



February 23, 2017

Jacqueline Beaudry, Clerk  
City of Ann Arbor  
301 E. Huron St, 2nd Fl.  
Ann Arbor, MI 48107

2017 MAR -1 AM 9:53

CITY OF ANN ARBOR  
CITY CLERK  
REC'D

**Re: Important information about channel lineup changes for our customers.**

Dear Ms. Beaudry,

As part of our continuing effort to keep you informed, we want you to know about an upcoming change to XFINITY customers' channel lineups. Beginning on or after March 30, 2017, channels in the 1000+ range will be reorganized into channel neighborhoods. Networks with similar content—like kids' networks, news networks, and sports networks—will be grouped together.

By reorganizing the channels this way, we hope to help customers easily find their favorite channels and more content like it right next door. All channels in the 1-999 range will stay right where they are. Some of our customers currently have channels in the 1000+ range, and those channels will be moving to their new channel neighborhoods with similar networks.

DVR recordings, favorites, and parental controls won't be affected for X1 customers, so they won't have to do a thing. Customers who don't have X1 will need to update their favorites after the switch.

We're informing our customers about this change through letters, emails, and bill messages. Attached is a sample of a communication that we'll be sending out to XFINITY customers with this messaging. We will continue to notify customers of any changes as necessary, and we will keep you informed as well.

Please feel free to contact me at 734-254-1557 if you have any questions.

Sincerely,

Kyle V. Mazurek  
Manager of External Affairs  
Comcast, Heartland Region  
41112 Concept Drive  
Plymouth, MI 48170

## Sample Customer letter

Dear [FIRSTNAME],

We want you to know that on XX/XX, we'll be introducing a new way to interact with your current channel lineup that will make it easier to find your favorite channels and more content like it right next door.

When we make this change, all of your current channels from 1-999 will stay right where they are. Channels 1000-1999 will be organized by category, so networks with similar programming – like news networks, sports networks, and kids' networks – will be grouped together into channel neighborhoods. These neighborhoods are designed to make browsing easier and to help you find more of the content you want to watch.

Any channels you currently have that are 1000+ will be moving to their new neighborhoods with similar networks.

You can learn more about these changes by going to [xfinity.com/help](http://xfinity.com/help) and searching for "channel neighborhoods." On or after March 30, 2017, you can view them on your TV's channel guide or at [xfinity.com/localchannels](http://xfinity.com/localchannels). We hope you'll take a look through your new neighborhoods and find some great channels like the ones you love—or something brand new to you.

If you're an XFINITY X1 customer, your DVR recordings, favorites, and parental controls won't be affected, so you won't have to do a thing. If you don't have X1, you'll need to update your favorites after the switch.

Thanks for choosing XFINITY. Delivering an amazing entertainment experience is part of our commitment to you.

Sincerely,

Comcast