



December 13, 2007

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

RE: Changing Hours at Ann Arbor Service Center

Dear Ms. Beaudry:

Comcast is pleased to inform you that we will be expanding service center hours at our Ann Arbor Service Center on Washtenaw Avenue. In the interest of better serving our customers, we are increasing evening hours throughout the week and providing full-day Saturday operating hours. We will also be hiring an additional employee to fulfill these expanded hours.

As of January 7, 2008, the hours of operation at Comcast's Ann Arbor Service Center will be 9 a.m. to 7 p.m. Monday through Friday, and 9 a.m. to 5 p.m. on Saturdays.

We will continue to monitor and assess the usage and convenience of our service centers and make changes to parallel our customer traffic. 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. Should you have any questions, please contact me at 734-254-1888.

Sincerely,

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

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