



CITY OF ANN ARBOR
CITY CLERK
REC'D

October 23, 2008

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

Dear Ms. Beaudry:

Comcast is committed to offering the best value in home entertainment, providing a wide variety of programming and an array of packages to accommodate customers' preferences. In today's challenging economic environment, Comcast like many other companies is experiencing increased business and operational costs. As a result, beginning with customers' December 2008 statement, we are adjusting our prices.

While we have been highly focused on controlling our costs for the benefit of our customers, price adjustments are a necessity in view of the increased cost of doing business, including gas prices, healthcare costs, increases in the cost we pay for programming, and technology and service improvements. Even with these pressures, our average customer will pay roughly 4.3 percent more next year, well under the rate of inflation.

Comcast spends about \$6 billion a year on programming to give our customers the best content and the most video choices. While we have been aggressive at controlling these costs, we expect to receive continued increases in the cost to acquire programming, particularly for sports.

Throughout Michigan, more than 60 percent of our customers are saving money by subscribing to a Comcast service bundle. Comcast's customers have more choice with bundled discounts and new, more economical tiers for video, phone and high-speed Internet services. In fact we offer the lowest-priced basic video service among our competitors with our Limited Basic service, and we recently introduced an Economy Cable service, giving cost conscious consumers an additional option.

We continue to increase the value of our services by making investments to offer our customers the largest VOD library, the most HD choices, a faster high-speed Internet and the newest technologies for our Comcast Digital Voice service – a low-cost, feature-rich digital phone service.

We're also redoubling our efforts to improve the customer experience. We are investing in hiring and training personnel and in new technology more than at any other time in our 45-year history. Most recently, we have rolled out smart handheld devices and laptops to field technicians to improve on-time reliability, and developed new customer care technologies to help improve trouble-shooting and repairs.

Enclosed please find a copy of the notices we are sending to our customers that will provide you with further detailed information regarding the scheduled price adjustment.

Comcast continues to be one of the best values for consumers' entertainment dollars. An entire month of Comcast cable television is about the same price as only one night at the movies for a family of four, and a third of the cost for the same family to attend a professional football game, concert, or live stage show.

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, Michigan Region
41112 Concept Drive
Plymouth, MI 48170

2009 Residential Installation Rates

Type of Service	Previous Rate	Rate Effective 1/1/09
Technician Visit (see note below).....	\$19.95	\$24.95
Video Installation.....	\$20.00	\$25.00
Install Additional Outlet.....	\$15.00	\$15.00
High Speed Internet Installation.....	\$40.00	\$40.00
High Speed Internet-Install Home Network.....	\$99.00	\$99.00
Digital Voice Installation.....	\$29.95	\$29.95
Digital Voice-Phone Jack.....	\$19.95	\$19.95
Hourly Service Charge.....	\$35.00	\$50.00
Wall Fish - (per 15 minutes).....	\$ 8.75	\$12.50
Other Install - (auto change - no home visit req).....	\$ 1.99	\$ 1.99
Video Reactivation.....	\$ 1.99	\$ 1.99
CHSI Reactivation.....	\$ 3.00	\$ 4.00
CDV Reactivation.....	\$ 3.00	\$ 4.00
Customer Trouble Call.....	\$35.00	\$50.00

. Service not available in all areas.

. Non-standard installations are based on the hourly service charge times actual time spent on the activity.

. Commercial fees vary.

. The Technician Visit service charge will be added to any installation activity that requires a home visit. Only one \$24.95 fee charge per visit.

09/08

Michigan Area



Ann Arbor City, Scio Twp., Pittsfield Twp., Ann Arbor Twp., Barton Hills Village, Webster Twp., College Park/Canton, Brighton City, Brighton Twp., Genoa Twp., Green Oak Twp., Howell City, Oceola Twp., Ypsilanti City, Ypsilanti Twp., Superior Twp., Van Buren Twp., Milan, Saline City, Dexter, Chelsea Village, Manchester, Clinton, Lodi Twp., Lima Twp., Sylvan Twp., Saline Twp

Effective December 1, 2008, due to higher costs of doing business, including programming costs, technology and service improvements, the following price changes will occur: Limited Basic \$14.99 to \$15.99; Standard Basic \$35.50 to \$38.00; Preferred Basic \$53.49 to \$56.99; Digital Services: Classic \$14.95 to \$17.95; Digital Packages: Starter \$55.48 to \$58.98; Preferred \$70.44 to \$74.94; Preferred with 1 premium \$85.99 to \$92.49; Preferred with 2 premiums \$96.99 to \$103.49; Preferred with HBO/Stz/Show \$101.99 to \$109.49; Premier (no SEP) \$108.99 to \$116.49; Premier (incl. SEP) \$116.98 to \$124.48; On Demand Digital Packages: Classic \$68.44 to \$74.94; Silver \$83.99 to \$92.49; Gold \$94.99 to \$103.49; Platinum \$106.99 to \$116.49; Digital Video Recorder \$13.95 to \$15.95; High-Definition (HDTV) Box \$7.00 to \$8.95; HBO, Showtime, TMC, Cinemax and Starz \$16.99 to \$18.99; Performance Plus Only \$67.95 to \$69.95; Performance Plus w/CDV \$62.95 to \$52.95; Performance Blast Only \$67.95 to \$73.95; Performance Blast w/Video \$52.95 to \$62.95. Effective January 1, 2009, Preferred Basic will no longer be available for NEW subscription. If you currently subscribe to Preferred Basic, you will continue to receive the service until further notice unless you change the services you subscribe to. Effective December 1, 2008, Digital Preferred will no longer be offered. If you subscribe to Digital Preferred you will receive Digital Classic.

Effective December 1, 2008, the Senior Limited Basic price will change from \$13.49 to \$14.39. The Senior Standard Basic price will change from \$31.95 to \$34.20.

Also, please see the enclosed Residential Standard Installation Rate Notice for installation rates that will be effective January 1, 2009.

Additionally, customers will receive this letter.

At Comcast, our goal is to give you more value, including, a faster high-speed Internet and the newest technologies. We're also redoubling our efforts to improve your experiences with us, investing more than at any other time in our 45-year history to hire, train and give our employees the tools they need to serve you better. The following price adjustments and change to our Comcast High Speed Internet products will be effective December 1, 2008: Comcast High-Speed Internet Performance Lite will be discontinued. If you subscribe to Comcast High-Speed Performance Lite, after December 1, you will receive Comcast High-Speed Internet Performance (6Mbps/1Mbps), which will be priced at \$59.95 per month. Existing Performance customers (6Mbps/1Mbps) who also subscribe to Comcast Digital Voice will be receiving a speed upgrade at no additional cost. On December 1, 2008, your new speed will be Performance PLUS (8Mbps/2Mbps) and your monthly rate will not change. If you would like to learn more about our various Comcast High-Speed Internet products and packages please contact your local Comcast representative or visit us online at www.comcast.com. To receive the Comcast High-Speed Performance speed enhancements after December 1st, you may need to reset your modem, Comcast Home Networking gateway or eMTA. You can reset your modem or Comcast Home Networking Gateway by unplugging it from the electrical outlet for 60 seconds and plugging it back in. If you have an eMTA it can be reset by depressing the "reset" button located on the back of the eMTA using paperclip or similar object until the lights on the front of the unit go off. After the lights turn off release the reset button and wait for the eMTA to complete its reset. It may take up to five minutes for the eMTA to reset.