



November 2, 2009

Board of Selectmen
Town of Goffstown
16 Main Street
Goffstown, NH 03045

Dear Chairman and Members of the Board:

I am writing to share some exciting news. Coming soon we at Comcast will be enhancing our network in the Town of Goffstown and delivering the world of digital entertainment to current Comcast subscribers receiving Expanded Basic cable channels 24-69.

WHAT'S HAPPENING?

We will be enhancing our services in order to allow our 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 Goffstown these new features, Expanded Basic cable channels 24-69 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, their service will be changed to Basic Service (channels 2-22 and 71) and their price reduced accordingly. Also, some of our channels will be moving to a new service level on or shortly after December 17, 2009.

WHAT DO CUSTOMERS NEED TO DO?

In order to make this enhancement as seamless as possible for our customers, Comcast will begin providing digital equipment to its Standard Cable and digital package customers ~~on or shortly after November 17, 2009~~ **at no additional cost.**

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 \$1.95 for each additional digital cable box and a monthly service charge of \$1.99 for each additional digital adapter.

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 \$6.95 for each additional digital cable box and a monthly service charge of \$1.99 for each additional digital adapter. A digital adapter will provide access to Basic Service channels (2-22 and 71) and Expanded Basic channels (24-69).

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

SERVICE LEVEL CHANGES

On or shortly after December 17, 2009, the following digital channels will be moving from the Digital Starter service level to the Expanded Basic service level: **EWTN** ch 238, **Hallmark Channel** ch 208, **Inspirational Channel** ch 234, **MSNBC** ch 251, **TruTV** ch 186, **Fox Business** ch 284 and **Lifetime Movie Network** ch 270. All channel numbers will remain the same. Customers will need to subscribe to a digital package containing Expanded Basic content to view these channels. In addition, customers will need digital capable equipment to view these channels.

Also on or shortly after December 17, 2009, the following digital channels will be moving from the Digital Classic and Digital Preferred service levels to our Digital Starter service level: **Biography Channel** ch 243, **Bloomberg TV** ch 246, **CSPAN-3** ch 249, **G4** ch 219, **History International** ch 242, **Jewelry TV** ch 183 and **PBS Kids Sprout** ch 218. All channel numbers will remain the same. A digital cable box and subscription to our Digital Starter package will be required to receive these digital channels. A subscription to our Digital Starter package includes Basic Service, Expanded Basic content, Digital Starter content, a digital cable box and remote or CableCARD on the primary outlet.

CHANNEL ADDITION

Hallmark Movie Channel ch 199 will be added to our Digital Starter service level on or shortly after December 17, 2009. A digital cable box and subscription to our Digital Starter package will be required to view this channel.

As more information becomes available 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 603-224-0957, ext. 202.

Sincerely,



Bryan Christiansen
Senior Manager of Government & Community Relations