



CITY OF ANN ARBOR
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December 18, 2008

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

Dear Ms. Beaudry:

In keeping with our ongoing efforts to provide regular updates regarding our service, I would like to inform you about several new service offerings designed to fulfill customer demand for more High Definition (HD) programming and advanced digital services.

On January 6, 2009, Comcast will offer the *HD Triple Play* in your community. The *HD Triple Play* is a new service bundle that includes a High-Definition set-top box and High-Definition video service, Comcast Digital Voice and Comcast High-Speed Internet Service. In order for customers to best match a bundle with their specific needs, we will offer three tiers of the *HD Triple Play*: *HD Starter*, *HD Plus*, and *HD Premier*. Customers will no longer pay extra for HD-capable equipment. As we have reported to you previously, Comcast is proud to offer more HD choices than any other provider – more than 1,000 HD choices at any given time and growing.

The *HD Starter Bundle* includes the following services: Digital Starter video service (80+ digital channels), On Demand, one High-Definition set-top box and service, Comcast High-Speed Internet Service with Powerboost™ and Comcast Digital Voice® with the Unlimited calling plan that includes unlimited local and long-distance calls to the US, Canada, Puerto Rico and certain other U.S. territories. The standard price for this bundle is \$134.99 per month.

The *HD Plus Bundle* includes the following services: Digital Preferred video service with HBO® (150+ digital channels), On Demand, one High-Definition set-top box and service, Comcast High-Speed Internet Performance Plus Service and Comcast Digital Voice® with the Unlimited calling plan that includes unlimited local and long-distance calls to the US, Canada, Puerto Rico and certain other U.S. territories. The standard price for this bundle is \$169.99 per month.

The *HD Premier Bundle* includes the following services: Digital Premier video service (200+ digital channels) with HBO®, Starz®, Cinemax®, Showtime® and the Sports Entertainment Package, On Demand, one High-Definition Digital Video Recorder (DVR) set-top box and service, Comcast High-Speed Internet Blast!®, Service and Comcast Digital Voice® with the Unlimited calling plan that includes unlimited local and long-distance calls to the US, Canada, Puerto Rico and certain other U.S. territories. The standard price for this bundle is \$209.99 per month.

Customers who subscribe to our Preferred Plus Bundle and our Premier Bundle will continue to receive them for the remainder of the bundle term; however, we will not offer these bundles for new subscription after January 19, 2009.

Should residents contact you with questions regarding these changes, please do not hesitate to direct them to our toll free customer service number: 1-800-COMCAST. Our Customer Account Executives are available 24 hours a day, 7 days a week to answer any questions they may have regarding Comcast products, services and prices. If you have any questions about this or any other issue, please feel free to contact me directly at 734-254-1888.

Sincerely,

Frederick G. Eaton
Government Affairs Manager
Comcast, Michigan Region