

RECEIVED SEP 30 2010

Comcast Cable Communications, Inc.
701 S. Dirksen Pkwy.
Springfield, IL 62703
www.comcast.com



September 27, 2010
The Honorable John Spring
Mayor
City of Quincy
730 Maine Street
Quincy, IL. 62301

Re: Exchange of Equipment

Dear Mayor Spring:

As part of Comcast's continuing effort to keep you informed of changes impacting our customers in your community, I wanted to provide you with information regarding an initiative that will require a select group of our customers to exchange their older equipment for newer ones. This older equipment is not compatible with the newer technology that is planned for the future.

Attached for your review is the letter that will be received by the affected customers and explains in greater detail how customers may exchange their equipment. Customers requiring a technician to visit their home in order to exchange the equipment will not be assessed a fee to do so.

I will be contacting you in the next few weeks to discuss our plans as well as answer any questions you may have regarding Comcast's products and services. Please do not hesitate to contact me if you have any questions or would like additional information. I can be reached at 217-527-2905 or via email at Libbie_Stehn@cable.comcast.com.

Sincerely,

A handwritten signature in cursive script that reads "Libbie Stehn".

Libbie Stehn

Manager of Government and Community Affairs



IMPORTANT EQUIPMENT NOTICE - ACTION REQUIRED

Equipment Serial Numbers:

For services at:

<<Billing Name>>
<<Billing Address>>
<<Billing City, State, Zip>>

September, 2010

Dear Valued Customer:

Our records indicate that you have one or more digital receivers in your home that will no longer be compatible with our system beginning November 2, 2010. **Above are the identification serial numbers of the DCT1000 and DCT1200 cable receivers in your home that will need to be replaced with newer compatible receivers prior to November 2, 2010, to avoid an interruption of your Comcast service.**

The identification number can be found on the back of the receiver. **Only the receivers listed above will need to be replaced.** There is no additional cost for exchanging your current receiver for a newer receiver. The monthly equipment costs are the same.

The following equipment exchange options are available to you:

- **Visit our local Customer Service Center** to exchange the above referenced receivers for newer compatible receivers.
2930 State Street, Quincy, IL
Open Monday through Friday from 9:00 a.m. to 6:00 p.m.
- **Call 1-866-594-1234** to arrange for a technician to come to your home and exchange the equipment.

If you choose not to exchange your receivers at this time, you can disconnect the receiver from your television and connect the cable coming from the wall outlet directly into the back of your television. This will allow you to continue to receive Basic Service channels (and Expanded Basic channels if your cable subscription includes those). However, you will need to return the receivers and their remote controls to Comcast to avoid unreturned equipment charges.

We'd be glad to answer any questions you may have about digital equipment, as well as help you select the most convenient option for exchanging your receivers. You can reach us by calling **1-866-594-1234**. Remember to exchange your equipment prior to November 2, 2010 to avoid an interruption of your video services.

Sincerely, **Comcast**