



March 2, 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 Comcast's commitment to keep you informed about important developments that affect our customers in your community, I am writing to notify you of some changes to our channel lineup effective April 15, 2012. Customers are being notified of these changes via bill message.

Spike TV (Ch. 60), will no longer be available on Digital Economy or Digital Economy HD. Spike TV will still be available on Digital Starter and Digital Preferred.

H2 (Ch. 116), formerly History International, will be added to Digital Economy and Digital Economy HD.

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

Sincerely,

A handwritten signature in blue ink that reads "Frederick G. Eaton".

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



CITY OF ANN ARBOR
CITY CLERK
REC'D

2012 MAR -7 AM 10:17

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

Re: XFINITY Signature Support

Dear Ms. Beaudry:

I am pleased to let you know that Comcast customers in your community will soon receive notice of enhancements to XFINITY Signature Support, which provides expanded tech support for computers, home networks and connected devices along with affordable warranty protection plans for home electronic equipment such as computers, laptops, tablets, flat-panel televisions and home phones.

Starting March 21, Comcast customers in your community will have the option of purchasing *Triple Play Protection*, which provides protection for computers, flat-panel televisions and home phones under one warranty for just \$19.95 a month. Customers may also choose *Computer Protection Plus*, which provides protection for computers, laptops and tablets for just \$9.95 a month. Both plans also include our home wiring protection service, the *Service Protection Plan*, at no additional cost. Comcast subscribers who currently purchase XFINITY Signature Support will have the option of retaining their current plans or moving to one of our new plans.

Please let me know if I can provide any additional information about XFINITY Signature Support or any of Comcast's services. I can be reached at 734-254-1888. Information about XFINITY Signature Support is also available online at <https://signaturesupport.xfinity.com>.

Sincerely,

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