



CITY OF ANN ARBOR  
CITY CLERK  
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2011 NOV -5 AM 11:11

November 2, 2011

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

Dear Ms. Beaudry:

On November 9 at approximately 2 PM EST, the Federal Emergency Management Agency (FEMA), in coordination with the Federal Communications Commission (FCC), will conduct the country's first nationwide Emergency Alert System (EAS) test. The test will last approximately three minutes.

Comcast, along with all EAS participants (including broadcast radio and television, cable, satellite radio and television and wireline video services), will take part in the test. Comcast customers will receive an email on November 7 informing them about the test. A copy of that email is attached. We have also notified customers through bill inserts and [www.comcast.com](http://www.comcast.com), and will provide additional notifications through Comcast Voices, Facebook, Twitter and ON DEMAND.

Please contact me if you have any questions about the upcoming EAS test. You may also visit: <http://www.comcast.com/nationaleastest/>, FEMA at [http://www.fema.gov/emergency/ipaws/eas\\_info.shtm](http://www.fema.gov/emergency/ipaws/eas_info.shtm) or the FCC at <http://www.fcc.gov/encyclopedia/emergency-alert-system-nationwide-test> for more information.

Sincerely,

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

Enclosure



November 2, 2011

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

Dear Ms. Beaudry:

The channels that we provide to our customers are carried pursuant to contracts with the owners of those channels. These contracts expire from time to time, and one or more may be scheduled to expire in any given month. Negotiating programming rights agreements is a routine part of our business. We have successfully negotiated renewals of thousands of such agreements without incident.

In order to keep our communities informed of potential programming changes, Comcast has created a webpage containing upcoming programming contract expirations. The webpage is available at [www.xfinitytv.com/contractrenewals](http://www.xfinitytv.com/contractrenewals) and will display those channels for which programming contracts are scheduled to expire in the next three months.

At Comcast we are committed to providing our customers with the best in entertainment; we fully expect that we will be able to reach an agreement with the owners of these channels to continue carrying them well into the future. Should that situation change we will notify you immediately.

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 that reads "Frederick G. Eaton".

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

Customer Email

Dear Comcast Customer:

On **Wednesday, November 9** at 2 p.m. (Eastern Standard Time), FEMA and the Federal Communications Commission (FCC) will conduct the nation's first ever Emergency Alert System (EAS) test. The purpose of this test is to help determine if the national-level system will work as designed, should officials ever need to send a national alert.

This test will last approximately three minutes and will be seen on all local, cable, and satellite TV stations across the country, as well as radio.

### **Here's What You Should Know**

Your Comcast programming will be temporarily interrupted. However, as soon as the test ends, you will be returned to your regularly scheduled programming. While we do not anticipate an interruption in your service, in some rare cases, you may need to:

- **Use your remote to channel up and then channel down or power down your box to fully restore programming after the test completes.**
- **Any DVR recordings that are in progress during this test will be interrupted, and in some cases, lost.**

If you experience the Emergency Alert System message for more than five minutes, please do the following:

- Power-cycle your cable box by unplugging the power cord from the outlet.
- Wait thirty seconds and then plug it back in.

The guide data and Video OnDemand content will take a period of time to fully restore. Please wait 20 minutes before choosing Video OnDemand as this might result in other errors with your box.

To learn more about the national EAS test, visit us at: <http://www.comcast.com/nationaleastest/> or visit FEMA at [http://www.fema.gov/emergency/ipaws/eas\\_info.shtm](http://www.fema.gov/emergency/ipaws/eas_info.shtm).  
<http://www.fcc.gov/encyclopedia/emergency-alert-system-nationwide-test>

We thank you for being a loyal Comcast customer.

Comcast Customer Service