



CITY OF ANN ARBOR  
CITY CLERK  
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November 16, 2012

Jacqueline Beaudry, Clerk  
City of Ann Arbor  
301 E. Huron St, 2nd Fl. P.O. Box 8647  
Ann Arbor, MI 48107

RE: Important Information – Price Changes

Dear Ms. Beaudry:

As part of our commitment to provide customers in Ann Arbor with the best entertainment and communications experience, we continue to invest in making our services even better. Here are some highlights of the many services available to our customers, as well as some of the improvements we've made in the past year:

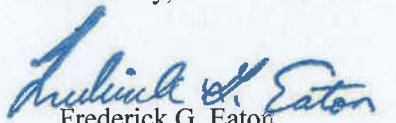
- XFINITY On Demand™ – with thousands of top shows, hit movies and more—with 90% FREE.
- We now offer many free help and how-to videos. Customers may visit [www.youtube.com/xfinity](http://www.youtube.com/xfinity) to learn how to program a remote control or DVR, manage parental controls, sign up for paperless billing, and so much more.
- We've improved our online experience. Visit our new and improved website at [www.comcast.com/myaccount](http://www.comcast.com/myaccount), where customers can login or set up a user name. Through the website, customers can manage account preferences, equipment settings, pay their bill, manage appointments and get help whenever they need it. Customers can also watch favorite programs online, set their DVR, and add favorite shows to their queue. Customers can also use our mobile site at [m.comcast.com](http://m.comcast.com) from a smartphone to manage appointments, check their balance, and receive text alerts.

Of course, we back up our services with the Comcast Customer Guarantee. We promise to provide a consistently superior experience, including 24/7 customer service, two-hour appointment windows and on-time arrival—or we'll credit the customer \$20 or give them a free premium channel for three months.

While we continue to make these and other investments, we periodically need to adjust prices due to increases we incur in programming and other business costs. Starting January 1, 2013, new prices will apply to select\* Video services and equipment as indicated in the attachment.

As always, if you should have any questions or concerns regarding this matter, or any 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

\*If a customer is currently receiving services on a promotional basis, under a minimum term agreement associated with a specific rate, or in the guaranteed period of one of our SurePrice™ plans, the prices for those specific services will not be affected during the applicable period.

**Schedule of video-related price changes; effective January 1, 2013 (Michigan)**

<b><u>VIDEO, INSTALLATION and OTHER ONE-TIME FEES</u></b> <b><u>(Monthly unless noted otherwise)</u></b>	<b><u>CURRENT PRICE</u></b>	<b><u>NEW PRICE</u></b>
Limited Basic Service	\$20.49	\$21.95
Digital Starter Package (includes Limited Basic, additional digital channels, access to Pay-Per-View and On Demand programming and Music Choice.)	\$64.25	\$67.25
Digital Preferred Package (includes Digital Starter, additional digital channels, Encore, access to Pay-Per-View and On Demand programming and Music Choice)	\$82.20	\$85.20
Digital Preferred Package with 1 Premium (includes Digital Preferred and choice of 1 premium: HBO, Showtime, Starz, Cinemax or The Movie Channel)	\$100.99	\$103.99
Digital Preferred Package with 2 Premiums (includes Digital Preferred, HBO and choice of Showtime, Starz, Cinemax or The Movie Channel)	\$112.49	\$115.49
Digital Preferred Plus Package (includes Digital Preferred, HBO, Showtime and Starz)	\$118.49	\$123.49
Digital Premier Package (includes Digital Preferred, HBO, Showtime, Starz and Cinemax)	\$125.49	\$130.49
Digital Premier Package with Sports Entertainment Package (includes Digital Preferred, HBO, Showtime, Starz, Cinemax and Sports Entertainment Pack)	\$135.44	\$140.44
Digital Economy with Additional Product	\$29.95	\$34.95
MultiLatino Plus (includes Limited Basic and MultiLatino)	\$29.95	\$31.95
MultiLatino Extra (includes Digital Economy and MultiLatino)	\$39.95	\$41.95
MultiLatino Max (includes MultiLatino Extra and additional digital channels, access to Pay-Per-View and On Demand programming)	\$59.95	\$61.95
MultiLatino Ultra (includes MultiLatino Max and additional digital channels)	\$76.90	\$78.90
Digital Adapter Additional Outlet Service**	-	\$1.99
HD DVR Service	\$7.00	\$8.00
Other Install - Upgrade/Downgrade (one-time charge)	\$5.00	\$2.99
Self-Install Kit (Service Center Pick Up) (one-time charge)	\$10.00	\$15.00

<b><u>TRIPLE PLAY PACKAGES (Monthly)</u></b>	<b><u>CURRENT PRICE</u></b>	<b><u>NEW PRICE</u></b>
Economy Triple Play*	\$84.85	\$89.95
Economy Starter*	\$119.15	\$122.15
TP3.0 Value Plus*	\$134.15	\$137.15
TP3.0 Starter*	\$149.95	\$154.95
TP3.0 Preferred with Blast!*	\$179.95	\$184.95
TP3.0 Premier with Blast!*	\$209.95	\$214.95
Starter XF Triple Play	\$139.95	\$144.95
Preferred XF Triple Play	\$149.95	\$154.95
HD Preferred XF Triple Play	\$159.95	\$164.95
HD Preferred Plus XF Triple Play with Blast!	\$179.95	\$184.95
HD Premier XF Triple Play with Blast!	\$209.95	\$214.95
HD Compete XF Triple Play with Blast!	\$239.95	\$244.95

<b><u>MULTILATINO PAQUETE TRIPLE PACKAGES</u></b> <b><u>(Monthly)</u></b>	<b><u>CURRENT PRICE</u></b>	<b><u>NEW PRICE</u></b>
MultiLatino Max Paquete Triple	\$139.95	\$144.95
MultiLatino Ultra Paquete Triple	\$149.95	\$154.95
MultiLatino Ultra HD Paquete Triple	\$159.95	\$164.95
MultiLatino Ultra HD Plus Paquete Triple	\$179.95	\$184.95
MultiLatino Total HD Paquete Triple	\$209.95	\$214.95

\*No longer available for sale. \*\*Not available to customers with Limited Basic

Subscription to Limited Basic is required to receive any other level of service. Certain services are available separately or as a part of other levels of service. Unless otherwise specified, prices shown are the monthly charge for residential service only and do not include federal, state and local taxes, FCC user and franchise fees or Regulatory Recovery fees or other related costs. Prices, services and features are subject to change. Not all services are available in all areas.