



May 23, 2012

2012 MAY 29 PM 12:10
CITY OF ANN ARBOR
CITY CLERK
HRS/10

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

Dear Ms. Beaudry:

On or shortly after June 27, 2012, we will take the final step in our digital network enhancement by converting **all Limited Basic service channels** – including Public, Government and Educational Access (“PEG”) channels - in your community. Following this enhancement Comcast Customers will receive even more channels; crisp digital picture and sound on every TV and all of your channels in a high quality digital format.

In order to bring customers these new features, all Comcast video services will be transmitted exclusively in digital format on or after June 27, 2012. **This means that customers will need to have a digital set-top box or digital adapter from Comcast, or a third party device with a CableCARD™ for each television on which they wish to continue receiving Comcast video services.**¹

In order to make this enhancement as seamless as possible for our customers, Comcast will provide customers digital equipment in accordance with their service tier.

Comcast customers may call us toll-free at 1-877-634-4434 or go on-line at www.comcast.com/digitalnow, to determine the best solution for their home. Enclosed please find copies of the notices we are providing to our customers. These notices provide further detailed information.

As always, if you have any questions or concerns regarding this program, or any other matter, please feel free to contact me at 734-254-1888.

Sincerely,

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

Enclosures

¹ Customers with QAM Tuner televisions will continue to be able to receive only Limited Basic channels without a digital device. In order to see any channels other than Limited Basic, QAM tuner TVs will also need a digital device. The Limited Basic channel line-up varies by area but in general includes local broadcast TV stations plus local government, education, and public access channels.

IMPORTANT ACTION REQUIRED:

After June 27, 2012, digital equipment may be required on all of your TVs to receive Limited Basic channels 2-4, 6-7, 10-11, 13-19, 22, 24, 95 & 96.



AA 30A-B1

June, 2012

Update on Network Upgrade for:

John Q. Sample
123 Any Street
Apt. 1-A
Anytown, US 12345-6789

Unique Digital ID #: [XXXX-XXXX-XXXX-XXXX]

Account #: [XXXXXXXXXXXXXX]

Home Phone #: [XXX-XXX-XXXX]

FIND THE LATEST NETWORK
UPGRADE NEWS AT
comcast.com/digitalnow

Our network upgrade to an all-digital platform will soon be complete, providing you with channels broadcasted exclusively in digital format — so you can enjoy your favorite programs in crisp digital picture and sound.

After June 27, 2012, equipment may be required to receive ALL channels including Limited Basic channels 2-4, 6-7, 10-11, 13-19, 22, 24, 95 & 96. You'll need to make sure you have the right digital equipment on all of your TVs at:

[Service Address information]

Follow these simple steps:

1 Check your TVs for digital equipment

DIGITAL SET-TOP BOX



DIGITAL ADAPTER



Actual equipment may vary.

To continue receiving all of your current channels, you should check each TV in your home to see if it's connected to a digital set-top box, digital adapter or CableCARD™ device (like a TiVo). If it is, that TV **does not** need any additional equipment.

If all of your TVs are connected to a digital set-top box, digital adapter or CableCARD device, there's nothing you need to do!

If you still need digital devices, go to steps 2 and 3.

2 Order equipment at comcast.com/digitalnow

- Have your Unique ID or account # handy (at the top of this letter).
- Receive a total of up to three digital adapters per account at no additional monthly service charge. Any digital adapter(s) currently in the home are included in this total.
- There's no charge for shipping this order, and it's easy to install. Professional installation is available at an additional charge.
- Additional adapters are \$.50 each per month.
- You can also order your equipment by calling 1-877-634-4434.

3 Activate your equipment

It's easy — visit comcast.com/digitalnow; you'll find helpful tips, FAQs and step-by-step self-installation videos.

The digital adapter provides:

- All your current channels in crisp digital picture and sound
- Access to more channels like WTVS Create, Live Well Network and WMYD Cool

WITH XFINITY, YOU'LL HAVE ACCESS TO:

- Faster Internet
- Triple the HD channels
- TV on your computer
- Get access to over 75,000 On Demand TV shows and movies, on your TV and online at xfinityTV.com

Order by June 20, 2012 and enjoy amazing entertainment with XFINITY®.

XFINITY service not available in all areas. Limited to residential customers receiving Limited Basic service. Digital set-top box and remote required to receive On Demand and HD services. Access to HD channels requires an HD set-top box at an additional cost. QAM tuner TVs will continue to receive Limited Basic channels 2-4, 6-7, 10-11, 13-19, 22, 24, 95 & 96 without a digital device. Pricing subject to change. Applicable equipment, installation, taxes and franchise fees extra. Call for details. Comcast © 2012. All rights reserved.



IMPORTANT NOTICE:

After June 27, 2012, digital equipment may be required on all of your TVs to receive Limited Basic channels 2-4, 6-7, 10-11, 13-19, 22, 24, 95 & 96.

xfinity®

AA 30B2

June, 2012 Update on Network Upgrade for:

John Q. Sample
123 Any Street
Apt. 1-A
Anytown, US 12345-6789

Unique Digital ID #: [XXXX-XXXX-XXXX-XXXX]
Account #: [XXXXXXXXXXXX]
Home Phone #: [XXX-XXX-XXXX]

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UPGRADE NEWS AT
comcast.com/digitalnow

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- Receive a total of up to two digital adapters per account at no additional monthly service charge. Any digital adapter(s) currently in the home are included in this total.
- There's no charge for shipping this order, and it's easy to install. Professional installation is available at an additional charge.
- Additional adapters are \$1.99 each per month.
- You can also order your equipment by calling 1-877-634-4434.

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