



CITY OF ANN ARBOR
CITY CLERK
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February 2, 2010

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

Dear Ms. Beaudry:

We are pleased to inform you that on March 4, 2010 Comcast will update our on-screen Cable Guide for our Digital Cable customers in Ann Arbor. This update will improve customers' experience when using Comcast's on-screen Guide and will also include many new features like links to high definition (HD) programming, improved Digital Video Recorder (DVR) management and more.

More than 80% of our DVR customers also have our high-speed Internet service – and with this update, they will be able to manage and schedule their DVRs online, from any computer with Internet access. In addition, we're taking a feature that used to be only for DVR customers and, so it can be available to more Digital Cable customers, extending it to On Demand. When watching an On Demand program all customers will be able to skip ahead or back in five-minute increments.

Perhaps the most anticipated new feature coming to customers is "Watch in HD." This feature tested the highest in customer interest. It will enable customers with an HD set-top or DVR to quickly jump from the standard definition channel to the simulcast HD channel. No more scrolling through the channel listings.

In order to make these improvements for our customers in Ann Arbor, we will update how our customer's set-top boxes identify certain channels. This change will not impact customer's pre-recorded and saved programs. However, customers will have to reset their preferences on 1) Parental Controls by channel, 2) DVR recording settings, 3) Reminders and 4) Favorites listings for each affected channel.

To ensure customers in Ann Arbor are aware of this update, we will send all affected customers a message to their set-top converters that they can read on their TV screens, and will place a telephone call to them over the next few weeks. Below are examples of the converter and telephone messages customers will receive.

Converter Message

On X/2010 a Guide update will require you to reset your settings for Parental Control by channel, DVR recordings and Favorites on up to 35 channels. See channels impacted at www.comcast.com/guide.

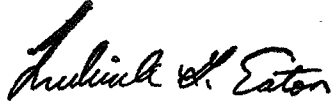
Telephone Message

"This is Comcast calling with an important message about an update that may impact your parental control settings. Tonight at [insert time] we will be updating your Digital Cable Guide to improve performance. After this upgrade, several of your guide settings will need to be reset. Please reset

your guide settings to ensure parental controls are on the channels you want locked. You should also check your reminders, DVR recording settings, and your favorites lists. We apologize for any inconvenience this causes and thank you in advance for your understanding. If you need immediate assistance, press zero now to speak with an agent, or call us at anytime at 1-800-266-2278. To hear this message again, press one now or visit www.comcast.com/guide"

We understand how important features like parental controls and DVR settings are to our customers in Ann Arbor. If you have any questions or simply need more information about this update, please feel free to call me directly at 734-254-1888 or visit www.comcast.com/guide for more information and a list of channels that may be affected in your area.

Sincerely,

A handwritten signature in black ink, reading "Frederick G. Eaton". The signature is written in a cursive style with a large initial 'F'.

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