



41112 Concept Drive  
Plymouth, MI 48170  
www.comcast.com

September 10, 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. **Beginning on or about October 13, 2009 we at Comcast will be enhancing our network in Ann Arbor and delivering the world of digital entertainment to current Comcast Standard Basic and Value Pak 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 they want, we will be enhancing our services in order to allow our customers to enjoy the benefits of digital technology. **This is not a promotional offer – when completed, customers will be able to enjoy these exciting new features:**

- Access to thousands of hours of free programming On Demand;
- An on-screen programming guide, with search and parental control functions;
- A commercial-free music service with over 40 channels of uninterrupted music;
- Up 1,000 HD Choices
- One full-featured digital set-top box and one universal remote control;
- Up to two Digital Adapters and remote controls for secondary TVs;
- And more entertainment options than ever before.

In order to bring customers in Ann Arbor these new features, channels AMC (ch.46), Animal Planet (ch. 67), Cartoon (ch. 58), E! (ch.56), FX (ch. 50), GAC (ch. 61), SCI-FI (ch. 54), Style (ch. 68), TCM (ch. 66), Travel (ch. 47), truTV (ch. 72), TV Land (ch. 69), and Versus (ch. 71) will be transmitted only in digital format on or after October 13 and the remaining Standard Basic channels will be transmitted only in digital format on or after November 12, 2009. **This means that customers will need to have a digital cable box, 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 (channels 2-24 and 95, 96 and 99) and their price reduced accordingly.

In order to make this enhancement as seamless as possible for our customers, starting on or about May 29 Comcast began providing one digital set-top box and up to two digital adapters to its current Standard Basic Cable customers at **no additional cost**. If a customer requests **more** than the two digital adapters and one digital set-top box included as part of the Standard Basic Cable package, they will be charged a monthly service charge of \$1.99 for each additional digital adapter. The standard monthly service charge **for** each additional digital set-top box applies.

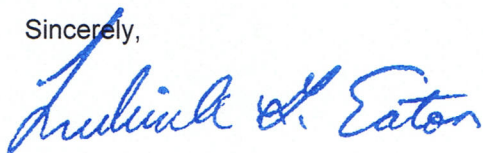
All customers need to do is call at 1-877-634-4434, go on-line, or visit a Comcast service center to determine the best solution for their homes and receive their digital devices.

Enclosed please find copies of the notices being provided by Comcast to its customers. These notices provide further detailed information.

2009 SEP 14 PM 12:18  
CITY OF ANN ARBOR  
CITY CLERK  
REC'D

As always, 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,

A handwritten signature in blue ink, reading "Frederick G. Eaton". The signature is fluid and cursive, with the first name "Frederick" being the most prominent part.

Frederick G. Eaton  
Government Affairs Manager  
Comcast, Michigan Region

Enclosures





September 11, 2009

[Customer Name]  
[123 Street Name]  
[City, State 12345]

**Unique Digital ID#**  
[XXXXXXXXXXXXXXXXXX]

## IMPORTANT: ACTION REQUIRED

- We at Comcast are enhancing our network in your area to provide you digital-quality service. As a result, on or after October 13, 2009, you **will need a digital device or CableCard for each TV to continue receiving channels 29-72.**
- Up to three digital devices are now included with your cable package to ensure uninterrupted access to these channels.
- **It's easy to order your equipment.** Simply **Click [Comcast.com/digitalnow](http://Comcast.com/digitalnow)** or **Call 1-877-634-4434** and answer some basic questions using the **Unique Digital ID** at the top of this letter.

Dear Valued Customer:

We are pleased to share some exciting news about your Comcast cable service. We at Comcast are enhancing our network, transmitting all Standard Basic and Value Pak cable channels 29-72 exclusively in digital format. This enhancement will occur in two phases. On or after **October 13, 2009** the following Standard Basic channels: AMC (ch. 46), Animal Planet (ch. 67), Cartoon (ch. 58), E! (ch. 56), FX (ch. 50), GAC (ch. 61), SCI-FI (ch. 54), Style (ch. 68), TCM (ch. 66), Travel (ch. 47), truTV (ch. 72), TV Land (ch. 69), and Versus (ch. 71), will be digitally transmitted. On or after **November 12, 2009** the remaining Standard Basic and Value Pak channels will be digitally transmitted. Channels 2-24, 95, 96 and 99 will not be affected.

This means that you will need a digital device or CableCard for each television to continue to view these channels. Comcast will now provide one digital receiver and up to two digital adapters with your current Comcast package at no additional cost. **This is not a promotion and it means we will be enhancing your cable package.** Please know that if you choose not to take a digital device or CableCard for any television set, you will continue to receive Comcast service on that set, but only Comcast's Limited Basic service channels (2-24, 95, 96, and 99) and your price will be reduced accordingly.

After the completion of the network enhancement, you'll enjoy digital picture and sound on your favorite channels like CNN, Disney, ESPN, USA and The Weather Channel, access to over 10,000 On Demand titles and even more new channels. Today we deliver over 1,000 HD choices and smarter home phone features. In the future we will deliver even more HD choices, faster Internet speeds and more entertainment options than ever before.

### **Click or Call. Install. That's All.**

Comcast makes it easy for you to get the devices you need. Simply **Click [Comcast.com/digitalnow](http://Comcast.com/digitalnow)** or **Call 1-877-634-4434** and answer some basic questions using the **Unique Digital ID** at the top of this letter. We'll send you all the equipment you need to **install**. Be sure to call no later than October 6, 2009 to avoid any possible service interruptions that may result from this network enhancement. After that, you're all done. Yes, **That's All.**

Thanks for allowing us to serve you. We hope you enjoy the enhanced Comcast network in your area.

Sincerely,

Michael A. Cleland  
Comcast Area Vice President

Restrictions apply. Service not available in all areas. Limited to residential customers. Not available to Limited Basic Service only customers. Applicable equipment, installation, taxes, franchise and other fees apply. To receive HD channels, an HD television (not provided) and HDTV equipment are required. To receive On Demand, music service and the on-screen programming guide, a digital receiver on each outlet is required. On Demand, music service and the on-screen programming guide is not available with a CableCard or Digital Adapter. Actual number of On Demand titles and HD choices may vary depending on subscription level or package. Call for details. © 2009 Comcast. All rights reserved.





September 11, 2009

[Customer Name]  
[123 Street Name]  
[City, State 12345]

Unique Digital ID#  
[XXXXXXXXXXXXXXXXXX]

## IMPORTANT: ACTION REQUIRED

- We at Comcast are enhancing our network in your area to provide you with more digital-quality service. As a result, on or after October 13, 2009, you **may need digital equipment to continue receiving channels 29-72.**
- Up to two new digital devices are now included with your current cable package to ensure uninterrupted access to these channels.
- **It's easy to order your equipment.** Simply **Click [Comcast.com/digitalnow](http://Comcast.com/digitalnow)** or **Call 1-877-634-4434** and answer some basic questions using the **Unique Digital ID** at the top of this letter.

Dear Valued Customer:

We are pleased to share some exciting news about your Comcast cable service. We at Comcast are enhancing our network, and effective on or after October 13, 2009, even more of your channels will be transmitted exclusively in digital format. This enhancement will occur in two phases. On or after **October 13, 2009** the following Standard Basic channels: AMC (ch. 46), Animal Planet (ch. 67), Cartoon (ch. 58), E! (ch. 56), FX (ch. 50), GAC (ch. 61), SCI-FI (ch. 54), Style (ch. 68), TCM (ch. 66), Travel (ch. 47), truTV (ch. 72), TV Land (ch. 69), and Versus (ch. 71), will be digitally transmitted. On or after **November 12, 2009** the remaining Standard Basic and Value Pak channels will be digitally transmitted. **This is not a promotion and it means we will be enhancing your cable package.** Channels 2-24, 95, 96 and 99 are not affected. Please see the enclosures for details.

As a Digital Cable customer you already enjoy this level of service on your primary TV. But if you have any additional TVs connected to cable without a digital device or CableCard you may need to install additional equipment to keep channels 29-72. It's easy to ensure that you don't experience any kind of unwanted service interruption.

Today we deliver over 1,000 HD choices and smarter home phone features. In the future we will deliver even more HD choices, faster Internet speeds and more entertainment options than ever before.

### It's Easy for Digital Cable Customers to Be Prepared

Comcast will provide up to two digital adapters at no additional cost. After the network enhancement is completed, you'll enjoy digital picture and sound on your favorite channels, like CNN, Disney, ESPN, USA and The Weather Channel. Check to make sure all of your rooms are prepared:

- |   |  |                                      |  |
|---|--|--------------------------------------|--|
| <input type="checkbox"/> MASTER BEDROOM | <input type="checkbox"/> CHILDREN'S ROOM | <input type="checkbox"/> FAMILY ROOM | <input type="checkbox"/> SUNROOM       |
| <input type="checkbox"/> KITCHEN        | <input type="checkbox"/> GARAGE          | <input type="checkbox"/> BASEMENT    | <input type="checkbox"/> EXERCISE ROOM |
| <input type="checkbox"/> LIVING ROOM    | <input type="checkbox"/> GUEST BEDROOM   | <input type="checkbox"/> OFFICE      | <input type="checkbox"/> GAME ROOM     |

### Click or Call. Install. That's All.

Comcast makes it easy for you to get the devices you need. Simply **Click [Comcast.com/digitalnow](http://Comcast.com/digitalnow)** or **Call 1-877-634-4434** and answer some basic questions using the **Unique Digital ID** at the top of this letter. We'll send you all the equipment you need to **Install**. Be sure to call no later than October 6, 2009 so you're ready. After that, you're all done. Yes, **That's All**.

Thanks for allowing us to serve you. We hope you enjoy the enhanced Comcast network in your area.

Sincerely,

Michael A. Cleland  
Comcast Area Vice President

Restrictions apply. Service not available in all areas. Limited to residential customers. Not available to Limited Basic Service only customers. Applicable equipment, installation, taxes, franchise and other fees apply. To receive HD channels, an HD television (not provided) and HDTV equipment are required. To receive On Demand, music service and the on-screen programming guide, a digital receiver on each outlet is required. On Demand, music service and the on-screen programming guide is not available with a CableCard or Digital Adapter. Actual number of On Demand titles and HD choices may vary depending on subscription level or package. Call for details. © 2009 Comcast. All rights reserved.



## Digital Channel Guide

Soon even more of your channels will be transmitted exclusively in digital format.

### These Limited Basic Service channels are available without digital equipment:

- |                  |                           |
|------------------|---------------------------|
| 2 WJBK-2 (FOX)   | 16 CTN Municipal Access   |
| 3 WMYD-20 (MNT)  | 17 CTN Public Access      |
| 4 WDIV-4 (NBC)   | 18 CTN Educational Access |
| 6 WTVS-56 (PBS)  | 19 CTN Q&A TV             |
| 7 WXYZ-7 (ABC)   | 22 Michigan Channel       |
| 10 QVC           | 23 WADL-38 (IND)          |
| 11 WPDZ-31 (ION) | 24 WFUM-28 (PBS)          |
| 13 WKBD-50 (CW)  | 95 WGN                    |
| 14 WWJ-62 (CBS)  | 96 C-SPAN                 |
| 15 HSN           | 99 CBET-9 (CBC)           |

### These Standard Basic channels will require a digital receiver, CableCARD or adapter on or after October 13, 2009:

- |                            |                  |
|----------------------------|------------------|
| 46 American Movie Classics | 66 TCM           |
| 47 The Travel Channel      | 67 Animal Planet |
| 50 FX                      | 68 Style         |
| 54 SCI-FI                  | 69 TV Land       |
| 56 E!                      | 71 Versus        |
| 58 Cartoon Network         | 72 truTV         |
| 61 GAC                     |                  |

### These Standard Basic channels will require a digital receiver, CableCARD or adapter on or after November 12, 2009:

- |                          |                    |
|--------------------------|--------------------|
| 29 TBS                   | 45 A&E             |
| 30 The Weather Channel   | 48 HGTV            |
| 31 TNT                   | 49 Food Network    |
| 32 FSN Detroit           | 51 USA Network     |
| 33 Speed Channel         | 52 Lifetime        |
| 34 The Golf Channel      | 53 ABC Family      |
| 35 ESPN                  | 55 Comedy Central  |
| 36 ESPN2                 | 57 Disney Channel  |
| 37 CNN                   | 59 Nickelodeon     |
| 38 CNN Headline News     | 60 Spike TV        |
| 39 CNBC                  | 62 BET             |
| 40 Fox News Channel      | 63 VH1             |
| 41 MSNBC                 | 64 MTV             |
| 42 The Discovery Channel | 65 Big Ten Network |
| 43 History               | 70 TLC             |
| 44 Bravo                 |                    |

### Channels available upon connecting your new digital equipment:

- |   |                                     |
|---|-------------------------------------|
| 12 WGT-30 (PBS) <sup>^</sup>            | 294 WDIV this <sup>^</sup>          |
| 90 Leased Access <sup>^</sup>           | 297 WXYZ Retro <sup>^</sup>         |
| 98 WUOT-CA (Univision) <sup>^</sup>     | 391 Inspiration <sup>^</sup>        |
| 100 TV Guide Network <sup>^</sup>       | 392 TBN <sup>^</sup>                |
| 104 C-SPAN2 <sup>^</sup>                | 393 EWTN <sup>^</sup>               |
| 119 Lifetime Movie Network <sup>^</sup> | 397 WLPC-26 (IND) <sup>^</sup>      |
| 137 Hallmark Channel <sup>^</sup>       | 398 CTND <sup>^</sup>               |
| 287 WTVS Plus <sup>^</sup>              | 399 WDWO (TCT) <sup>^</sup>         |
| 288 WTVS DT Create <sup>^</sup>         | 900 Comcast Television <sup>^</sup> |
| 290 WGT Family <sup>^</sup>             | 901 CTV2/FSN PLUS <sup>^</sup>      |
| 291 WGT Create <sup>^</sup>             |                                     |

Please go online for specific details.

Restrictions apply. Service not available in all areas. Call for details.  
<sup>^</sup>Available to customers who subscribe to Limited Basic Service and use Digital equipment or CableCard.  
<sup>^^</sup>Available to customers who subscribe to Standard Basic Service and use Digital equipment or CableCard.



**Click or Call.  
Install.  
That's All.**

Comcast.com/digitalnow  
1-877-634-4434

Use this brochure to answer questions you have  
and to learn about the network enhancement  
taking place.



**We're enhancing  
our network.  
Read all about it.**

Find out if you have the right  
digital equipment.

Your guide to Comcast's network  
enhancement beginning on:  
October 13, 2009.

#### Inside:

- Digital Channel Guide
- What You Need to Know
- Choose What's Right for You

#### For:

Ann Arbor City, Ann Arbor Twp., Scio Twp.,  
Pittsfield Twp., Barton Hill Vlg., Webster Twp.,  
College Park, Ypsilanti City, Ypsilanti Twp.,  
Superior Twp.





## What you need to know.

|   | Comcast Network Enhancement  |
|---|--|
| What is it?   | Comcast will be transmitting channels 29-72 exclusively in digital format. Channels 2-24, 95, 96 & 99 are not impacted.  |
| When?   | Starting on or after October 13, 2009 for your service area.   |
| Why is this happening?                                  | This change will allow Comcast to offer digital benefits to all Standard Basic customers, as well as other exciting new services in the future.  |
| What channels are being affected?                       | Cable channels 29-72, including CNN, Disney, ESPN, USA and The Weather Channel.  |
| Who is affected and what equipment will I need?         | Comcast customers subscribing to a package that includes Standard Basic service will need to have a digital receiver, digital adapter, or CableCARD on all TVs connected to cable.   |
| What's the difference in equipment?                     | A digital adapter delivers only Limited Basic, Standard Basic and Value Pak channels. A digital receiver will give you access to these channels as well as On Demand, 46 channels of music, the on-screen guide, parental controls and other features. Both include remote controls. |
| What is the cost?                                       | One full-featured digital receiver, and up to two digital adapters, are available with Standard Basic and Digital packages. Beyond three devices, additional equipment and service charges apply depending on your cable service subscription.                                       |
| I don't want to lose channels!<br>What do I need to do? | Call <b>1-877-634-4434</b> , or visit <b>comcast.com/digitalnow</b> so we can assess your digital needs.   |

## Choose what's right for you. Not sure which digital equipment you need? Check out what each choice gives you.

| With this equipment on your TV... | Here's what you'll receive...  |
|-----------------------------------|--|
| Full-featured digital receiver    | <ul style="list-style-type: none"> <li>■ All the channels you had before plus channels like EWTN, Hallmark Channel, and Lifetime Movie Network, with digital picture and sound</li> <li>■ Access to over 10,000 On Demand titles</li> <li>■ Interactive on-screen program guide</li> <li>■ 46 channels of commercial-free music</li> </ul> |
| Digital adapter                   | <ul style="list-style-type: none"> <li>■ Comcast's Cable channels 2-72, 95, 96 and 99, as well as digital channels you don't currently receive like CTND, WXYZ Retro, WDIV this, EWTN, Hallmark Channel, and Lifetime Movie Network.</li> </ul>  |
| No digital equipment              | <ul style="list-style-type: none"> <li>■ Comcast's Limited Basic channels 2-24, 95, 96 and 99.</li> </ul>  |

**Click or Call. Install. That's All. Comcast.com/digitalnow | 1.877.634.4434**

Restrictions apply. Service not available in all areas. Limited to residential customers. Not available to Limited Basic only customers. Applicable equipment, installation, taxes and fees extra. Digital receiver and remote required to receive On Demand services. Actual number of On Demand titles may vary depending on subscription level or package. Pricing and service options subject to change. © 2009 Comcast. All rights reserved.

