



CITY OF ANN ARBOR  
CITY CLERK  
REC'D

2013 OCT 14 AM 9:23

October 9, 2013

Jacqueline Beaudry, Clerk  
City of Ann Arbor  
301 E. Huron St, 2nd Fl. 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 some channel changes. Customers are being notified of these changes via bill messages.

Effective November 11, 2013, Bloomberg will move from channel 178 to channel 103. OWN will move from channel 103 to channel 178.

Also, effective December 5, 2013, TV Guide Network (ch. 100) on the Limited Basic package will undergo a format change, swapping the split-screen version for a full-screen version and moving to the Digital Starter and Digital Economy packages.

Additionally, effective December 16, 2013, Howard Stern On Demand will no longer be provided by Comcast.

As always, feel free to contact me directly at 734-254-1888 with any questions you may have.

Sincerely,

A handwritten signature in blue ink that reads "Frederick G. Eaton".

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



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October 10, 2013

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

Dear Ms. Beaudry:

Having completed our digital network enhancement to an all-digital system, on or shortly after November 14, 2013 we will begin encrypting our Limited Basic service in your area. Encryption has a number of consumer benefits; including the reduced need for home service calls and the enhanced security of our network by reducing service theft that impacts our customers' service experience.

When Limited Basic service is encrypted, all XFINITY Video customers will need equipment supplied by Comcast connected to each television in order to continue receiving services.

- A customer that has a set-top box, digital adapter, or a retail CableCARD™ device connected to each TV will be unaffected by this change.
- A customer that is currently receiving Comcast's Limited Basic service on any TV *without* equipment supplied by Comcast will lose the ability to view any channels on that TV. These customers will be entitled to receive equipment at no additional charge or service fee for a limited period of time. The number and type of devices the customer is entitled to receive, and for how long, will vary depending on the customer's situation.

Enclosed please find a sample of the customer notice that the FCC requires be sent to customers regarding encryption and the availability of devices at no additional charge or service fee. You'll note that we have established a special toll free number and website so that our customers can learn more about the equipment offer and eligibility.

In addition, the encryption of our Limited Basic service will impact those accounts receiving courtesy services. Courtesy accounts are entitled to receive up to three digital devices at no additional monthly charge, including those they may have previously received as part of our digital network enhancement to an all-digital platform. A sample of the courtesy notice to be received by these accounts is enclosed.

As always, if you have any questions or concerns regarding this program, or any other matter, please feel free to contact me at 734-254-1888.

Sincerely,

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

Enclosures