



## IMPORTANT: ACTION REQUIRED

- Comcast is enhancing its network in your area to provide you with digital-quality services. As a result, after [date], you will need a digital device for each TV to continue receiving channels [30-78].
- Unless the agreement between Comcast and your property owner/manager/association provides otherwise, Comcast will provide you with up to [TWO] new digital adapters at no additional cost to ensure uninterrupted access to these channels.

Dear Customer:

We are writing to share some exciting news about your cable service. We at Comcast are enhancing our digital services in your area! You currently receive Comcast Expanded Basic Cable service through the agreement your property owner/manager/association has with Comcast, and we will be improving those services by bringing digital picture and sound to your community.

Effective 06/30/09 Expanded Basic Cable channels 30-78 will no longer be transmitted in analog format. This means that you will need a digital device for each TV on which you wish to continue receiving those channels. These changes will enable us to provide more HD programming, faster Internet speeds and more entertainment options than before. These changes will also allow you to enjoy some extra channels like Hallmark and Oxygen.

**It's easy to be prepared!**

For each TV connected to Comcast service, you will need a digital device. Unless otherwise provided in the agreement your property owner/manager/association has with Comcast, we will provide you with up to [TWO] digital adapters at no additional charge. If you choose not to get a digital device on any TV, that TV will continue to receive Comcast service, but only Limited Basic service [CHANNELS 2-29].

### **How do I get these new digital devices?**

Comcast personnel will be in your community on Wednesday, June 3rd. During that time, you will be able to pick up your equipment and get assistance with the installation of that new equipment. If we are not available to install your new equipment during the onsite event you will be able to call our office and schedule an installation at a time that is convenient for you or request to have a self installation kit sent to your home.

Thanks for allowing us to serve you. We hope you enjoy the enhanced Comcast network in your area. We look forward to seeing you on June 3rd.

Sincerely,

Comcast