



January 7, 2010

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

RE: Changes to Comcast's Ann Arbor Area Service Center

Dear Ms. Beaudry:

Comcast is continuing its investment in the Ann Arbor area with the relocation of our customer service center. We are very pleased to inform you that Comcast will open the customer service center conveniently located at 2505 S. Industrial on January 25, 2009. This larger facility is being designed to take our customers' service experiences to a new level

Our Customer Service Center will feature dedicated parking and a larger customer lobby than the current customer service location. The remodeled and upgraded facility will have state-of-the-art technology and ample room for demonstration of our video, High-Definition (HD), Video On-Demand, Comcast High-Speed Internet and Comcast Digital Voice products. There also will be a bill payment drop box for customers' convenience.

A poster at the Washtenaw Avenue location informs customers of the change. That office will cease operations at the close of business Saturday, January 23.

It is our goal to continue to position ourselves to most effectively operate in a competitive environment and provide our customers with the greatest value for services. We will continue to monitor and assess the usage and convenience of our service centers and make changes to parallel our customer traffic. Should you have any questions, please contact me at 734-254-1888.

Sincerely,

Frederick G. Eaton
Government Affairs Manager
Comcast Michigan Region

2010 JAN 11 AM 11:56

CITY OF ANN ARBOR
CITY CLERK
REC'D