



CITY OF ANN ARBOR
CITY CLERK
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September 22, 2009

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 changes to the channel lineup. Customers will be notified of these changes by newspaper notice.

Effective October 27, 2009, we are pleased to announce the addition of Outdoor Channel to Digital Classic, Business Class Deluxe and Business Class Preferred Ch 730. A preview of Outdoor Channel will be available to customers subscribing to these service levels beginning on September 21, 2009.

Also, Shop NBC Ch 385 will move from Digital Classic to Limited Basic and will require a digital receiver, a digital TV (that can see unencrypted QAM Digital signals) or CableCARD-equipped device.

Please direct any customer calls about Comcast products, services and prices to 1-888-COMCAST. Our Customer Account Executives are available 24 hours a day, 7 days a week. 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, Michigan Region
41112 Concept Drive
Plymouth, MI 48170



September 22, 2009

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

Dear Ms. Beaudry:

At Comcast, our goal is to continue to provide our customers with great products, service and value. We are proud to offer customers in Ann Arbor the largest Video On Demand library, the most High-Definition choices, a faster high-speed Internet, and Comcast Digital Voice service – our low-cost, feature-rich digital phone service.

With the launch of Comcast Digital Voice, Comcast brought consumers in Ann Arbor the first true alternative to traditional phone service. This competition has already saved consumers across the country billions of dollars. We understand the importance of choice and are glad that over 7 million of our customers have chosen Comcast as their provider of choice, making us the third largest residential phone provider in the U.S.

In addition to bringing our customers choice in phone service, Comcast leads the broadband revolution as America's largest residential broadband provider. Over the past five years we have consistently increased the speed of our Internet service without increasing the cost of the service to our customers. We recently doubled the download speed on our most popular broadband product from 6 Mbps to 12 Mbps. And, by the end of the year, we anticipate that approximately 200,000 subscribers will have access to a new level of service: Comcast High-Speed Internet Extreme (50Mbps/10Mbps).

Through innovation and technology Comcast has brought to its customers the fastest residential broadband speeds available from any provider. Our customers also receive additional valuable benefits at no extra charge, including Comcast's McAfee Security Suite (a \$120 value), Plaxo Premium (a \$59.95 value), and expanded content on Comcast.net (such as ESPN360, even more entertainment, multiple email accounts, shopping and security features).

While high-speed Internet and digital voice services are not increasing, the monthly price for Standard Basic service is increasing from \$38.00 to \$39.99 effective with our November billing statements. Standard Basic service is a component of our Preferred Basic and Digital Starter packages.¹ While Preferred Basic customers will see this increase, Digital Starter customers will see the \$1.99 increase to the Standard Basic portion of their package and a \$1.99 decrease to the Digital Classic portion of their package, which includes Music Choice and the program guide; thereby keeping their monthly package price the same. Additionally, effective December 1, 2009, some of our installation prices will change. Please see the attached installation price sheet.

¹ Preferred Basic Service was no longer available for new subscriptions effective December 1, 2008.

Also, in an effort make our package offerings easier to understand and to allow for future enhancements to Comcast packages we are discontinuing the Value Pak tier effective October 24, 2009. A number of the channels offered in Value Pak will be moved to the Standard Basic service. Customers who subscribe to Value Pak will have their service reduced to Limited Basic service on that date and their bill reduced accordingly.

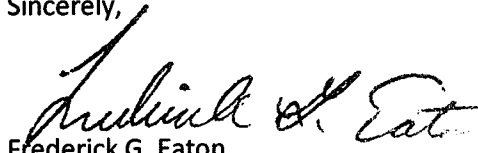
These changes to the cost of our cable service are the result of increased business and operational costs. As a way of example, Comcast spends about \$6 billion a year on programming alone to provide our customers the best content and the most video choices. While we have been aggressive at controlling these costs, we expect continued increases in the costs we pay for programming.

Despite the increased cost of doing business, Comcast has continued to add value to our services. In the past year, we have:

- Added more sports content including the NFL, NBA, NHL and ESPNU to our Digital Classic service level, giving customers access to top sports league programming.
- Added up to 10 channels in our all-digital markets, increasing the lineup on Digital Starter service with networks such as Bloomberg, LMN, CSPAN 3, Sprout, G4, Hallmark Movie Channel and History International.
- Begun to provide new converged services like Universal Caller ID to the TV and the PC that we deliver across all three platforms (TV, PC, and phone) at no additional charge.
- Continually enhanced the customer experience through better, more integrated products and an improved customer experience at all levels.

If you have any questions or need more information about these changes please feel free to call me directly at 734-254-1888.

Sincerely,



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

Enclosure

Residential Installation Rates

Due to increases in business costs the following prices will change effective December 1, 2009.

Type of Service	Previous Rate	Rate Effective 12/1/09
Technician Visit [†]	\$24.95	\$30.00
Cable/Video Installation ^{††}	\$25.00	\$20.00
Install Additional Outlet.....	\$15.00	\$15.00
High-Speed Internet Installation ^{††}	\$40.00	\$20.00
High-Speed Internet - Install Home Network.....	\$99.00	\$99.00
Digital Voice Installation ^{††}	\$29.95	\$20.00
Digital Voice - Phone Jack Installation (install or relocation) ...	\$19.95	\$19.95
Hourly Service Charge.....	\$50.00	\$50.00
Wall Fish (per 15 minutes).....	\$12.50	\$12.50
Other Install (auto change - no home visit required)	\$ 1.99	\$ 2.99
Cable/Video Reactivation.....	\$ 1.99	\$ 5.00
High-Speed Reactivation.....	\$ 4.00	\$ 5.00
Digital Voice Reactivation	\$ 4.00	\$ 5.00
Customer Service Call.....	\$50.00	\$50.00

[†]The Technician Visit service charge will be added to any installation activity that requires a home visit. Only one \$30.00 fee charge per visit.

^{††}In addition to the Technician Visit service charge.

Service not available in all areas. Prices exclude applicable fees and taxes. Commercial fees vary. Non-standard installations are based on the hourly service charge multiplied by the actual time spent on the activity.



Michigan Area

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