



July 30, 2010

Board of Selectmen
Town of Acton
472 Main Street
Acton, MA 01720

Dear Chairman and Members of the Board:

We are writing to provide you with information regarding service updates in your community.

As of September 1, 2010, the HD Set-Top Box upgrade charge of \$7.95 will be renamed HD Technology Fee. This Fee provides access to Comcast HD technology on all outlets in the customer's home connected to HD capable equipment. The current monthly price of \$7.95 will remain the same. Additional outlet service or equipment fees may apply to each outlet connected to Comcast service. Customers are being notified of this change by bill message.

Effective September 15, 2010, the Office reactivation of video service will increase from \$4.00 to \$5.00.

Should residents contact you with questions regarding these changes, please do not hesitate to direct them to our toll free customer service number: 1-800-COMCAST. Our Customer Account Executives are available 24 hours a day, 7 days a week to answer any questions they may have regarding Comcast products, services and prices. If you have any questions about this or any other issue, please feel free to contact me directly at 617-279-1576.

Sincerely,

Timothy Kelly
Senior Manager of Government & Community Relations



August 2, 2010

Board of Selectmen
Town of Acton
472 Main Street
Acton, MA 01720

Dear Chairman and Members of the Board:

I am writing to provide you with information regarding upcoming changes to our channel line-up in your community.

On September 2, 2010, we will be making changes to our channel lineup. Attached please find a copy of the customer communication which provides information regarding these channel lineup changes.

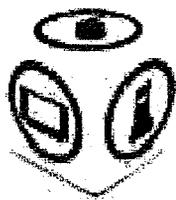
Should residents contact you with questions, please do not hesitate to direct them to our toll free customer service number: 1-800-COMCAST. Our Customer Account Executives are available 24 hours a day, 7 days a week to answer any questions they may have regarding Comcast products, services and prices. If you have any questions about this or any other issue, please feel free to contact me directly at 617-279-1576.

Sincerely,

A handwritten signature in black ink, appearing to read "Timothy Kelly".

Timothy Kelly
Senior Manager of Government & Community Relations

Enclosure



Important Channel Lineup Information



August, 2010

[Customer Name]
[123 Street Name]
[City, State 12345]

Dear [Customer Name],

We would like to make you aware of upcoming changes to your channel lineup.

Effective September 2, 2010, the following digital channels will be moving to our Digital Starter package. A subscription to our Digital Starter package will be required to receive these channels.*

Channel Name	Ch #	Channel Name	Ch #
Jewelry TV	183	Bloomberg TV	246
PBS Kids Sprout	218	CSPAN 3	249
G4	219	G4 HD	786
History International	242	Biography HD	797
Biography	243		

These channels will no longer be available with the following packages as of the date above:

- Digital Bronze Package
- Digital Bronze Advantage Package
- Digital Silver Package
- Digital Silver Advantage Package
- Digital Gold Package
- Digital Gold Advantage Package
- Digital Platinum Package
- Digital Platinum Advantage Package
- Digital Ultimate Package
- Digital Ultimate Advantage Package

Comcast is committed to providing you with the best entertainment for the best price. We have Comcast package options that will help you avoid missing out on your favorite channels. Call us today for a personalized package consultation.

Thank you for choosing Comcast. If you have any questions regarding these programming changes, please call one of our Customer Account Executives at **1-800-XFINITY**, 24 hours a day, 7 days a week.

Sincerely,

Steve Hackley
Senior Vice President
Greater Boston Region

1.800.XFINITY



Channels not available in all areas. *Digital Starter package includes Basic Service, Expanded Basic content, Digital Starter content, a digital set-top box and remote or CableCARD on the primary outlet. ©2010 Comcast. All rights reserved. GrandfatheredSubs-L1-CBRLP1DE

