



CITY OF ANN ARBOR  
CITY CLERK  
REC'D

41112 Concept Dr.  
Plymouth, MI 48170

2010 DEC 27 AM 10:45

December 21, 2010

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

Dear Ms. Beaudry:

Comcast is continuing to make enhancements to our cable network and will be providing customers with additional digital channels and choices in digital equipment. We are notifying our customers who have subscribed to our standard cable package that as of February 1, 2010, this package will receive additional digital channels and be renamed the Digital Starter package at no additional cost.

The Digital Starter package includes a digital receiver (cable box) and remote or CableCARD for the primary TV. In addition, the Digital Starter package includes additional programming like *Style*, *CSPAN3*, *Sprout*, *Hallmark Movie channel*, *History International*, *Biography* and *Bloomberg TV*. More details on the Digital Starter package are available online at [www.comcast.com/channellineup](http://www.comcast.com/channellineup).

No action is required of our customers at this time. However, letters are being sent to inform customers of options they have in selecting digital equipment. Each Digital Starter customer gets up to 3 pieces of free digital equipment: one with the package and up to two additional digital adapters with our digital network enhancement initiative. For all additional outlets, a Digital Starter customer can now choose between a fully function 2-way digital receiver (cable box) at \$7.95 a month, or a one-way digital adapter at \$1.99 a month.

Digital adapter equipment, known as DTAs, are small one-way devices that will allow customers to not only continue viewing the channels they subscribed to prior to our digital network enhancement, but also to view the additional channels made possible by the change to the Digital Starter package. Because the DTA is one-way, customers will not be able to access OnDemand programming or the interactive guide.

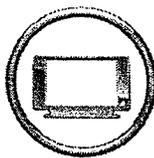
Attached are the customer notifications that have been customized to address the channel additions, package name change and digital equipment options.

Please don't hesitate to contact me at 734-254-1888 or at [Fred\\_Eaton@cable.comcast.com](mailto:Fred_Eaton@cable.comcast.com) with any questions you might have.

Sincerely,

Frederick G. Eaton  
Senior Government Affairs Manager  
Comcast, Michigan Region

Encls



**IMPORTANT INFORMATION  
ABOUT YOUR VIDEO SERVICE!**

[Customer Name]  
[123 Street Name]  
[City, State 12345]

For service at address:  
[123 Street Name]  
[City, State 12345]

December 14, 2010

Dear Valued Customer:

We have a great change coming that will give you more channels at no extra cost with your current video subscription. Our records indicate that you currently subscribe to the Standard Basic package and have Comcast equipment on one or more of your TVs. **Effective February 1, 2011, this video package will no longer be available and you will begin to receive our Digital Starter package.**

The monthly price for the Digital Starter package is the same price you currently pay for the Standard Basic package and includes a digital receiver and remote or CableCARD for the primary TV. In addition, you'll begin to receive new channels including favorites like:



CSPAN3



Bloomberg  
TELEVISION

If you would like to view all of the programming available on this or other Comcast video packages, please visit us online at [www.comcast.com/michigan](http://www.comcast.com/michigan).

According to our records, your account has digital equipment for at least two TVs. Comcast's monthly Digital Additional Outlet Service Charge of \$7.95 is applicable to Digital Starter customers who have a digital receiver or CableCARD on an additional TV set. This charge will become effective to your account as of February 1, 2011, **however, as a thank you for being a loyal Comcast customer, this charge will be discounted to \$4.20 through March 31, 2011.** Any digital receivers or CableCARDS added to your account after February 1, 2011, you will be charged the standard monthly cost for this service. If you do not wish to keep your digital receiver or CableCARD on one or more of your additional TVs, you may exchange them for a digital adapter. The digital adapter will enable you to view Digital Starter programming, but it does not have all of the two-way features of a digital receiver, such as the on-screen program guide and On Demand. If you do not already have digital adapters on additional TVs, you can receive up to two digital adapters at no additional monthly service cost. Additional adapters beyond the first two are available at the monthly price of \$1.99 each.

If you have any questions or would like to make changes to your service, please contact us at 1-800-COMCAST (1-800-266-2278) – our Customer Account Executives are available 24 hours a day, 7 days a week. Or, you can visit [www.comcast.com/paymentcenter](http://www.comcast.com/paymentcenter) for a service center location closest to you.

Thank you for choosing Comcast, and we hope you will continue to enjoy the quality programming that we offer.

Sincerely,  
Comcast

Click:

[comcast.com/paymentcenter](http://comcast.com/paymentcenter)

Call:

**1-800-COMCAST (1-800-266-2278)**

Service not available in all areas. Limited to residential customers. QAM tuner TVs will continue to receive Limited Basic Service channels without a digital device. Digital receiver required to receive On Demand, the Interactive Program Guide, music channels and pay-per-view. HD channels require HD-capable equipment. A subscription to the HD Technology Fee is required to receive HD channels above the Limited Basic Service level. Pricing subject to change. Applicable equipment, installation, taxes and franchise fees extra. ©2010 Comcast. All rights reserved.

**Comcast.**



## IMPORTANT INFORMATION ABOUT YOUR VIDEO SERVICE!

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[123 Street Name]  
[City, State 12345]

For service at address:  
[[123 Street Name]  
[City, State 12345]

December 14, 2010

Dear Valued Customer:

We have a great change coming that will give you more channels at no extra cost with your current video subscription. Our records indicate that you currently subscribe to the Standard Basic package and have Comcast equipment on one or more of your TVs. **Effective February 1, 2011, this package will no longer be available and you will begin to receive our Digital Starter package.**

The monthly price for the Digital Starter package is the same price you currently pay for the Standard Basic package and includes a digital receiver and remote or CableCARD for the primary TV. In addition, you'll begin to receive new channels including favorites like:



C-SPAN3



If you would like to view all of the programming within the Digital Starter package or other Comcast video packages, please visit us online at [www.comcast.com/michigan](http://www.comcast.com/michigan).

If you have additional TVs with digital equipment, those TVs will also receive the new channels referenced above. If you do not already have digital adapters on your additional TVs, you can receive up to two digital adapters at no additional monthly service cost. Additional adapters beyond the first two are available at the monthly price of \$1.99 each. The digital adapter will provide access to Digital Starter programming, but will not provide access to two-way services such as the on-screen program guide and On Demand. Additional digital receivers start at the monthly price of \$7.95 each.

**While no action is required of you, if you have questions or would like to make changes to your service, please contact us at 1-800-COMCAST (1-800-266-2278) – our Customer Account Executives are available 24 hours a day, 7 days a week. Or, you can visit [www.comcast.com/paymentcenter](http://www.comcast.com/paymentcenter) for a service center location closest to you.**

Thank you for choosing Comcast, and we hope you will continue to enjoy the quality programming that we offer.

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**Comcast.**