



October 22, 2012

Jacqueline Beaudry, Clerk  
City of Ann Arbor  
301 E. Huron St, 2nd Fl. 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 affordable tech support and warranty protection for home electronic equipment such as computers, laptops, tablets, flat-panel televisions and home phones.

Starting November 28, 2012, Comcast customers in your community will have two additional tech support plan options and one additional equipment protection plan to choose from. Specifically, our plan expansions include:

- *Computer Performance Tool* – an innovative software tool that provides routine system tune-ups, security checks and file protection tools to help keep our customers' computers running smoothly and securely. This plan option is just \$4.95 per month and can be loaded on up to 4 computers or laptops.
- *Help Desk* – an expanded tech support plan that provides comprehensive computer, home networking and connected WiFi device support and troubleshooting 24 hours a day, 7 days a week. This plan is \$14.95 a month.
- *TV Protection Plus* – protects customers from unexpected and costly equipment replacement costs by providing warranty coverage on multiple flat-panel TVs. Coverage provides protection from manufacturing defects, normal wear-and-tear and even power surges. This plan is \$14.95 a month and protects multiple TVs under one simple plan for as long as they subscribe.

For additional information, please visit <https://signaturesupport.xfinity.com>. Please let me know if I can provide any additional information about XFINITY Signature Support or any of Comcast's services.

Sincerely,

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



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City of Ann Arbor  
301 E. Huron St, 2nd Fl. 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 changes to our channel lineup. Customers are being notified of these changes via a bill message.

Effective on or about December 12, 2012: National Geographic Wild HD Ch. 992 will be added to Digital Preferred. CSPAN HD Ch. 989 will be added to Digital Starter and Digital Economy. The following channels will be added to the Sports & Entertainment package: Sportsman Channel HD Ch. 990 and Fox Soccer HD Ch. 991. Impact Network will relaunch on Ch. 400 on Limited Basic. Impact Network programming will remain on WLPC-LP Ch. 397 on Limited Basic.

The following channels will no longer be available in Premium Services: Thriller Max HD Ch. 275 and Outmax HD Ch. 278. MGM HD on Digital Preferred Ch. 216 will no longer be available.

Also, CENTROAMER (channel 632), BFTVA-SP (channel 634), XFIN LAT (channel 639), LAS (channel 614), PASIONES (channel 640), and VME KIDS (channel 642) will added to MultiLatino Plus, MultiLatino, Extra, MultiLatino Max and MultiLatino Ultra. LA TELENNOV (channel 632), SORPRESA (channel 634), CANAL 22 (channel 639), AYMSPORT (channel 614), INFINITO (channel 623), TELERITMO (channel 640), and MEXICO TV (channel 642), will no longer be available.

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