



CITY OF ANN ARBOR  
CITY CLERK  
REC'D

2009 JUN -2 AM 10: 45

May 29, 2009

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

Dear Ms. Beaudry:

The federal digital broadcast transition (DTV) is rapidly approaching. Comcast continues to provide the information customers and non-customers need to know to continue receiving broadcast channels after June 12, 2009. This is the date by which full-power broadcast stations are required to switch to digital-only broadcasting. Consumers should take action now to get ready and get educated about their options or any anticipated issues they may experience with the broadcast stations' switch to digital.

An estimated 3.5 million households in the United States still may not be ready for the digital broadcast transition. Analog television sets in these homes are using "rabbit ears" or rooftop antennas to receive full-power broadcast channels without digital-to-analog converters. There are three ways to get ready:

- subscribe to cable or another video service provider,
- buy a new digital TV, or
- purchase a government-approved digital-to-analog TV converter box.

As the easiest solution for navigating DTV, Comcast is offering low-cost solutions, including offers of free basic cable for 12 months for new customers who sign up for at least one additional Comcast service. New customers who choose not to subscribe to an additional Comcast service can get basic cable for just \$10 a month for a full year. Current customers can add basic cable to additional TVs at no additional monthly fee. Basic cable in most areas has 20-30 channels, including broadcast (ABC, CBS, NBC, FOX, Univision, and PBS), shopping and local neighborhood public television channels. Since no antenna is needed, choosing cable eliminates the worry about potential reception problems associated with using an antenna following the transition.

Several stations have already made the switch to digital. Depending on consumers' choice of an over-the-air solution, they may experience varying levels of reception from their local broadcasters due to a variety of factors including type of antenna, broadcaster signal strength, as well as terrain (trees, tall buildings, etc). To help consumers learn more, the FCC has posted an informative and interactive tool that allows consumers to check which of their favorite local broadcast stations will be available (and at what strength) after the DTV transition. This tool can be found at: <http://www.fcc.gov/mb/engineering/maps/>.

To learn more about the digital broadcast transition visit [www.comcast.com/dtv](http://www.comcast.com/dtv). Consumers can also call 1-800-COMCAST to talk about cable service options with a customer care representative.

Sincerely,

Frederick G. Eaton  
Government Affairs Manager  
Comcast - Michigan Region



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Plymouth, MI 48170  
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May 29, 2009

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

Dear Ms. Beaudry:

I am writing to share some exciting news. **Coming soon we at Comcast will be enhancing our network in Ann Arbor and delivering the world of digital entertainment to current Comcast Standard Cable subscribers.**

The way people watch TV, listen to music, or surf the Internet is evolving to a digital world. In an effort to keep our customers ahead of that digital curve and to provide them with the products and services we believe they want, we will be enhancing our services in order to allow our customers to enjoy the benefits of digital technology at no additional cost.

**This is not a promotional offer – when completed, customers will be able to enjoy these exciting new features:**

- Access to over 10,000 On Demand titles;
- An on-screen programming guide, with search and parental control functions;
- A commercial-free music service with over 40 channels of uninterrupted music;
- Up to 1,000 HD Choices;
- Faster Internet speeds in the future

In order to bring customers in Ann Arbor these new features, channels 29-72 will be transmitted only in digital format after we have converted our signals. **This means that customers will need to have either a digital receiver, digital adapter, or CableCard for each television on which they wish to continue viewing these channels.** If a customer does not obtain digital equipment by the time this digital enhancement is completed, their service will be changed to Limited Basic Service (channels 2-24 and 95-99) and their price reduced accordingly.

***Please note that this network enhancement is not related to the federally mandated Digital Broadcast Transition, which is currently under way and will be completed by June 12, 2009.***

In order to make this enhancement as seamless as possible for our customers, beginning on or shortly after May 29, 2009, Comcast will begin providing one digital receiver and up to two digital adapters to its current Preferred Basic customers at **no additional cost**. If a customer requests **more** than the two digital adapters and one digital receiver included as part of the Preferred Basic package, they will be charged a monthly service charge of \$1.99 for each additional digital adapter and the standard monthly service charge for each additional digital receiver. Providing customers access to this equipment in advance of our digital enhancement will increase the time they have to get the necessary equipment to continue viewing their favorite channels and to enjoy these new features.

Customers will be able to obtain equipment during a technician visit, by visiting a Comcast service center, calling a designated 1-877 number or by going on-line to a designated web site to determine the best solution for their homes.

As soon as more information becomes available on the timing of the channels to be converted we will be in contact with you again. In the meantime, if you should have any questions or concerns regarding this matter, or any matter, please feel free to contact me at 734-254-1888.

Sincerely,

Frederick G. Eaton  
Government Affairs Manager  
Comcast, Michigan Region