



May 20, 2008

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*Certified Mail, Return Receipt Requested*

Mayor/City Council  
City of Dover  
288 Central Avenue  
Dover, NH 03820

CITY MANAGER'S OFFICE  
DOVER, NH



Dear Mayor and Members of the Council:

In keeping with our ongoing efforts to provide regular updates regarding our service in Dover, I would like to inform you about an effort underway at Comcast to fulfill customer demand for more High Definition (HD) programming and advanced digital services. As you may know, most of our customers today receive digital cable, and a significant and rapidly growing portion of this digital majority also subscribe to HD service. Because we are committed to offering more HD programming than any other provider and to meeting our customers' desire for even more HD content, we are taking steps now that will allow us to deliver more than 1,000 HD choices by the end of this year. In addition to increased HD choices, our customers have told us they expect us to continue enhancing popular digital features and services like On Demand and Digital Video Recorders.

To accommodate this significant expansion of digital and HD services (we currently offer about 500 HD choices a month), we will be changing the channel positions of a small number of cable networks this July, moving them to our digital service. Because more than 70 percent of our New England customers receive digital cable service today, most Comcast customers will continue to receive these networks without interruption. For the balance of our customers, these networks will no longer be viewable without a digital converter box. For those analog customers who would like to continue to view this programming, we will be offering them one free digital box for a year and a discount on additional outlets. This offer will allow current analog customers to enjoy the benefits of digital cable, including a clearer picture, access to On Demand programming, parental controls and an Interactive Program Guide. As you may know, our primary competitors – the satellite and telephone companies – do not offer any analog service and require that all of their customers either rent digital boxes or purchase expensive satellite receivers.

The move of these analog networks is scheduled to begin on July 15, 2008. As is our practice, we will be notifying affected customers about this initiative in a variety of ways, including sending them a letter (copy attached), calling them and when possible, visiting their home. Additionally, customers can visit a newly created website – [www.comcastdigitalworld.com](http://www.comcastdigitalworld.com) – to get their questions answered or contact us 24x7 by phone at 1-800-COMCAST or via live chat at [www.comcast.com](http://www.comcast.com). And, as previously communicated, Comcast will continue to offer basic cable as an analog service through and after the separate, unrelated event of the federally-mandated Broadcast Digital Transition, which applies only to broadcast television stations.

Dover, NH  
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For local residents who are interested in upgrading from analog to digital service, it is easy to switch simply by requesting a digital converter box or scheduling a professional installation. Again, let me point out that we will be offering analog customers a free digital box for a year, and that there will be no additional programming fee as a result of the channel adjustments.

Comcast's goal is to offer our customers the best quality, the most choices and the greatest value in home entertainment, and we will continue to invest in our network, in customer service and in new technologies in order to meet that goal. Please do not hesitate to contact me at 603-224-0957, ext. 202 should you have any questions about the information I have enclosed here or about our service in general.

Respectfully,



Bryan Christiansen  
Sr. Manager of Government Relations

Enclosure: Sample Customer Communication

## -Important information about your Service-

**Effective 7/15/2008, the following channels will be moving to a new channel number and service level:**

Network Name	Current Channel	Current Service Level	New Channel	New Service Level
CN8	3	Basic	188	Basic
TruTV	27	Expanded Basic	186	Digital Starter
MSNBC	40	Expanded Basic	251	Digital Starter
EWTN	56	Expanded Basic	238	Digital Starter
BCTV	56	Expanded Basic	268	Digital Starter
Inspiration	56	Expanded Basic	234	Digital Starter
Hallmark	58	Expanded Basic	208	Digital Starter
NJT	56	Expanded Basic	No Longer Available	

\* In order to continue to view the programming listed, you will need to subscribe to the digital package stated. Digital converter box and remote necessary to receive digital programming (current monthly service charge of \$3.95) are not included. Not all programming and services available in all areas. Other restrictions apply. Call 1-800-COMCAST complete details. ©2008 Comcast. All rights reserved. 37

**The following high-definition channels will now be included in the following packages:**

TNT HD	Digital Starter
ESPN HD	Digital Starter
MOJO	Digital Starter
UHD	Digital Starter
HD Theater	Digital Starter
National Geographic Channel HD	Digital Classic

A high-definition cable box is required to view programming in HD.

### ***Why is Comcast moving analog channels to the digital lineup?***

- By moving channels to digital we create capacity for more HD channels, faster Internet speeds and other enhancements in response to customer demand.

### ***How does digital cable service benefit me?***

- Digital cable customers enjoy a host of features and benefits that are not available with analog service. Video On Demand, the Interactive Program Guide, Music Choice, enhanced picture quality and Parental Controls are all enabled by a digital converter box. Digital cable service also allows for advanced services like Digital Video Recorders and High Definition viewing.

### ***What will it cost me to change my service to digital cable?***

- To continue receiving the channels that will be moving to digital cable, you will need a digital set top box. The fee for a standard-definition digital box with remote control is only \$3.95 per-month. Please visit [www.comcastdigitalworld.com](http://www.comcastdigitalworld.com) or call 1-800-COMCAST for more details.

### ***How difficult is it to make the switch to digital cable?***

- The transition to digital cable is quick and easy and there are several options available to you: 1) You can pick-up a digital converter box at your local service center, 2) we can ship you a digital converter box and a self-installation kit at no charge or 3) you can schedule a professional installation.

For more information about these changes, to locate service centers near you or to learn more about the benefits of digital video service and current discount offers, please call 1-800-COMCAST or visit [www.comcastdigitalworld.com](http://www.comcastdigitalworld.com).