



November 2, 2011

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

RE: Federal Emergency Management Agency Emergency Alert System Test

Dear Mayor Spring:

On November 9 at approximately 2 PM EST, the Federal Emergency Management Agency (FEMA), in coordination with the Federal Communications Commission (FCC), will conduct the country's first nationwide Emergency Alert System (EAS) test. The test will last approximately three minutes.

Comcast, along with all EAS participants (including broadcast radio and television, cable, satellite radio and television and wireline video services), will take part in the test. Comcast customers will receive an email on November 7 informing them about the test. A copy of that email is attached. We have also notified customers through bill inserts and [www.comcast.com](http://www.comcast.com), and will provide additional notifications through Comcast Voices, Facebook, Twitter and ON DEMAND.

Please contact me if you have any questions at (217) 527-2905 about the upcoming EAS test. You may also visit: <http://www.comcast.com/nationaleastest/>, FEMA at [http://www.fema.gov/emergency/ipaws/eas\\_info.shtm](http://www.fema.gov/emergency/ipaws/eas_info.shtm) or the FCC at <http://www.fcc.gov/encyclopedia/emergency-alert-system-nationwide-test> for more information.

Sincerely,

A handwritten signature in black ink that reads "Libbie A. Stehn".

Libbie Stehn  
Government Affairs Manager

Dear Comcast Customer:

On **Wednesday, November 9** at 2 p.m. (Eastern Standard Time), FEMA and the Federal Communications Commission (FCC) will conduct the nation's first ever Emergency Alert System (EAS) test. The purpose of this test is to help determine if the national-level system will work as designed, should officials ever need to send a national alert.

This test will last approximately three minutes and will be seen on all local, cable, and satellite TV stations across the country, as well as radio.

### Here's What You Should Know

Your Comcast programming will be temporarily interrupted. However, as soon as the test ends, you will be returned to your regularly scheduled programming. While we do not anticipate an interruption in your service, in some rare cases, you may need to:

- Use your remote to **channel up and then channel down** or **power down your box** to fully restore programming after the test completes.
- Any DVR recordings that are in progress during this test will be interrupted, and in some cases, lost.

If you experience the Emergency Alert System message for more than five minutes, please do the following:

- Power-cycle your cable box by unplugging the power cord from the outlet.
- Wait thirty seconds and then plug it back in.

The guide data and Video OnDemand content will take a period of time to fully restore. Please wait 20 minutes before choosing Video OnDemand as this might result in other errors with your box.

To learn more about the national EAS test, visit us at: <http://www.comcast.com/nationaleastest/> or visit FEMA at [http://www.fema.gov/emergency/ipaws/eas\\_info.shtm](http://www.fema.gov/emergency/ipaws/eas_info.shtm).  
<http://www.fcc.gov/encyclopedia/emergency-alert-system-nationwide-test>

We thank you for being a loyal Comcast customer.

Comcast Customer Service