



Rebecca Robrahn <robahn@hope.edu>

Your email RAs - please make your appointment with Comcast has been sent

Constant Contact <support@constantcontact.com>

Thu, Oct 1, 2009 at 3:36 PM

Reply-To: support@constantcontact.com

To: robahn@hope.edu



Email Confirmation

Dear Rebecca Robrahn,

Your email, named COMCAST - Cottages Apartments (no apt 9.30), was sent on 10/01/2009 around 3:36 PM EDT.

Below is a copy of the HTML version your contacts received. Don't forget, you can easily monitor the effectiveness of your email by visiting the Reports area of your Constant Contact home page for real-time metrics and stats.

Subject: RAs - please make your appointment with Comcast

Analog-to-Digital Cable TV Changes



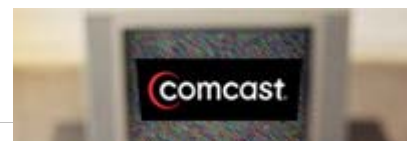
HOPE COLLEGE
HOLLAND, MICHIGAN 49423

brought to you by **Comcast**

Hope College

Comcast, Hope College's cable TV provider, will start migrating some cable TV channels to digital service in the very near future. TV(s) in your residence will need a special digital adapter box in order to receive these digital channels. **Without this digital adapter box, channels that have been converted to digital service will be unavailable.**

**Cable TV Changes for
All Hope Cottages & Apartments**
Email or call to set up your appointment ASAP!



Dear Cottage and Apartment RAs -

You are receiving this message because as of September 30, Comcast has not scheduled an appointment to install digital adapters in your cottage or apartment building. **Without this appointment, you will lose some channels as of October 8 and more by the end of the month.**

Technicians from Comcast need to visit each Hope College cottage and apartment *before* October 8, 2009 to install a **digital adapter box** on each TV.

- We are asking that each cottage RA to contact Comcast to schedule an appointment for this installation ASAP.
- If you are an apartment RA, please ask someone from each apartment in your building(s) to make the appointment with Comcast as soon as possible.



At least one person from each cottage or apartment must be present during the installation. Depending on the number of TVs in each location, the installation appointment may take between 15 and 60 minutes.

The digital adapter box is the property of Hope College and must remain in the residence after students move out.

Contact Comcast as soon as possible to schedule your installation appointment:

email: hope_college@cable.comcast.com

Please include your name, your phone number and your cottage address (street number) and apartment number, if applicable.

phone: 616-977-2158

Frequently Asked Questions

The [Analog-to-Digital Cable TV web site](#) will be updated regularly with information. This will include a schedule of residence hall adapter distribution dates, basic troubleshooting tips, Comcast Customer Service contact information and where you can address further complaints via your State Representative and the FCC.

Comcast

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Hope College

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