

RECEIVED MAY 25 2011



May 23, 2011

The Honorable John Spring  
Mayor  
City of Quincy  
730 Maine St.  
Quincy, IL 62301

Dear Mayor Spring:

I am writing to share some exciting news. Coming soon we at Comcast will be enhancing our network in Quincy and Adams County, and delivering the world of digital entertainment to Comcast cable.

We will be enhancing our services in order to allow all of our Quincy and Adams County customers to enjoy the benefits of digital technology at no additional cost. **This is not a promotional offer – when completed, customers will have access to these exciting new features:**

- Access to free On Demand programming;
- An on-screen programming guide, with search and parental control functions;
- A commercial-free music service with over 40 channels of uninterrupted music;
- More HD Choices;
- Faster internet speeds;
- And more entertainment options than ever before.

In order to bring these customers in Quincy and Adams County these new features, Basic /Expanded Basic cable channels 2-6, 8-21, 23-61, 63, 64, 66 and 70 will be transmitted only in digital format after we have converted our signals. **This means that customers will need to have either a digital cable box, digital adapter, or CableCard for each television set on which they wish to continue viewing these channels.** Only customers choosing a digital cable box will have access to the Comcast interactive on-screen programming guide, On Demand programming and music service. If a customer does not obtain any digital equipment by the time this digital enhancement is completed, they will be unable to receive Comcast cable service.

***Please note that this network enhancement is not related to the federally-mandated Digital Broadcast Transition, which was completed on June 12, 2009.***

In order to make this enhancement as seamless as possible for our customers, Comcast will provide certain digital equipment as described below to our Quincy and Adams County customers beginning on June 25, 2011 at **no additional cost.**

Basic Cable subscribers will receive a digital adapter at **no additional cost.** Customers requesting more than the digital adapter included as part of their package, would incur a monthly charge of \$0.50 for each additional digital adapter. Note these digital adapters will receive only Basic Channels 2-6, 8-21 and 70.

Standard Cable customers can receive one digital cable box and up to two digital adapters at **no additional cost**. Customers requesting **more** than the one digital cable box and two digital adapters included as part of their package, would incur a monthly charge of \$2.17 for each additional digital cable box and a monthly service charge of \$1.56 for each additional digital adapter, which will allow customers to receive Basic Channels 2-6, 8-21, and 70; and Expanded Basic channels (23-61, 63, 64, and 66).

Comcast customers subscribing to a digital package already having a digital cable box for the primary television, can now obtain up to two digital adapters for secondary televisions at **no additional cost**. Customers requesting **more** than the one digital cable box and two digital adapters included as part of their package, would incur a monthly additional outlet service charge of \$7.95 for Digital Additional Outlet Service, a monthly charge of \$2.72 for each digital cable box and a monthly service charge of \$1.56 for each additional digital adapter. A digital adapter will provide access to Basic channels (2-6, 8-21, and 70) and Expanded Basic channels (23-61, 63, 64, and 66).

Customers will be able to obtain equipment during a technician visit, by visiting a Comcast service center, calling a designated 1-877 number or by going on-line to a designated web site to determine the best solution for their homes.

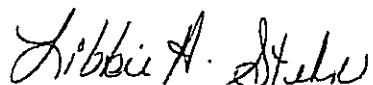
In addition, Comcast is excited to announce several channels that are being moved to a different service tier that will make them available to more of our customers. Specifically the following channels will be moved on June 25, 2011 from the Digital Choice tier of service to the Expanded Basic tier of service, and will become available to all customers subscribing to the Standard Cable Service tier and above.

<u>Channel Name</u>	<u>Channel #</u>	<u>Channel Name</u>	<u>Channel #</u>
Investigation Discovery	327	History International	331
The Golf Channel	332	BIO	338
Lifetime Movie Network	342	Style	343
Bloomberg	350		

No change in channel number or in price is associated with these "melts" of channels from the Digital Choice to the Expanded Basic service tiers; however, digital capable equipment will be required to view these channels.

As more information becomes available, including the timing of these changes, we will be in contact with you again. In the meantime, if you should have any questions or concerns regarding this matter, or any other cable matter, please feel free to contact me at 217-527-2905.

Sincerely,



Libbie Stehn  
Government Affairs Manager