



September 1, 2009

Dear Manager:

We are writing to share some exciting news about your residents' cable service. Comcast is enhancing our digital services in your area! Your residents already receive Comcast's Preferred Basic service through your bulk agreement, and we will be improving those services by bringing digital-quality picture and sound to your community.

Starting on or after September 30, 2009, Expanded Basic channels (31-33, 35-37, 39-70, 72, 74) will no longer be transmitted in analog format. This means that your residents will need a digital device or CableCard for each TV on which they wish to continue receiving those channels. This enhancement will occur in two phases: On or after September 30, 2009 the following Expanded Basic channels: AMC (ch. 70), Animal Planet (ch. 63), Cartoon (ch. 36), CMT (ch. 49), E! (ch. 53), FX (ch. 54), TCM (ch. 64), Travel (ch. 68), truTV(ch. 45), TV Land (ch. 32), and Versus (ch. 55), will be digitally transmitted. On or after October 29, 2009 the remaining Expanded Basic channels will be digitally transmitted.

These changes will enable us to provide more HD programming, faster Internet speeds and more entertainment options than before.

What will your residents need?

For each TV connected to Comcast service, your residents will need a digital device or CableCard. Unless otherwise provided in your agreement with Comcast, we will provide one digital receiver and up to two digital adapters at no additional charge for customers without digital equipment. Customers currently have Comcast digital equipment will receive up to two digital adapters at no additional charge. If your residents choose not to get a digital device on any TV, that TV will continue to receive Comcast service, but only the Limited Basic channels (3, 5-26,95).

How will your residents get the equipment they need?

We will contact your residents directly, and offer them several options:

Option A: Residents who already have an existing account with Comcast for other digital services can call our automated Digital Upgrade line at _____ to order their equipment.

Option B: Residents who do not have an existing account with Comcast for other digital services can call our regular order line at _____ and schedule professional installation at their cost or have their devices shipped free of charge.

Option C: Any resident can stop by our temporary service center to pick up the necessary equipment:

Holland Service Center (open September 9, 2009 to November 5, 2009 only)

Location: 162 E. 19th St., Holland, MI 49423

Hours: Wednesday and Thursday only, 9am-1pm and 2pm-6pm (closed 1-2pm)

Option D: We are happy to schedule an on-site event during which your residents may pick up their equipment and where Comcast staff will be available to assist with any questions. If you would like to pursue this option, please contact me.

We are very excited about these changes that will enable your residents to experience digital-quality picture and sound. Should you have any questions about these changes, or if you'd like to discuss setting up an on-site event for your residents, please give me a call at _____

Cordially,

Steve Buck
Comcast Business Development Manager

Restrictions apply. Service not available in all areas. Limited to residential customers subscribing to a package that contains Expanded Basic service. Applicable equipment, installation, taxes, franchise and other fees apply. To receive HD channels, an HD television (not provided) and HDTV equipment are required. To receive On Demand, music service and the on-screen programming guide, a digital receiver on each outlet is required. On Demand, music service and the on-screen programming guide is not available with a CableCard or Digital Adapter. Call for details. © 2009 Comcast. All rights reserved.