



May 15, 2017

Ms. Jacqueline Beaudry, Clerk  
City of Ann Arbor  
301 E. Huron St, 2nd Fl.  
Ann Arbor, MI 48107

2017 MAY 19 AM 10:40

CITY OF ANN ARBOR  
CITY CLERK  
REC'D

Dear Clerk Beaudry:

As part of Comcast's commitment to keep you informed about important developments that affect our customers in your community. I am writing to notify some changes to the channel lineup. Customers are being notified of these changes via bill messages.

Effective, on or around July 1, 2017, Esquire will no longer be available on the channel lineup.

Also, on or around July 11, 2017, Cinemax West programming will be changed to MovieMax HD programming on channels 276 and 1938.

Also, on or around July 15, 2017, Olympics Channel HD will be available on channels 208 and 1240 with our Digital Preferred tier. Universal HD on channels 208 and 1240 will be ceasing operations.

As always, feel free to contact me directly at 734-254-1557 with any questions you may have.

Sincerely,

A handwritten signature in blue ink, appearing to read "K. Mazurek".

Kyle V. Mazurek  
Manager of External Affairs  
Comcast, Heartland Region  
41112 Concept Drive  
Plymouth, MI 48170



ANN ARBOR  
CITY CLERK

JUL 25, 17

TIME: \_\_\_\_\_

*Sent via UPS*

July 24, 2017

Ms. Jacqueline Beaudry, Clerk  
Larcom City Hall  
Second Floor  
301 E. Huron St.  
Ann Arbor, MI 48104

**Re: Michigan Uniform Video Service Local Franchise Agreement**

Dear Ms. Beaudry:

In accordance with the instructions set forth by the Michigan Public Service Commission in its provision of the Uniform Video Service Local Franchise Agreement, enclosed please find two completed Uniform Video Service Local Franchise Agreements along with the necessary Attachment 1's thereto filed on behalf of Comcast of Colorado/Florida/Michigan/New Mexico/Pennsylvania/Washington, LLC. *Kindly return one executed copy of the Agreement to me in the self-addressed stamped envelope.*

If you have any questions, please contact me directly at 734-254-1557 or Leslie Brogan, Senior Director, Government Affairs, at 517-334-5890.

Sincerely,

A handwritten signature in blue ink, appearing to read "K. Mazurek", is written over a blue horizontal line.

Kyle V. Mazurek  
Manager of External Affairs  
Comcast, Heartland Region  
41112 Concept Drive  
Plymouth, MI 48170

Enclosure

Cc: Lisa Wondrash, Communications Director



2017 JUL 31 AM 8:16  
CITY OF ANN ARBOR  
CITY CLERK  
REC'D

July 26, 2017

Ms. Jacqueline Beaudry, Clerk  
City of Ann Arbor  
301 E. Huron St, 2nd Fl.  
Ann Arbor, MI 48107

Dear Ms. Beaudry,

As part of our ongoing commitment to keep you updated on issues that concern our customers in Ann Arbor, we would like to let you know that in the coming days we will be notifying our customers of updates to our Comcast Agreement for Residential Services as well as providing a copy of the updated agreement with their August bill.

The Comcast Agreement for Residential Services provides the terms and conditions for our Xfinity TV, Internet and Voice services and can be viewed at: [www.xfinity.com/Corporate/Customers/Policies/SubscriberAgreement.html](http://www.xfinity.com/Corporate/Customers/Policies/SubscriberAgreement.html). Key updates include the following.

- We've identified additional ways for us to notify customers of changes to our services, including by email and online on our website.
- We've moved some material related to our Internet and Voice services to our website.
- We require customers to notify us of changes to their telephone number and other contact information so we can ensure that we are contacting the correct person in accordance with applicable laws.
- We've updated portions of our arbitration provision to make its terms more clear.

A sample customer notification is attached for your reference.

If I can be of any further assistance, please contact me at 734-254-1557.

Sincerely,

A handwritten signature in blue ink, appearing to read "Kyle V. Mazurek".

Kyle V. Mazurek  
Manager of External Affairs  
Comcast, Heartland Region  
41112 Concept Drive  
Plymouth, MI 48170

Attachment: Customer Notice Sample



## We've made updates to our Comcast Agreement for Residential Services

We want to let you know that we're updating our customer terms of service. You can view the agreement [here](#), and you also will receive a copy with your upcoming bill. You don't need to take any action.

You should review the agreement, but here are a few of the key updates:

- We've identified additional ways for us to notify you of changes to our services, including by email and online on our website.
- We've moved some material related to our Internet and Voice services to our website. They may be viewed [here](#).
- Under the new agreement we require you to notify us of changes to your telephone number and other contact information so we can ensure that we are contacting the correct person in accordance with applicable laws.
- We've updated portions of our arbitration provision to make its terms more clear.

Thank you for being an XFINITY customer.



All part of our commitment to you



This is a service-related email. Comcast will occasionally send you service-related emails to inform you of service upgrades or new benefits.

Please do not reply to this email, it is not monitored. If you'd like to contact us, please visit our website [here](#).

Comcast respects your privacy. For a complete description of our privacy policy, [click here](#).

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Comcast Cable, One Comcast Center 1701 JFK Boulevard, Philadelphia, PA 19103  
Attn: Email Communications