



CITY OF ANN ARBOR
CITY CLERK
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January 20, 2012

Jacqueline Beaudry, Clerk
City of Ann Arbor
100 N. Fifth Ave., P.O. Box 8647
Ann Arbor, MI 48107

Dear Ms. Beaudry:

As part of our commitment to provide our customers with the best entertainment and communications experience, we continue to invest in making our services even better. Here are just a few highlights:

MORE TO WATCH, MORE WAYS – ANYTIME, ANYWHERE

- Now, over 75,000 On Demand TV shows and hit movies on TV and online – almost half are free!
- Catch up and keep up with your favorite shows from all top networks and enjoy new movies On Demand – many the same day as DVD and a month before Netflix
- Watch from your TV or online, anytime, anywhere – even from your iPad or iPhone!

FASTEST INTERNET SPEEDS + MOST COMPREHENSIVE SECURITY= THE BEST ONLINE EXPERIENCE

- XFINITY is the fastest Internet provider in the nation according to PC Mag*
- Download speeds up to an incredible 105 Mbps, and now 25% faster on our most popular Internet tiers
- Reliably fast: XFINITY delivers over 100% of its advertised download and upload speeds – even during the peak hours for Internet use**
- Comprehensive online protection with Constant Guard, including Norton Security, at no extra charge

COMCAST CUSTOMER GUARANTEE AND COMMITMENT TO SERVICE

- And with the Comcast Customer Guarantee, we promise to provide you a consistently superior experience, including 24/7 customer service and on time appointments – or we'll credit you \$20 or give you a free premium channel for three months.

While we continue to make these investments, we periodically need to adjust prices due to increases in programming and other business costs. Starting March 1, 2012, new prices will apply to certain video and Internet services and equipment as indicated in this notice. Please see the attached price listing for specific details. Customers will be notified of the new prices via a bill insert.

As always, feel free to contact me directly at 734-254-1888 with any questions you may have.

Sincerely,

Frederick G. Eaton
Government Affairs Manager
Comcast, Heartland Region
41112 Concept Drive
Plymouth, MI 48170

* 2011 rating by PC Magazine based on review of customer data from www.speedtest.net.
**According to a recent government report from the FCC entitled 'Measuring Broadband America', August, 2011

Schedule of video-related price changes; effective March 1, 2012.

VIDEO SERVICES	CURRENT MONTHLY PRICE	NEW MONTHLY PRICE
Limited Basic Service	\$18.99	\$20.49
Digital Starter Package (includes Limited Basic and Standard Basic channels)	\$60.98	\$64.25
Digital Preferred Package	\$78.93	\$82.20
Digital Preferred Package with 1 Premium (includes Digital Preferred and choice of 1 premium: HBO, Showtime, Starz or Cinemax)	\$97.49	\$100.99
Digital Preferred Package with 2 Premiums (includes Digital Preferred, HBO and choice of Showtime, Starz or Cinemax)	\$108.99	\$112.49
Digital Preferred Plus Package (includes Digital Preferred, HBO and Starz)	\$114.99	\$118.49
Digital Premier Package (includes Digital Preferred, HBO, Showtime, Starz and Cinemax)	\$121.99	\$125.49
Digital Premier Package plus Sports Entertainment Package (includes Digital Preferred, HBO, Showtime, Starz, Cinemax and Sports Entertainment Package)	\$129.94	\$135.44
Sports Entertainment Pack	\$7.95	\$9.95
Digital Additional Outlet Service	\$8.95	\$9.95
AnyRoom™ (DVR) Service	\$11.00	\$10.00
AnyRoom™ (DVR) Service Additional Outlet	\$8.95	\$9.95
HD Technology Fee	\$8.95	\$9.95

TRIPLE PLAY PACKAGES	CURRENT MONTHLY PRICE	NEW MONTHLY PRICE
Economy Triple Play*	\$79.85	\$84.85
TP3.0 Value Plus*	\$124.99	\$134.15
TP3.0 Starter*	\$139.99	\$149.95
TP3.0 Preferred with Blast!*	\$169.99	\$179.95
TP3.0 Premier with Blast!*	\$204.99	\$209.95
TP4.0 Starter	\$129.99	\$139.95
TP4.0 Preferred	\$139.99	\$149.95
TP4.0 HD Preferred	\$149.99	\$159.95
TP4.0 HD Preferred Plus with Blast!	\$169.99	\$179.95
TP4.0 HD Premier with Blast!	\$199.99	\$209.95
TP4.0 HD Compete with Blast!	\$229.99	\$239.95

MULTILATINO PAQUETE TRIPLE PACKAGES	CURRENT MONTHLY PRICE	NEW MONTHLY PRICE
MultiLatino Max Paquete Triple	\$129.99	\$139.95
MultiLatino Ultra Paquete Triple	\$139.99	\$149.95
MultiLatino Ultra HD Paquete Triple	\$149.99	\$159.95
MultiLatino Ultra HD Plus Paquete Triple	\$169.99	\$179.95
MultiLatino Total HD Paquete Triple	\$199.99	\$209.95

*No longer available for sale.

Subscription to Limited Basic is required to receive any other level of service. Certain services are available separately or as a part of other levels of service. Unless otherwise specified, prices shown are the monthly charge for residential service only and do not include federal, state and local taxes, FCC user and franchise fees or Regulatory Recovery fees or other related costs. Prices, services and features are subject to change. Not all services are available in all areas.