



January 9, 2019

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

Dear City Clerk:

We are committed to keeping you and our customers informed about Xfinity TV changes. In order to improve the customer experience, we are in the process of updating how we deliver some of our programming over the cable system to enhance the quality and reliability of our services.

In the coming weeks, we plan to implement delivery updates for our non-Hispanic international programming networks (IPNs) such as: TV Asia, Zee TV, TV Japan, etc. and out of market (OOM) sports Pay Per View packages (initially NHL Center Ice and NBA League Pass, followed by MLB Extra Innings).

A limited number of customers may still have older devices that do not support these upgrades and will not be able to continue to view them until the devices are replaced. Customers with this older equipment who receive the impacted channels are being notified that they can swap their equipment at no cost so they can continue to enjoy these channels. Please note that since the spring of 2018, we have provided updated devices to all new IPN subscribers, and since September 2019, have provided updated devices to all OOM Sports PPV customers. Accordingly, we expect the number of impacted customers from these first two sets of changes to be very minimal.

Over the next two years, we plan to expand this enhancement of our services to include additional channels on additional tiers of service. In each case, we will communicate with impacted customers well in advance so they can continue to enjoy this programming in their homes.

Please feel free to contact me at 734-359-2308 if you have any questions.

Sincerely,

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