in and makes sense out of. But when you rely on **Comcast Cable** for your home telecommunications services, you can simply relax and enjoy all of that great technology while leaving the details of how it all works to the company. Click here to take advantage of the [Current Comcast Promotion](#).

This is especially useful when it comes to high speed Internet service. With all of the data intensive applications on the Internet these

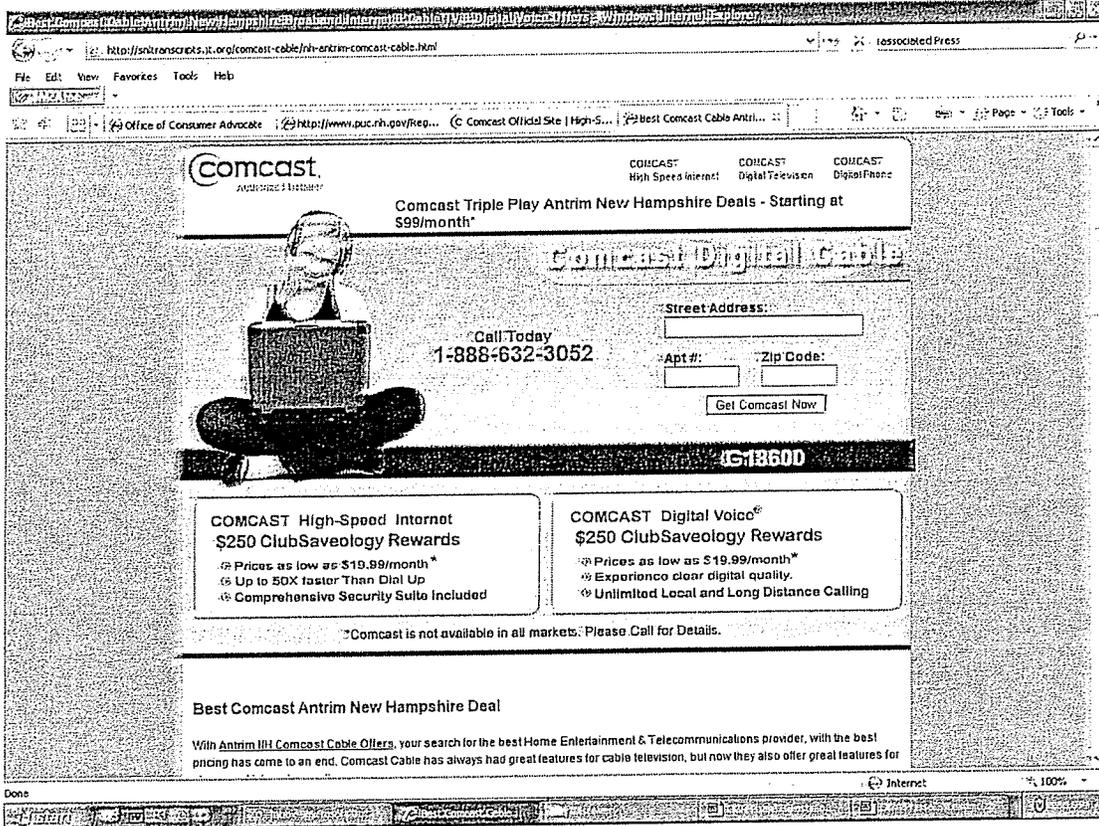
* This screen / site was accessed via the "Comcast Cable Promotions" link at <http://snltranscripts.jt.org>

The screenshot shows a web browser window displaying the Comcast website. The browser's address bar shows the URL <http://comcast.com>. The page features a navigation menu with links for 'Office of Consumer Advocate', 'New Hampshire Public Utilities', and 'Comcast Deals | Comcast...'. The main content area is titled 'Best Comcast Deals' and prominently displays 'Comcast Triple Play Deals Starting at \$99 per month*'. Below this, the Comcast logo is shown with the tagline 'America's Choice'. To the right, the services 'High-Speed Internet', 'Digital Cable TV', and 'Digital Voice' are listed. A toll-free number '1-888-220-6780' and a 'Special Comcast Promo: G18749' are provided. A form titled 'Please Enter Your Home Address' includes fields for 'Address:', 'Apt:', and 'Zip:', along with a 'Check Availability' button. A disclaimer states '*Comcast Not Available In All Markets. Please Call for Details.' At the bottom, there are three boxes for 'High-Speed Internet', 'Digital Cable TV', and 'Digital Voice', each with a 'Check Availability' button. The browser's status bar at the bottom indicates 'Done' and 'Internet' with a 100% zoom level.

* This screen / site accessed via the "Comcast Cable Deals" link at <http://snltranscripts.jt.org>

The screenshot shows a web browser window displaying the Comcast website. The browser's address bar shows the URL <http://snltranscripts.jt.org/comcast-cable/>. The website header features the Comcast logo and navigation links for High Speed Internet, Digital Cable, and Digital Voice. The main content area is titled "Comcast Triple Play Deals Starting at \$99/month*" and includes a "Comcast Digital Cable" section. A central graphic shows a woman sitting on the floor with a laptop. To the right of the graphic is a contact form with fields for "Street Address:", "Apt.#:", and "Zip Code:", along with a "Call Today 1-888-632-3052" button and a "Get Comcast Now" button. Below the graphic, there are two boxes detailing rewards: "COMCAST High-Speed Internet \$250 ClubSaveology Rewards" and "COMCAST Digital Voice® \$250 ClubSaveology Rewards". A disclaimer at the bottom states, "Comcast is not available in all markets. Please Call for Details." The browser's status bar at the bottom shows "Done" and "Internet" with a 100% zoom level.

* This screen / site accessed via the "Comcast Cable" link at <http://snltranscripts.jt.org>



* This screenshot shows the website at the whole URL shown on the pages of Attachment A to Mr. Murray's MCT Affidavit and KTC Affidavit.

DT 07-027 OCA-Eckberg Testimony
Attachment SRE - 7

COMCAST High Speed Internet COMCAST Digital Television COMCAST Digital Phone

Comcast Triple Play Antrim New Hampshire Deals - Starting at \$99/month*

Call Today
1-888-632-3052

Street Address:

Apt #:

Zip Code:

Mention Comcast Promo Code G18600

Best Comcast Antrim New Hampshire Deal

With Antrim NH Comcast Cable Offers, your search for the best Home Entertainment & Telecommunications provider, with the best pricing has come to an end. Comcast Cable has always had great features for cable television, but now they also offer great features for phone and internet as well.

This company makes it easy for you to get the services you deserve because they let you bundle your services under the Triple Play, thus saving the money and time. Comcast Cable Antrim NH'S high speed Internet Services can provide you with more options for Home Entertainment and Home Communications.

For one thing, this broadband Internet Service is at the top of the industry for speed, even more so than other providers. Such high rates of speed are possible because this service is delivered with the same service your cable TV is delivered through.

In fact, you might just find it you pay about the same amount for a Comcast Antrim New Hampshire service with 12 mbps as you were for DSL with 1! The best part of the Antrim New Hampshire Comcast Cable internet service is the incredibly high rates of speed they can offer it at.

You do not have to waste time waiting for downloads with these speeds, making it essential to have. These speeds are very important for keeping up with the speeds being used by other networkers and gamers on gaming sites.

DSL and dial up may not be fast enough if you want to go to school or work online because they do not have the ability to download large amounts of information quickly. If you need to go back to school or a few want to work online from home, broadband Internet Service is the best choice because of the excellent connection and high rates of speed.

As you probably already know, getting online means possible exposure to viruses and spyware. The good news is that Comcast Cable can protect you from threats that can disable your computer or get personal information.

Instead of taking the risk, Comcast Cable has already made a provision with free Security Software. They offer the McAfee Security Suite to keep your computer virus and spyware free, leaving you to the enjoyment of online surfing and downloading. While the Internet is a great tool for fund, research and communicating, TV has much to offer, as well.

Comcast Cable can double your educational, informative and entertainment resources with the digital cable TV Service they provide. The [Antrim New Hampshire Comcast Cable TV bundles](#) can deliver hundreds of channels with premium movie channels, local channels and digital music channels for hours of entertainment.

If you want Spanish programming, amazing HDTV selections or if you just have to have your sports, Antrim New Hampshire Comcast Cable can fulfill your desires, in one programming package. For hours of additional viewing selections, ask about the DVR when you play sure order for service. This digital video recorder can give you viewing options you would not have otherwise, adding value to your entertainment package.

You do not want to settle for less when it comes to watching your cable programming. For the superior viewing choice and the absolute best viewing experience possible, find out about HD programming and a HD receiver when you place your order. This will provide you with the ultimate television viewing experience in Antrim New Hampshire.

Although you may not know it, **Antrim New Hampshire Comcast Cable** also offers digital voice services for the home, making it easy to stay connected with friends and family. Comcast Cable provides a finished package, with the best available features for Home Communications & Entertainment, proving their leaders in their field as they provide you with services and pricing that will benefit your entire family.

Please use our "Check Availability" tool or call to verify that you are in a Comcast Cable service area, and to retrieve our exclusive [Comcast Cable Antrim New Hampshire Deals](#).

Call Toll Free **1-888-632-3052**
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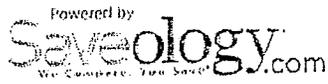
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Compare these special Comcast Antrim NH deals to offers from Direct TV (Directly) Satellite TV, BellSouth, Adelphia Communications, BrightHouse, Dish Network (Echostar) Satellite TV, Wow, AOL, CableVision (Optimum Online), SuddenLink, Charter Cable TV, Qwest DSL, Verizon Fios, Verizon DSL (Digital Subscriber Line), AT&T U-Verse (Uverse), Cable One, Time Warner Cable (RoadRunner), Cox Communications, Mediacom, Bresnan Communications, Atlantic Broadband, AT&T Yahoo High Speed Internet, Qwest, Embarq, Insight Communications, EarthLink, AT&T DSL, ADSL, Vonage VOIP, Windstream Communications, Wildblue Communications, Hughesnet Satellite Internet, T1 and other cable TV, DSL, long distance phone, unlimited local calling plan, and high speed (broadband) internet service providers (ISP). Saveology is an authorized dealer (retailer) of Antrim New Hampshire Comcast Digital Cable TV, Comcast High Speed Internet (broadband) service and Comcast Digital Voice (Phone). The special Comcast Cable promotional offers on this website are for new customers (residential) in the USA. Current Comcast or Comcast XFINITY customers (subscribers) may not be eligible for some of the special cable TV and high speed internet and Digital Voice promotional deals & special offers presented on this web site. Service availability varies by area. We claim no right or ownership in the following trademarks or service marks: DirectTV, Directv, Direct TV, Direct-TV, Comcast Antrim New Hampshire, XFINITY, Comcast Cable, Comcast Cable TV, Time Warner Cable & Qwest DSL. Directv, Directv, DirectTV, Direct TV, Direct-TV and Directtv are trademarks of Direct TV, Inc. AT&T, the AT&T logo and all other AT&T marks contained herein are trademarks of AT&T Intellectual Property and/or AT&T affiliated companies. Comcast Cable TV is a trademark of Comcast Corporation.

†Comcast's current monthly service charges for the advertised services may vary depending on your area. After the 6 or 12 month Promotional Period, Comcast's regular charges apply unless service is cancelled.

[*Click here for more details about Comcast Antrim New Hampshire Deals, Special Modem Promotions and Discount Offers](#)



Comcast Cable Special Deals

E-1

http://snkranscripts.jk.org/comcast-cable/nh-antrim-comcast-cable.html

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Comcast Triple Play Antrim New Hampshire Deals - Starting at \$99/month*

Comcast Digital Cable

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Street Address:

Apt #: Zip Code: 03440

Address is a required field

1-8600

COMCAST High-Speed Internet
\$250 ClubSaveology Rewards

- Prices as low as \$19.99/month*
- Up to 50X faster Than Dial Up
- Comprehensive Security Suite Included

COMCAST Digital Voice®
\$250 ClubSaveology Rewards

- Prices as low as \$19.99/month*
- Experience clear digital quality.
- Unlimited Local and Long Distance Calling

*Comcast is not available in all markets. Please Call for Details.

Antrim New Hampshire Comcast Packages

Have you found a telecommunications company that you do not need spend all your money on? Your search is over with **Comcast Antrim New Hampshire Deals**. Comcast cable has always been the nation's number one cable television provider and is now

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COMCAST High Speed Internet COMCAST Digital Television COMCAST Digital Phone

Comcast Triple Play Antrim New Hampshire Deals - Starting at \$99/month*

Comcast Digital Cable



Call Today
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Street Address:
55 Main Street

Apt#: Zip Code:
03440

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COMCAST High-Speed Internet
\$250 ClubSaveology Rewards

- Prices as low as \$19.99/month*
- Up to 50X faster Than Dial Up
- Comprehensive Security Suite Included

COMCAST Digital Voice®
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- Prices as low as \$19.99/month*
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Antrim New Hampshire Comcast Packages

Have you found a telecommunications company that you do not need spend all your money on? Your search is over with **Comcast Antrim New Hampshire Deals**. Comcast cable has always been the nation's number one cable television provider and is now

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Congratulations! Offers are available for your address: 56 MAIN ST., ANTRIM, NH, 03440

Filter Results

Categories:

- Television
- Internet
- Telephone

Price Range:

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High-Speed Internet + Digital Cable Television + Digital Phone Service

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Bundle Plans

<p>Starter XF Triple Play</p> <p>Sign up today for the Starter XF Triple Play and get three great products for the low price of only \$99 a month for the first 12 months. Includes Digital Starter Video Service with 1 set-top box and remote, High-Speed Internet Performance Service and Comc</p> <p>SELECT THIS PLAN</p>	<p>\$99.00/mo</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Television <input checked="" type="checkbox"/> Internet <input checked="" type="checkbox"/> Phone <p>Offer Details</p>
<p>HD Preferred XF Triple Play</p>	<p>\$119.99/mo</p>

Done

Internet 100%

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High Speed Internet Digital Cable

Comcast Triple Play Deals Starting at \$99/month*

Call Today
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Street Address:

56 Main Street

Apt #:

Zip Code:

03440

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Comcast Cable Special Deals - Digital Cable TV & High Speed Internet & Digital Voice D

If you have been wondering if there is a way to get the best communications and entertainment without having to spend a huge amount of your income every month, you should learn more about Comcast Cable. Comcast has always been the nation's number one television provider and is now becoming a leader in telephone and Internet services too. This company makes it easy for you to get the services you deserve because they let you bundle your services under the Triple Play, thus saving you money and time.

Comcast's High Speed Internet services are sure to give you better communications and entertainment. First of all, this Internet service is much faster than any other. Because the service is based on the same cable infrastructure that delivers cable television, it provides unprecedented speed and bandwidth. Plus, you don't have to worry about getting new lines or equipment installed. Best of all, this service requires no extra work to install makes it extremely affordable. In fact, you might just find that you pay about the same for a Comcast service with 12 Mbps as you were for DSL with 1!

The most impressive aspect of Comcast high speed Internet is, of course, its speed. Speed is essential if you want to actually do anything done while online these days without having to spend half your time waiting around. And, as Internet social sites and applications proliferate, if you don't have a connection with enough speed, you will be left in the dark while your friends get to play. Even schools and business applications are using the Internet more and more. If you dream about taking a few online classes to help with your education or want to start working from home a couple of days a week, broadband Internet is definitely the best choice for you.

DT 07-027 OCA-Eckberg Testimony

Attachment SRE - 11

As you are probably aware, getting on the Internet does require a certain amount of caution these days thanks to rampant virus spyware. However, Comcast also protects you against these threats. With the Comprehensive Security Suite software that comes with every subscription, you can relax and enjoy being online without worrying about all the threats.

Though the Internet is a great resource for everything from communications to entertainment, cable television is essential because it's so much fun (and informative). And, with this company's cable television service, you can have more fun than ever before. **Comcast Cable TV Packages** are jam-packed with hundreds of television channels and include everything from premium movie channels to sports, music and locals. If you are a die-hard sports fan, need Spanish-language programming, or want the thrill of high definition television, Comcast also has special programming for you.

Comcast Cable TV service also features the most extreme technology, which is sure to kick your television viewing up to the next level. When you sign up for your package, make sure to ask for a digital video recorder (DVR) because it will give you so many options as to how you watch your programming. And, if you really want the best, you will also need to ask for an HD receiver and processor. This will provide you with the ultimate television viewing experience.

You might not realize it, but Comcast even offers home telephone service, called **Digital Voice**. This really makes Comcast a one-stop company and the best choice if you are looking for the best entertainment and communications in your own home. There has never been a better time to switch. Start now. Please call the Toll Free phone number below or use our "Check Availability" tool to verify the Comcast Cable service area, and to retrieve **Comcast Cable Deals for New Customers**.

Call Toll Free **1-888-632-3052**
Comcast Cable Special Discount Code: G18600

Alabama	Hawaii	Massachusetts	New Mexico	South Dakota
Alaska	Idaho	Michigan	New York	Tennessee
Arizona	Illinois	Minnesota	North Carolina	Texas
Arkansas	Indiana	Mississippi	North Dakota	Utah
California	Iowa	Missouri	Ohio	Vermont
Colorado	Kansas	Montana	Oklahoma	Virginia
Connecticut	Kentucky	Nebraska	Oregon	Washington
Delaware	Louisiana	Nevada	Pennsylvania	West Virginia
Florida	Maine	New Hampshire	Rhode Island	Wisconsin
Georgia	Maryland	New Jersey	South Carolina	Wyoming

roadband) internet service providers and digital phone providers in the USA.



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Mediacom, AT&T Yahoo High Speed Internet, Qwest, Embarq, Insight Communications, Bresnan Communications, Atlantic Broadband, Earthlink, AT&T DSL, ADSL, Vonage VOIP, Windstream Communications, Wildblue Communications, Hughesnet Satellite Internet, T1 and other cable TV, DSL, unlimited local calling plan, and high speed (broadband) internet service providers (ISP). Saveology is an authorized dealer (retailer) of Comcast Digital High Speed Internet (broadband) service and Comcast Digital Voice (Phone). The special Comcast Cable promotional offers on this website are for the USA. Current Comcast or Comcast XFINITY customers (subscribers) may not be eligible for some of the special cable TV and high speed Internet promotional deals & special offers presented on this web site. Service availability varies by area. We claim no right or ownership in the following trademarks: DirectTV, Directv, Direct TV, Direct-TV, Comcast, XFINITY, Comcast Cable, Comcast Cable TV, Time Warner Cable & Qwest DSL, Directtv, Directv, DirectTV, Direct TV, Direct-TV and DirectTV are trademarks of Direct TV, Inc. AT&T, the AT&T logo and all other AT&T marks contained herein are trademarks of AT&T Intellectual Property and/or AT&T affiliated companies. Comcast Cable TV is a trademark of Comcast Corporation. Charter Cable TV is a trademark of Charter Communications, Inc. All other trademark and service marks are the property of their respective companies.

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[Comcast Cable Special Deals](#)



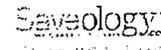
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Categories:

- Television
- Internet
- Telephone

Price Range:

\$0 \$200

\$99.00

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1-888-632-3052
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Bundle Plans

- | | |
|---|----------------------------|
| <p>Starter XF Triple Play</p> <p>Sign up today for the Starter XF Triple Play and get three great products for the low price of only \$99 a month for the first 12 months. Includes Digital Starter Video Service with 1 set-top box and remote, High-Speed Internet Performance Service and Comcast Digital Voice®.</p> <p style="text-align: right;">Channel Lineup Offer Details</p> | <p>\$99.00 /mo</p> |
| <p>HD Preferred XF Triple Play</p> <p>Sign up today for the HD Preferred XF Triple Play and get free HD and three great products for the low price of only \$119.99 a month for the first 12 months.</p> <p style="text-align: right;">Channel Lineup Offer Details</p> | <p>\$119.99 /mo</p> |
| <p>HD Preferred Plus XF Triple Play</p> <p>Sign up today for the HD Preferred Plus XF Triple Play and get free HD and three great products for the low price of only \$139.99 a month for the first 12 months.</p> <p style="text-align: right;">Channel Lineup Offer Details</p> | <p>\$139.99 /mo</p> |
| <p>HD Premier XF Triple Play</p> <p>Sign up today for the HD Premier XF Triple Play and get free HD DVR service and three great products for the low price of only \$159.99 a month for the first 12 months. Includes Premier Video Service with an HD-DVR and remote, High-Speed Internet Blast!®</p> <p style="text-align: right;">Channel Lineup Offer Details</p> | <p>\$159.99 /mo</p> |
| <p>Double Play - TV and Internet</p> <ul style="list-style-type: none"> • Up to 12.00 Mbps download • Up to 1.00 Mbps upload <p style="text-align: right;">Channel Lineup Offer Details</p> | <p>\$79.99 /mo</p> |
| <p>Double Play - TV and Phone</p> <ul style="list-style-type: none"> • Unlimited Long Distance <p style="text-align: right;">Channel Lineup Offer Details</p> | <p>\$79.99 /mo</p> |
| <p>Double Play - Phone and Internet</p> | <p>\$39.99 /mo</p> |

- Up to 12.00 Mbps download
- Up to 1.00 Mbps upload
- Unlimited Long Distance

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Cable TV Plans

You qualify for Comcast cable! price varies by market

Contact 1-877-223-8543 for local pricing.

Categories:

- Television [Channel Lineup](#) [Offer Details](#)
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You qualify for Comcast HDTV!

Contact 1-877-223-9543 for local pricing.

Price Range:

\$0 \$200 [Offer Details](#)

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To Order by Phone Please Call
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High Speed Internet Plans

PERFORMANCE current cable customer **\$19.99/mo**

- Up to 12.00 Mbps download
- Up to 2.00 Mbps upload

[Offer Details](#)

BLAST! for cable customers **\$29.99/mo**

- Up to 16.00 Mbps download
- Up to 2.00 Mbps upload

[Offer Details](#)

PERFORMANCE non-cable customer **\$59.95/mo**

- Up to 6.00 Mbps download
- Up to 1.00 Mbps upload

[Offer Details](#)

PERFORMANCE non-cable customer **\$59.95/mo**

- Up to 12.00 Mbps download
- Up to 2.00 Mbps upload

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ULTRA for cable customers **\$62.95/mo**

If you're looking for superior speeds for everyone in the family, you'll want the Ultra service. It offers ultra-fast speeds up to 30 Mbps with PowerBoost® and is ideal for households with multiple computers or online devices.

[Offer Details](#)

BLAST! for non-cable customers **\$69.95/mo**

- Up to 16.00 Mbps download
- Up to 2.00 Mbps upload

[Offer Details](#)

PERFORMANCE PLUS for non-subscribers **\$69.95/mo**

The screenshot shows a web browser window displaying a Comcast advertisement for Contoocook, New Hampshire. The browser's address bar shows the URL: <http://srtranscripts.ll.org/comcast-cable/rh-contoocook-comcast-cable.htm>. The browser menu includes File, Edit, View, Favorites, Tools, and Help. The page content features the Comcast logo and navigation links for High Speed Internet, Digital Television, and Digital Phone. The main headline reads "Comcast Triple Play Contoocook New Hampshire Deals - Starting at \$99/month". Below this is a photograph of a woman sitting cross-legged with a laptop. To the right of the photo is a "Call Today" button with the number 1-888-632-3052. Further right is a form with fields for "Street Address:", "Apt #:", and "Zip Code:", followed by a "Get Comcast Now" button. Below the photo and form are two service boxes: "COMCAST High-Speed Internet \$250 ClubSaveology Rewards" and "COMCAST Digital Voice® \$250 ClubSaveology Rewards". A disclaimer states: "*Comcast is not available in all markets. Please Call for Details." At the bottom, a section titled "Best Comcast Contoocook New Hampshire Deals" begins with the text: "If you have been wondering after a way to get the best communications and entertainment without having to spend a huge portion of your income every month, you should learn more about Comcast Contoocook New Hampshire. Comcast cable has always been the". The browser status bar at the bottom shows "Done", "Internet", and "100%".

Comcast
ADVERTISED SPECIAL

COMCAST High Speed Internet COMCAST Digital Television COMCAST Digital Phone

Comcast Triple Play Contoocook New Hampshire Deals - Starting at \$99/month

Comcast Digital Cable

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Call Today
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Apt #: Zip Code:

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COMCAST High-Speed Internet
\$250 ClubSaveology Rewards

- Prices as low as \$19.99/month*
- Up to 50X faster Than Dial-Up
- Comprehensive Security Suite Included

COMCAST Digital Voice®
\$250 ClubSaveology Rewards

- Prices as low as \$19.99/month*
- Experience clear digital quality.
- Unlimited Local and Long Distance Calling

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Best Comcast Contoocook New Hampshire Deals

If you have been wondering after a way to get the best communications and entertainment without having to spend a huge portion of your income every month, you should learn more about Comcast Contoocook New Hampshire. Comcast cable has always been the

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unlimited Data!

COMCAST High Speed Internet COMCAST Digital Television COMCAST Digital Phone

Comcast Triple Play Eckberg New Hampshire Deals - Starting at \$99/month*

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COMCAST High-Speed Internet
\$250 ClubSaveology Rewards

- Prices as low as \$19.99/month*
- Up to 50X faster than Dial Up
- Comprehensive Security Suite Included

COMCAST Digital Voice®
\$250 ClubSaveology Rewards

- Prices as low as \$19.99/month*
- Experience clear digital quality.
- Unlimited Local and Long Distance Calling

*Comcast is not available in all markets. Please Call for Details.

Comcast Cable Eckberg New Hampshire

If you have been wondering after a way to get the best communications and entertainment without having to spend a huge portion of your income every month, you should learn more about [Comcast Eckberg New Hampshire](#). As the nation's number one cable TV

COMCAST High Speed Internet COMCAST Digital Television COMCAST Digital Phone

Comcast Triple Play Eckberg New Hampshire Deals - Starting at \$99/month*

Call Today
1-888-632-3052

Street Address:

Apt #:

Zip Code:

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Comcast Cable Eckberg New Hampshire

If you have been wondering after a way to get the best communications and entertainment without having to spend a huge portion of your income every month, you should learn more about Comcast Eckberg New Hampshire. As the nation's number one cable TV provider, Comcast Cable has expanded to now include digital phone and Internet Services in their packages.

This provider can give you the quality you deserve with the Triple Play Bundle, helping you save money and time. The Triple Play Bundle offers multiple services for one low rate, minimizing the time you spend paying bills at the end of month. Comcast Cable Eckberg New Hampshire'S broadband Internet Services are sure to give you better communications and entertainment.

For one thing, this broadband Internet Service is at the top of the industry for speed, even more so than other providers. The system that delivers your cable TV programming is the same system that is used to deliver your high speed Internet Service, providing you with large bandwidths to operate on.

It is possible to pay the same for service with Comcast Cable Eckberg NH as DSL and get up to 12 mbps for your money. Of course, the speed of Comcast Cable's high-speed Internet service is the biggest attraction.

Speed is important for getting everything done in a short period of time. You need the speeds this service has to offer to keep up with your online gaming and networking friends, keeping you connected and in the loop.

Even schoolwork and business applications are using the Internet more and more. If you want to attend online classes, or a few want to work on line, you definitely need the reliability and speed of broadband service.

Currently, there are thousands of known viruses and spyware online that can hurt your computer or steal personal information. It is wise to take the necessary precautions to protect yourself and the investment you made in your Home Computer. The good news is that Comcast Cable can protect you from threats that can disable your computer or get personal information.

DT 07-027 OCA-Eckberg Testimony
Attachment SRE - 15

With the McAfee Security Suite software that comes with every subscription, you can relax and enjoy being online without worrying about all the threats. Cable TV Service is as much a source of entertainment and information as the Internet, offering educational channels, news channels and many channels just for entertainment purposes.

With the Comcast Cable television service, you have more options than ever before. Comcast Cable TV packages Eckberg NH are jam-packed with hundreds of TV channels and include everything from premium movie channels to digital music and locals.

If you are a die-hard sports fan, need Spanish-language programming, or want the thrill of high definition television Eckberg NH Comcast also has special programming for you. When you sign up for your package, make sure to ask for a digital video recorder (DVR) because it will give you so many exciting options as to how you watch your programming.

For the best options available, you can also ask about the HD receiver and HD programming. Why waste time with inferior services when you can get digital cable and HD choices with Comcast Cable Eckberg New Hampshire?

You might not realize it, but Eckberg New Hampshire Comcast even offers home telephone service, called Digital Voice. Comcast Cable is the nation's leader in the cable TV industry because they provide the ultimate service package for the home. A few need all of these services, trust this proven provider to deliver reliable services at affordable rates.

Use our "Check Availability" link to verify that you are in the Comcast Cable Service area, and to get special pricing with the [Comcast Cable Eckberg New Hampshire Deals](#).

Call Toll Free **1-888-632-3052**

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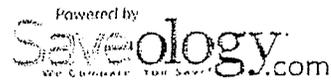
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