



February 23, 2010

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

Dear Mr. Newman:

We are pleased to inform you that on or about March 25, 2010 Comcast will update our on-screen Cable Guide for our Digital Cable customers in Royal Oak. This update will improve customers' experience when using Comcast's on-screen Guide and will also include many new features like links to high definition (HD) programming, improved Digital Video Recorder (DVR) management and more.

More than 80% of our DVR customers also have our high-speed Internet service – and with this update, they will be able to manage and schedule their DVRs online, from any computer with Internet access. In addition, we're taking a feature that used to be only for DVR customers and, so it can be available to more Digital Cable customers, extending it to On Demand. When watching an On Demand program all customers will be able to skip ahead or back in five-minute increments.

Perhaps the most anticipated new feature coming to customers is "Watch in HD." This feature tested the highest in customer interest. It will enable customers with an HD set-top or DVR to quickly jump from the standard definition channel to the simulcast HD channel. No more scrolling through the channel listings.

In order to make these improvements for our customers in Royal Oak, we will update how our customer's set-top boxes identify certain channels. This change will not impact customer's pre-recorded and saved programs. However, customers will have to reset their preferences on 1) Parental Controls by channel, 2) DVR recording settings, 3) Reminders and 4) Favorites listings for each affected channel.

To ensure customers in Royal Oak are aware of this update, we will send all affected customers a message to their set-top converters that they can read on their TV screens, and will place a telephone call to them over the next few weeks. Below are examples of the converter and telephone messages customers will receive.

Converter Message

On X/2010 a Guide update will require you to reset your settings for Parental Control by channel, DVR recordings and Favorites on up to 35 channels. See channels impacted at www.comcast.com/guide.

Telephone Message

"This is Comcast calling with an important message about an update that may impact your parental control settings. Tonight at [insert time] we will be updating your Digital Cable Guide to improve performance. After this upgrade, several of your guide settings will need to be reset. Please reset

your guide settings to ensure parental controls are on the channels you want locked. You should also check your reminders, DVR recording settings, and your favorites lists. We apologize for any inconvenience this causes and thank you in advance for your understanding. If you need immediate assistance, press zero now to speak with an agent, or call us at anytime at 1-800-266-2278. To hear this message again, press one now or visit www.comcast.com/guide"

We understand how important features like parental controls and DVR settings are to our customers in Royal Oak. If you have any questions or simply need more information about this update, please feel free to call me directly at 586-883-7042 or visit www.comcast.com/guide for more information and a list of channels that may be affected in your area.

Sincerely,



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