



CITY OF ANN ARBOR
CITY CLERK
REC'D

2011 MAR -4 AM 11:22

February 25, 2011

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

RE: Important Information – Price Changes

Dear Ms. Beaudry:

Beginning April 1, 2011, we are adjusting some of our video-related prices in Michigan.

While we have been highly focused on controlling our costs for the benefit of our customers, our costs have increased. We also continue to invest in next-generation technology and equipment to support new product features, more programming choices and improved customer experience. These investments make it possible to provide the additional High Definition (HD) and 3D channels customers demand while delivering continued innovations such as digital video and sound, video on demand, and a new interactive guide.

At Comcast, we are focused on transforming our products by adding the content, interactivity and new features that customers want in order to bring them the greatest value in entertainment. And we stand behind it all with the Comcast Customer Guarantee: our promise to provide a consistently superior experience backed by 24/7 customer service, more convenient appointments and the best products and services. The enclosed attachment will provide you with detailed information regarding the scheduled video price adjustments, starting April 1, 2011.

Visit us at Comcast.com to learn more.

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

Enclosure

Schedule of video-related price changes; effective April 1, 2011, unless noted below.

All prices are subject to applicable franchise fees and state sales tax, and are subject to change.

<u>VIDEO SERVICES</u>	<u>CURRENT MONTHLY PRICE</u>	<u>NEW MONTHLY PRICE APRIL 1, 2011</u>
Limited Basic Service	\$17.99	\$18.99
Digital Starter Package (includes Limited Basic and Standard Basic channels)	\$60.98	\$60.98
Digital Preferred (requires subscription to Digital Starter Package)	\$16.95	\$17.95
Digital Preferred Package	\$77.93	\$78.93
Digital Preferred Package with 1 Premium (includes Digital Preferred and choice of HBO, Showtime, Starz or Cinemax)	\$96.49	\$97.49
Digital Preferred Package with 2 Premiums (includes Digital Preferred, HBO and choice of Showtime, Starz or Cinemax)	\$107.99	\$108.99
Digital Preferred Plus Package (includes Digital Preferred, HBO and Starz)	\$113.99	\$114.99
Digital Premier Package (includes Digital Preferred, HBO, Showtime, Starz and Cinemax)	\$120.99	\$121.99
Digital Premier Package plus Sports Entertainment Package (includes Digital Preferred, HBO, Showtime, Starz, Cinemax and Sports Entertainment Package)	\$128.94	\$129.94
Senior Limited Basic	\$16.19	\$17.09
Digital Additional Outlet Service	\$7.95	\$8.95
AnyRoom™ (DVR) Service Additional Outlet	\$7.95	\$8.95

<u>TRIPLE PLAY BUNDLES</u>	<u>CURRENT MONTHLY PRICE</u>	<u>NEW MONTHLY PRICE APRIL 1, 2011</u>
TP3.0 Value Plus	\$119.99	\$124.99
TP3.0 Starter	\$134.99	\$139.99
TP3.0 Preferred with Blast!	\$164.99	\$169.99
TP3.0 Premier	\$199.99	\$204.99

<u>INSTALLATION/SERVICE CHARGES</u>	<u>CURRENT PRICE</u>	<u>NEW PRICE</u>
Service Protection Plan (monthly)	\$2.95	\$3.95
Hourly Service Charge (effective 5/1/11)	\$50.00	\$60.00
Wall Fish (per 15 minutes) (effective 5/1/11)	\$12.50	\$15.00
Live Agent Assisted Payment Fee (by phone) (effective 5/1/11)	\$4.00	\$5.00

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.