



June 24, 2019

City Clerk
City of Ann Arbor
301 E. Huron St, 2nd Fl.
Ann Arbor, MI 48107

Re: TiVo Customers: Accessing Xfinity On Demand App

Dear City Clerk :

We are committed to keeping you updated about actions that may affect our customers. To that end, and as a courtesy in the event you receive questions, we are letting you know that as of June 25, 2019, the Xfinity On Demand app will no longer be available on TiVo devices.

In close consultation with TiVo, we made the decision to remove the Xfinity On Demand app from TiVo devices because the platform that permits those entitlements utilizes outdated technology that can no longer be updated and is therefore susceptible to security breaches. Both Xfinity and TiVo have notified affected customers of this equipment issue.

Please feel free to contact me at 734-254-1557 if you have any questions or issues.

Sincerely,

Kyle V. Mazurek
Manager of External Affairs
Comcast, Heartland Region
41112 Concept Drive
Plymouth, MI 48170

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