



March 21, 2008

Scott Newman, ICCA Member  
City of Royal Oak  
211 Williams St.  
Royal Oak, MI 48068

Dear Mr. Newman:

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 a channel change in the Cable Latino digital service. Customers that subscribe to the Cable Latino digital service will be notified by postcard of this change.

Effective April 23, 2008, Canal 52 (channel 607) will no longer be available. Mun2 will be added in its place.

Please direct any customer calls about Comcast products, services and prices to 1-888-COMCAST. Our Customer Account Executives are available 24 hours a day, 7 days a week. As always, feel free to contact me directly at 586-883-7042 with any questions you may have.

Sincerely,

A handwritten signature in black ink, appearing to read "Olivia Visperas".

Olivia Visperas  
Government Affairs Manager  
Comcast, Michigan Region  
36250 Van Dyke Ave.  
Sterling Heights, MI 48312



June 20, 2008

Scott Newman, ICCA Member  
City of Royal Oak  
211 Williams St.  
Royal Oak, MI 48068

Dear Mr. Newman:

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 about a price change effective August 1, 2008. Customers will be notified of this change by bill message.

The promotional rate for the Sports & Entertainment Package will change from \$5.99 to \$7.99.

Please direct any customer calls about Comcast products, services and prices to 1-888-COMCAST. Our Customer Account Executives are available 24 hours a day, 7 days a week. As always, feel free to contact me directly at 586-883-7042 with any questions you may have.

Sincerely,

A handwritten signature in black ink, appearing to read "Olivia", with a stylized flourish at the end.

Olivia Visperas  
Government Affairs Manager  
Comcast, Michigan Region  
36250 Van Dyke Ave.  
Sterling Heights, MI 48312



July 11, 2008

Scott Newman, ICCA Member  
City of Royal Oak  
211 Williams St.  
Royal Oak, MI 48068

Dear Mr. Newman:

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 changes in the channel lineup. Our customers will be notified of these changes by newspaper notice.

Effective July 31, 2008, Music Choice channels 401-448 will be available with Limited Basic and a digital receiver.

Also, effective August 15, 2008, we are pleased to announce the addition of the Big Ten Network to Cable Plus channels 41/B41 and 255. Big Ten Network HD will be added to Digital Starter channel 256. ReelzChannel will be added to Digital Classic channel 161. A free preview of ReelzChannel will be available to Digital Classic customers beginning on July 15, 2008.

At the same time, the following West Coast Feeds will no longer be available; Flix channel 171, HBO2 channel 307, HBO Signature channel 308, HBO Family channel 309, HBO Latino channel 312, More Max channel 323, ActionMax channel 326, Showtime channel 343, Showtime Too channel 344, Showtime Showcase channel 345, Showtime Extreme channel 348, Showtime Beyond channel 349, TMC channel 351, TMC 2 channel 353, Starz channel 376 and Starz Cinema channel 380. These west coast feeds duplicate programming which will continue to be available from the east coast feed of these programmers.

Please direct any customer calls about Comcast products, services and prices to 1-888-COMCAST. Our Customer Account Executives are available 24 hours a day, 7 days a week. As always, feel free to contact me directly at 586-883-7042 with any questions you may have.

Sincerely,

A handwritten signature in black ink, appearing to read "Olivia Visperas".

Olivia Visperas  
Government Affairs Manager  
Comcast, Michigan Region  
36250 Van Dyke Ave.  
Sterling Heights, MI 48312



October 23, 2008

Scott Newman, ICCA Member  
City of Royal Oak  
211 Williams St.  
Royal Oak, MI 48068

Dear Mr. Newman:

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 586-883-7042.

Sincerely,

Olivia Visperas  
Government Affairs Manager  
Comcast, Michigan Region  
36250 Van Dyke Ave.  
Sterling Heights, MI 48312

## 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 

**Rochester, Rochester Hills, Troy, Clawson, Berkley, Royal Oak, Huntington Woods, Pleasant Ridge, Fernadale**

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 \$31.50 to \$34.00; Preferred Basic \$49.49 to \$52.99; Digital Services: Classic \$14.95 to \$17.95; Digital Packages: Starter \$51.48 to \$54.98; Preferred \$66.44 to \$70.94; Preferred with 1 premium \$82.99 to \$89.49; Preferred with 2 premiums \$93.99 to \$100.49; Preferred with HBO/Stz/Show \$97.99 to \$105.49; Premier (no SEP) \$104.99 to \$112.49; Premier (incl. SEP) \$112.98 to \$120.48; On Demand Digital Packages: Classic \$64.44 to \$70.94; Silver \$80.99 to \$89.49; Gold \$91.99 to \$100.49; Platinum \$102.99 to \$112.49; 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 Cable Plus price will change from \$28.35 to \$30.60.

Effective December 1, 2008, the Senior Cable Plus price will change from \$31.95 to \$34.20.

Effective December 1, 2008, the Senior Preferred Basic price will change from \$48.14 to \$51.29.

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](http://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.



October 29, 2008

Scott Newman, ICCA Member  
City of Royal Oak  
211 Williams St.  
Royal Oak, MI 48068

Dear Mr. Newman:

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 changes in the channel lineup. Customers will be notified of these changes by newspaper notice.

Effective December 1, 2008, MOJO, channel 206 will no longer be available.

Also, December 2, 2008, the TV Guide Channel will be repositioned from Basic Service channel 98 to channel 100. A digital receiver or CableCARD – equipped device is required to view this channel.

Additionally, effective December 8, 2008, Versus HD will be added on Digital Starter channel 206 and Versus/Golf Channel HD on Digital Starter channel 207 will become the Golf Channel HD.

Please direct any customer calls about Comcast products, services and prices to 1-888-COMCAST. Our Customer Account Executives are available 24 hours a day, 7 days a week. As always, feel free to contact me directly at 586-883-7042 with any questions you may have.

Sincerely,

A handwritten signature in black ink, appearing to read "O. Visperas", written over a light blue horizontal line.

Olivia Visperas  
Government Affairs Manager  
Comcast, Michigan Region  
36250 Van Dyke Ave.  
Sterling Heights, MI 48312



November 14, 2008

Scott Newman, ICCA Member  
City of Royal Oak  
211 Williams St.  
Royal Oak, MI 48068

***Re: Package Name Changes***

Dear Mr. Newman:

I am writing to inform you of changes to two of our current packages. In each case, the name of the package will change, but the price and programming will remain the same.

On January 6, 2009, the current Digital Premier package will be renamed Total Premium. There will be no change to either the price or programming for this package. Total Premium will not be available to new subscriptions. Customers who currently subscribe to this package will continue to receive it until they elect to make a change to their service or are otherwise notified. We will notify our existing customers of this package name change via a message in their monthly billing statements.

Similarly, on January 6, 2009, the current Digital Premier with Sports Entertainment Pack package will be renamed Total Premium with Sports Entertainment Pack. There will be no change to either the price or programming for this package. Total Premium with Sports Entertainment Pack will not be available to new subscriptions. Customers who currently subscribe to this package will continue to receive it until they make a change to their service or are otherwise notified. We will notify our existing customers of this package name change via a message in their monthly billing statements.

If you should have any questions or concerns regarding these service changes, or any matter, please feel free to contact me at 586-883-7042.

Sincerely,

A handwritten signature in black ink, appearing to read "Olivia Visperas", written over a faint, illegible stamp.

Olivia Visperas  
Government Affairs Manager  
Comcast, Michigan Region  
36250 Van Dyke Ave.  
Sterling Heights, MI 48312



November 17, 2008

Scott Newman, ICCA Member  
City of Royal Oak  
211 Williams St.  
Royal Oak, MI 48068

Dear Mr. Newman:

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 changes in the channel lineup effective December 18, 2008. Customers will be notified of these changes by newspaper notice.

CSPAN will move from Basic channel 10 to channel 96. Exercise TV Direct Tune Digital Starter channel 279 will move to channel 282. WGN will move from Basic channel 17 to channel 95.

Also, we're pleased to announce the addition of the following channels:

	<u>New Channel</u>	<u>Service Level</u>
Fox News HD	214	Digital Starter
FX HD	224	Digital Starter
MLB Network	279	Digital Classic
Speed HD	223	Digital Starter

Additional, effective January 1, 2009, Preferred Basic will no longer be available for NEW subscriptions. If a customer currently subscribes to Preferred Basic, they will continue to receive the service until further notice unless they change the services they subscribe to.

Please direct any customer calls about Comcast products, services and prices to 1-888-COMCAST. Our Customer Account Executives are available 24 hours a day, 7 days a week. As always, feel free to contact me directly at 586-883-7042 with any questions you may have.

Sincerely,

Olivia Visperas  
Government Affairs Manager  
Comcast, Michigan Region  
36250 Van Dyke Ave.  
Sterling Heights, MI 48312