



CITY OF ANN ARBOR  
CITY CLERK  
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April 22, 2010

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

**Re: Price Adjustment**

Dear Ms. Beaudry:

As part of our commitment to provide our customers with the very best entertainment and communications experience, we continue to invest in next-generation technology to introduce new product features, more programming choices and improvements to customer service. These investments make it possible to deliver continued innovations such as more HD and On Demand choices, converged services, multi-platform content, faster Internet speeds and new services consumers want and value.

In today's challenging economic environment, Comcast, like many other companies, is continuing to experience increased business and operational costs, as well as rising programming costs, while we continue to add value to our products and make technology and service improvements. Even with these improvements, Comcast has worked hard to minimize the impact of these adjustments on customers.

In an effort to keep you informed of local business decisions, we are writing to provide advance notice of certain changes to our customers billing statements. Due to increases in programming and other business costs, starting June 1, 2010 the prices of select video services will change as detailed in the enclosed listing. Please know that customers currently receiving services as part of a promotion or minimum term agreement will see no price change until the end of the promotional or minimum term agreement period.

As you will note, we will be changing the way we charge for HD service, which is an increasingly popular service for our customers. The High-Definition Set-Top Box Upgrade charge will no longer be charged on a per set-top box basis, and will now only be charged on the primary outlet. This change will result in monthly savings for customers who have multiple HDTVs with HD equipment.

We always welcome the opportunity to assist our customers in finding the perfect package at a price that meets their viewing needs and budget. With over 3,000 HD choices, the most live sports and up to 17,000 titles On Demand and online – including popular, current TV shows and movies – customers have more choice and control today than ever before.

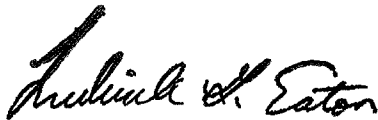
In addition to delivering the most innovative product suite, we've redoubled our efforts to enhance our customer service. In January 2010, Comcast completed the roll out of our national Customer Guarantee as part of our ongoing commitment to improve the customer experience and provide timely, reliable and courteous service, the Customer Guarantee makes the following commitments:

- We will give you a 30-day, money-back guarantee on all our services.
- We will treat you and your home with courtesy and respect.
- We will answer your questions at your convenience.
- We will offer easy-to-understand packages and provide you with a clear bill.
- We will continually offer the best and most video choices.
- We will quickly address any problem you may experience.
- We will schedule appointments at your convenience and be mindful of your time.
- If we fail to arrive for a scheduled visit during the appointment window, we will credit \$20 to your account.

The Customer Guarantee is the latest step in our ongoing commitment to better serve our customers and clearly outlines what customers should expect from Comcast while also defining what the company is doing to hold itself accountable for meeting those expectations.

If you have any questions or need more information about these changes, or any other cable related matter, please feel free to call me directly at 734-254-1888.

Sincerely,



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

Enclosure

# Michigan Region Price Change

Service	Old Price	New Price	Change
<b>TV Packages</b>			
Limited Basic	\$ 15.99	\$ 17.99	+ \$2.00
Preferred Basic	\$ 58.98	\$ 60.98	+ \$2.00
Digital Starter (Enhanced Cable)	\$ 58.98	\$ 60.98	+ \$2.00
Digital Classic (requires subscription to Digital Starter Package)	\$ 15.96	\$ 16.95	+ \$.99
Digital Preferred	\$ 74.94	\$ 77.93	+ \$2.99
Digital Preferred with 1 Premium (choice of HBO, Showtime, The Movie Channel, Cinemax, Starz)	\$ 92.49	\$ 96.49	+ \$4.00
Digital Preferred with 2 Premium (choice of HBO, Showtime, The Movie Channel, Cinemax, Starz)	\$ 103.49	\$ 107.99	+ \$4.50
Digital Preferred Plus (with HBO, Starz and Showtime)	\$ 109.49	\$ 113.99	+ \$4.50
Digital Premier - (with HBO, Starz, Showtime and Cinemax)	\$ 116.49	\$ 120.99	+ \$4.50
Digital Premier - Incl. Sports Entertainment Package	\$ 124.48	\$ 128.94	+ \$4.46
<b>Individual Pays</b>			
HBO/Showtime/TMC/Cinemax/Starz	\$ 18.99	\$ 19.99	+ \$1.00
Sports Entertainment Package	\$ 7.99	\$ 7.95	-\$0.04
<b>Digital Equipment</b>			
Digital Starter AO / Digital Acc Fee	\$ 1.99	\$ 7.95	+ \$5.96
Digital AO / Digital Access Fee	\$ 6.95	\$ 7.95	+ \$1.00
Limited Basic Converter	\$ 4.00	\$ .99	-\$3.01
HD Converter Fee (High Definition equipment fee covering all outlets, price includes HD receiver and remote for primary outlet)	\$ 8.95	\$ 8.95	No change
HD DVR Box (requires minimum subscription to Digital Starter Package; Monthly charge for Comcast HD equipment required at an additional charge for the primary outlet)	\$ 15.95	\$ 7.00 + \$8.95 (HD Converter Fee)	No Change
<b>Bundles</b>			
Triple Play 3.0 EDP's	\$114.99/\$129.99/\$159.99	\$119.99/\$134.99/\$164.99	+ \$5.00
Economy Double Play	\$ 49.95	\$ 51.95	+ \$2.00
<b>Installation (Effective 7/1/2010)</b>			
Install additional outlet — Prewired (same or separate trip)	\$ 15.00	\$ 10.00	-\$5.00
Install additional outlet — New (same or separate trip)	\$ 15.00	\$ 20.00	+ \$5.00