



CITY OF ANN ARBOR
CITY CLERK
REC'D

2010 OCT 18 AM 11:08

October 14, 2010

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

Dear Ms. Beaudry:

As part of Comcast's commitment to keep you informed about important developments that affect our customers in your community, I am writing to notify you of changes to the channel lineup effective December 14, 2010. Customers will be notified of these changes via bill message.

We are pleased to announce that Ovation will be added to Digital Preferred channel 124. Also, RAI International (programming from Italy) will be added to our premium services offerings on channel 679.

Additionally, due to changes in business costs, the following one-time charges will be adjusted effective January 1, 2011: Customer Service Call will increase from \$50.00 to \$60.00 & Other Install (no home visit required) will increase from \$2.99 to \$3.99.

Please direct any customer calls about Comcast products, services and prices to 1-888-COMCAST. Our Customer Account Executives are available 24 hours a day, 7 days a week. As always, feel free to contact me directly at 734-254-1888 with any questions you may have.

Sincerely,

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