



March 31, 2009

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

Re: Service Changes

Dear Ms. Beaudry:

As part of Comcast's continuing effort to keep you informed of changes impacting our customers in your community, I am pleased to inform you of the introduction of a new service offering. Effective March 30, 2009, the Value Plus LD Triple Play bundle is available. This bundle includes the following: Digital Starter video service, On Demand, one standard definition cable box and remote, Comcast High-Speed Internet Economy Service, and Comcast Digital Voice® with the Unlimited calling plan that includes unlimited local and long-distance calls to the U.S., Canada, Puerto Rico and certain other U.S. territories. The standard price for this bundle is \$114.99, plus applicable fees and taxes.

Comcast is providing notice of this new service offering directly to our customers through a message on their monthly billing statement. Should residents contact you with questions regarding this service, please do not hesitate to direct them to our toll free customer service number: 1-800-COMCAST. Our Customer Account Executives are available 24 hours a day, 7 days a week to answer any questions they may have regarding Comcast products, services and prices. If you have any questions about this or any other issue, please feel free to contact me directly at 734-254-1888.

Sincerely,

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

2009 APR -2 PM 3:27
CITY OF ANN ARBOR
CITY CLERK
REC'D