



1401 E. Miller Rd.
Lansing, MI 48911
www.comcast.com

February 28, 2011

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

Dear Mr. Newman:

I am writing to share some exciting news. **Beginning on or about March 31, 2011, Comcast will be enhancing our network in Royal Oak and delivering the world of digital entertainment to current Comcast Standard Basic subscribers.**

The way people watch TV, listen to music, or surf the Internet is evolving to a digital world. In an effort to keep our customers ahead of that digital curve and to provide them with the products and services they want, we will be enhancing our services in order to allow our customers to enjoy the benefits of digital technology. **This is not a promotional offer – when completed, customers will be able to enjoy these exciting new features:**

- Access to thousands of hours of free programming On Demand;
- An on-screen programming guide, with search and parental control functions;
- A commercial-free music service with over 40 channels of uninterrupted music;
- Up to 1,000 High Definition (HD) choices
- One full-featured digital receiver and one universal remote control;
- Up to two digital adapters and remote controls for secondary TVs;
- And more entertainment options than ever before.

In order to bring customers in Royal Oak these new features, channels AMC (ch.25/B25), Animal Planet (ch. 43/B57), Cartoon Network (ch. 47/B31), E! (ch.37/B50), SyFy (ch. 50/B56), TCM (ch. 24/B24), Travel Channel (ch. 51/B98) and Versus (ch. 34/B62) will be transmitted only in digital format on or after March 31, 2011 and the remaining Standard Basic channels will be transmitted only in digital format on or after April 26, 2011. **This means that customers will need to have a digital receiver, digital adapter, or CableCard for each television on which they wish to continue viewing these channels, including those with digital QAM tuners.** For customers do not obtain digital equipment by the time this digital enhancement is completed, they will see their service changed to Limited Basic and their price reduced accordingly.

In order to make this enhancement as seamless as possible for our customers, Comcast began providing one digital receiver and up to two digital adapters to its current Standard Basic Cable customers at **no additional cost in early February.** If a customer requests **more** than the two digital adapters and one digital receiver included as part of the Standard Basic Cable package, they will be charged a monthly service charge of \$1.99 for each additional digital adapter. The standard monthly service charge for each additional digital receiver applies.

All customers need to do is call 1-877-634-4434, go on-line, or visit a Comcast service center to determine the best solution for their homes and receive their digital devices.

Enclosed please find copies of the notices being provided by Comcast to its customers. These notices provide further detailed information.

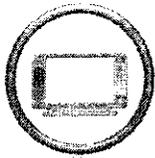
As always, if you should have any questions or concerns regarding this matter, or any matter, please feel free to contact me at 517-334-5890.

Sincerely,

A handwritten signature in cursive script that reads "Leslie A. Brogan".

Leslie A. Brogan
Director of Government Affairs
Comcast, Michigan Region

Enclosures



Order digital equipment for all your TVs today.

Comcast Name #
Comcast Account #
Comcast Address #

Unique Digital ID #
Home Phone #

For a self-install kit, please call
1-877-634-4434
or visit comcast.com/digitalnow

February 25, 2011

Dear Valued Customer:

Our latest network enhancement is underway to provide customers with more HD channels, more On Demand choices and faster Internet speeds.

Soon all your channels will be broadcast exclusively in digital format. To continue receiving all your current channels once the enhancement is complete, you need to order digital equipment for each TV in your home that isn't connected to a digital receiver. **After the enhancement, any TV without digital equipment may no longer receive any channels.** Please refer to the backside of this notice and enclosed brochure for further details.

Please Note: If you have a TV or other device that uses a CableCARD, no additional equipment is necessary for that TV.

EQUIPMENT IS EASY TO ORDER

1. CLICK OR CALL

Click: comcast.com/digitalnow

Call: 1-877-634-4434 from your home phone.

Have your Unique ID # and Home Phone # handy (located at the top of this letter).

2. INSTALL

Connect the equipment to all your TVs without digital equipment, then "click or call" us to activate.

3. ENJOY

Enjoy all your current programming, plus more!

DIGITAL RECEIVER



Digital Receiver



Digital Adapter

- Access to the Interactive Program Guide, On Demand and more
- Access to all the channels included with your subscription level, including TV Guide, C-SPAN, WXYZ Retro and more.
- Crisp digital picture and sound
- Access to Limited Basic and Standard Basic channels, including TV Guide, C-SPAN, WXYZ Retro and more.
- Crisp digital picture and sound

If you'd like additional digital devices, digital adapters are \$1.99 per month and digital receivers are available at the standard monthly cost.

We'll send your digital equipment to you in a simple self-install kit. There is no charge for shipping one digital receiver and/or two digital adapters. Professional installation is available at an additional charge.

Call us by March 24, 2011 to get your equipment, so you don't miss out on any of your channels.

Sincerely,
Comcast

comcast.com/digitalnow

1-877-634-4434

Not available in all areas. Limited to residential customers receiving Standard Basic Service. Digital receiver and remote required to receive On Demand services. HDTV required to receive HD channels. HD Technology Fee and HD-capable equipment required for HD channels above Limited Basic Service. QAM tuner TVs will continue to receive Limited Basic Service channels 2-7, 9-12, 14-21, 67, 80, 95-96 & 99 without a digital device. No additional equipment is necessary for TVs that use a CableCARD. Pricing subject to change. Applicable equipment, installation, taxes and fees extra. Call for details. ©2011 Comcast. All rights reserved.

comcast.
dream big

IMPORTANT INFORMATION ABOUT YOUR CABLE SERVICE

On March 31, 2011, the following channels will begin to be transmitted in digital format. A Comcast digital receiver, digital adapter or CableCARD will be required to view these channels.

Ch #	Channel Name	Ch #	Channel Name	Ch #	Channel Name
24/B24	TCM	37/B50	E!	50/B56	Syfy
25/B25	AMC	43/B57	Animal Planet	51/B98	Travel Channel
34/B62	Versus	47/B31	Cartoon Network		

On or after April 26, 2011, the following channels will begin to be transmitted in digital format. A Comcast digital receiver, digital adapter or CableCARD will be required to view these channels.

Ch #	Channel Name	Ch #	Channel Name	Ch #	Channel Name
13/B13	ESPN	40/B38	CNN	57/B35	Spike TV
26/B26	Disney Channel	41/B44	CNN Headline News	58/B36	CMT
27/B27	USA Network	42/B29	Discovery Channel	59/B60	rsnbc
28/B28	The Weather Channel	44/B53	BET	60/B61	Food Network
29/B23	TNT	46/B33	Nickelodeon	61/B45	Lifetime
30/B39	FS Detroit	48/B51	ABC Family	62/B49	Comedy Central
31/B42	Speed Channel	52/B43	History	63/B52	TV Land
33/B30	Golf Channel	53/B34	A&E	64/B32	Bravo
36/B40	ESPN2	54/B55	HGTV	65/B41	Big Ten Network
38/B58	CNBC	55/B48	MTV	66/B59	Fox News Channel
39/B46	TLC	56/B37	VH1	70/B54	FX

Channels available upon connecting your new digital equipment:

Ch #	Channel Name	Ch #	Channel Name	Ch #	Channel Name
90	Leased Access ²	166	FEARnet ²	393	EWTN ²
100	TV Guide Network ²	177	Hallmark Movie Channel ³	396	Daystar ²
104	C-SPAN2 ²	178	Bloomberg ³	398	CTND ²
105	C-SPAN3 ²	179	GSN ²	399	WDWO (TCT) ²
111	Investigation Discovery (iD) ³	287	WTVS Plus ²	692-693	Comcast/BTN Xtra ³
115	BIO ³	288	WTVS Create ²	715	Big Ten Network ²
116	History International ³	294	WDIV this ²	900	Comcast Television ²
118/45	Style ³	295	WADL Universal Sports ²	901	FS Detroit Plus ³
119	Lifetime Movie Network ³	297	WXYZ Retro ²	960	Comcast Central ³
128	Sprout ³	385	ShopNBC ²	961	NEWS video guide ³
137	Hallmark Channel ³	389	MGTV / Comads ³	962	KIDS video guide ³
157/8	Jewelry Television ³	391	Inspiration ³	963	SPORTS video guide ³
162	G4 ²	392	TBN ²		

Should you need to return any Comcast equipment, please return it to your local Comcast Service Center listed on your billing statement. If you have an analog cable box that you no longer use or will be replacing with digital equipment, you may return it at your convenience. Please note that there is no charge for unreturned analog equipment. We recommend that you return the analog equipment to any Comcast Service Center. Check with your local municipality for disposal options of electronic equipment or visit www.mygreenelectronics.org to find a local recycling center near you.

Restrictions apply. Service not available in all areas. Call for details.

¹ Televisions connected to the B cable will no longer be able to view these channels. Use of this cable is being discontinued and will no longer offer video services in the near future. Digital devices are not compatible with the B cable. Customers must convert the wired outlet from the B cable to A cable to avoid future loss or interruption of service to applicable TVs. See Frequently Asked Questions for additional details.

² Available to customers who subscribe to Limited Basic Service and use Comcast Digital equipment or CableCARD.

³ Available to customers who subscribe to Digital Starter Package and use Comcast Digital equipment or CableCARD.

Frequently Asked Questions

Q. What is the network enhancement you mention and how will that impact me?

A. For the Comcast Digital Network Enhancement, we will be enhancing our network to provide channels in a digital format with digital-quality signals on all TVs connected to Comcast service. This conversion will improve picture quality, allow us to offer over 3,000 HD choices and enable us to provide our customers with access to over 17,000 On Demand titles. In addition, our enhanced network will enable us to deliver faster Internet access speeds and enhanced home phone service. This means you will need digital capable equipment to view video channels on *all* your TVs connected to cable (including digital QAM tuner televisions). TVs connected to the B-cable directly will need to be converted to the A-cable to avoid loss of services or installation issues. The B-cable does not support digital capable equipment. Please read these Frequently Asked Questions to determine if your home or a specific television is converted or requires additional technical assistance.

Q. How do I determine if my TV is connected to we A-cable or the B-cable?

A. The easiest way to determine which cable side your TV is connected to is by doing a channel review:

- For TVs connected directly to cable, turn to channel 10 on your TV
 - If **TBS** is viewable, then your TV is connected to the A-cable side. This TV will require a Comcast digital device or CableCARD to avoid future interruptions in Standard Basic programming as part of our future network enhancement.
 - If the channel displays **WJBK Fox 2**, then your TV is connected to the B-cable side and must be converted to the A-cable to avoid future interruptions in service including Limited Basic and Standard Basic services.
- For TVs connected via a Comcast digital device or CableCARD, your TV is connected to the A-cable via the digital device and no further action required.

Q. I have a TV(s) that is connected to the B-Cable, how do I get this converted?

A. If you have televisions that are currently connected directly to the B-cable (confirm above), please contact our representatives at **1-800-441-8011** to schedule an appointment to convert your home.

Q. What is a dual cable system?

A. A dual cable system means that there are two (2) coaxial cable lines that come into the home. These two lines are defined as A and B cable.

- A-cable provides the cable direct, digital cable and HD channels available on the lineup. In addition, this side also supports CDV and Internet service. If you are using Comcast digital equipment or an authorized CableCARD, you are connected to the A-cable. The A-cable also contains all limited and Standard Basic channels. This cable is the primary cable into the home as of August 18, 2010.
- B-cable provides limited analog channels only and is used when the cable from the wall outlet is connected directly to the back of the TV (no digital equipment is used). Use of this cable is being discontinued and will no longer offer video services in the near future. Customers must convert from the B-cable to A-cable to avoid future loss or interruption of service to applicable TVs.