



January 25, 2010

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

Re: New Triple Play Bundles

Dear Mr. Newman:

In keeping with our ongoing efforts to provide regular updates regarding our service, I would like to inform you about our new bundled service offerings designed to provide more programming options and advanced digital services.

On January 7, 2010, Comcast began to offer the *XF Triple Play* in your community. The *XF Triple Play* is a new service bundle that includes a receiver, Comcast Digital Voice and Comcast High-Speed Internet Service. In order for customers to best match a bundle with their specific needs, we will offer five tiers of the *XF Triple Play*: *Starter XF*, *Preferred XF*, *HD Preferred XF*, *HD Preferred Plus XF* and *HD Premier XF*. Customers subscribing to bundles with HD service will not pay extra for HD-capable equipment. In addition, none of the *XF Triple Play* bundles require customers to sign a contract locking them in for a specific time period. This means customers can make changes to their service at anytime without being charged a termination fee.

The *Starter XF Triple Play* bundle includes the following services: Digital Starter video service with one receiver and remote, On Demand, Interactive Program Guide, High-Speed Internet Performance Service and Comcast Digital Voice® with the Unlimited calling plan. The standard price for this bundle is \$129.99 per month. The SurePrice for this bundle is \$114.99 per month and is available to customers who had *XF Triple Play* twelve month promotional packages.

The *Preferred XF Triple Play* bundle includes the following services: Digital Preferred video service with one receiver and remote, On Demand, Interactive Program Guide, High-Speed Internet Performance Service and Comcast Digital Voice® with the Unlimited calling plan. The standard price for this bundle is \$139.99 per month. The SurePrice for this bundle is \$124.99 per month and is available to customers who had *XF Triple Play* twelve month promotional packages.

The *HD Preferred XF Triple Play* bundle includes the following services: Digital Preferred video service with High-Definition, one HD receiver and remote, Starz®, On Demand, Interactive Program Guide, High-Speed Internet Performance Service and Comcast Digital Voice® with the Unlimited. The standard price for this bundle is \$149.99 per month. The SurePrice for this bundle is \$134.99 per month and is available to customers who had *XF Triple Play* twelve month promotional packages.

The *HD Preferred Plus XF Triple Play* bundle includes the following services: Digital Preferred video service with High-Definition, one HD receiver and remote, HBO[®], Starz[®], On Demand, Interactive Program Guide, High-Speed Internet Performance Plus Service and Comcast Digital Voice[®] with the Unlimited calling plan. The standard price for this bundle is \$169.99 per month. The SurePrice for this bundle is \$154.99 per month and is available to customers who had XF Triple Play twelve month promotional packages.

The *HD Premier XF Triple Play* bundle includes the following services: Digital Premier video service with High-Definition, one HD DVR receiver and remote, HBO[®], Showtime[®], Starz[®], Cinemax[®] and the Sports Entertainment Package, On Demand, Interactive Program Guide, High-Speed Internet Performance Plus Service and Comcast Digital Voice[®] with the Unlimited calling plan. The standard price for this bundle is \$199.99 per month. The SurePrice for this bundle is \$174.99 per month and is available to customers who had XF Triple Play twelve month promotional packages.

As a result of these new bundle offerings, effective March 31, 2010, the following bundles will no longer be available for new subscription: HD Starter, HD Plus, and HD Premier.

All customers will be receiving notice of these changes to our bundle offerings with their February billing statement. Should residents contact you with questions regarding these changes, please do not hesitate to direct them to our toll free customer service number: 1-888-COMCAST. Our Customer Account Executives are available 24 hours a day, 7 days a week to answer any questions they may have regarding Comcast products, services and prices. If you have any questions about this or any other issue, please feel free to contact me directly at 586-883-7042.

Sincerely,



Olivia Visperas
Government Affairs Manager
Comcast, Michigan Region
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Sterling Heights, MI 48312