

March 13, 2017

Ms. Jacqueline Beaudry, Clerk
City of Ann Arbor
301 E. Huron St, 2nd Fl.
Ann Arbor, MI 48107

Re: Important Information about Customer TV Boxes and Modem

Dear Ms. Beaudry:

As part of our continuing effort to keep you informed, we wanted to let you know about an upcoming change affecting certain Comcast TV boxes and modems. Beginning March 15, 2017, a limited number of customers in our market will be asked to upgrade their equipment to take advantage of our new technology enhancements. With this upgrade, customers will enjoy improved HD picture quality and be able to record and store more shows on their DVR.

We established a customer friendly process for our customers to upgrade their equipment. They simply need to tune to channel 1995 on each TV connected to their account and follow the simple instructions on the screen. We will send them everything they will need to get set up.

While we recognize this change may be an initial inconvenience to customers, this change will pave the way for more HD options and the fastest in-home WiFi.

We are informing our customers of this upcoming change through letters to their homes and email notifications. Sample notification letters are attached for your reference. We will continue to notify customers on an ongoing basis about this change, including any deadlines for action, and will keep you informed as well.

Please let me know if you have any questions.

Sincerely,



Kyle V. Mazurek
Manager of External Affairs
Comcast, Heartland Region
41112 Concept Drive
Plymouth, MI 48170
734-254-1557

Enclosures

2017 MAR 16 PM 2:37

CITY CLERK
OF ANN ARBOR

Equipment Update

xfinity

Update your TV box — on us.

We've noticed you have an older TV box and we'd like to give you a new one — on us.

You'll need the latest technology to enjoy an unmatched entertainment experience. Older devices like yours can't keep up with new features and will eventually lose HD channels.

That's why we've made it easy to update equipment so you can enjoy enhanced HD and, for those of you with DVR, up to 8x the storage. Here's how:

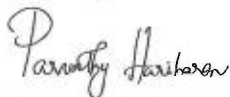
- 1> Tune to channel 1995 on each TV in your home.
- 2> Follow the simple instructions on the screen to order your replacement.
- 3> Set up and activate your new equipment.

With this update, you'll get XFINITY X1 — a whole new way to experience TV throughout your home. X1 delivers the simplest, fastest and most complete way to enjoy all your entertainment on all your screens. It even lets you change channels with your voice.

Questions? Find answers at xfinity.com/tradeup or call 1-800-XFINITY (934-6489) and mention "Equipment Update."

Thank you for choosing XFINITY. Ensuring that you get the most from your TV service is part of our commitment to improving your overall experience.

Sincerely,



Parvathy Hariharan
Vice President, Customer Experience

**Replace and activate your new TV box by
5/31 to keep your favorite HD channels.**


COMCAST

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xfinity

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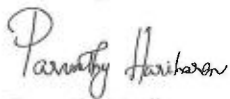
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X1 is a whole new way to experience TV throughout your home. It delivers the simplest, fastest and most complete way to enjoy all your entertainment on all your screens. It even lets you change channels with your voice.

Call 1-800-XFINITY (934-6489) and mention "Equipment Update" to schedule a free professional installation.

Thank you for choosing XFINITY. Ensuring that you get the most from your TV service is part of our commitment to improving your overall experience.

Sincerely,



Parvathy Hariharan
Vice President, Customer Experience

**Your TV box must be installed by 5/31
to keep your favorite HD channels.**


COMCAST