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July 27, 2007

Via Certified Mail Return Receipt Requested

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

Dear Mayor and Members of the Council:

Please let this letter serve as notification to you of some important pricing changes that will go into effect on September 3, 2007 for the service portion of our Standard Definition and High Definition DVR (Digital Video Recorder) service. The price for the DVR box itself is not changing. With our DVR service customers enjoy features including the ability to record their favorite programs without tapes or timers, to control live TV and to watch their favorite TV programs on the customer's schedule. Comcast's DVR service also provides consumers the choice to have High-Definition DVR functionality along with access to up to 9,300 ON DEMAND programs each month.

Comcast regularly enhances and updates our DVR service in order to provide customers with the best advanced features. Right now, we're building the next generation of DVR services and DVR-specific interactive guides.

I also wanted to share with you many of the improvements, enhancements and value-added features Comcast has made available to its customers throughout 2007.

- **Prices:** Comcast makes every attempt to minimize costs and increase choice for our customers. Price changes reflect the increased value of our service, new product enhancements and an \$835 million investment to improve customer service, enhance the quality and reliability of our network and deliver advanced products and services.
- **Investment in Innovation:** The investment in our New England network has allowed us to offer more choice and control in our programming, products and services. This year, we have expanded our high-definition television line-up and launched our ON DEMAND programming offering to more than 9,300 choices each month, including hit movies, children's programming, sports highlights, documentaries and many more cable favorites that are available anytime. We launched a Comcast-developed technology, known as PowerBoost, which provides extra bursts of download speed up to two times faster than our regular Internet speeds. Our customers now have access to a variety of special features, such as McAfee Security Suite and PhotoShow, video clips, games, Disney kids' activities, digital music, and online storage, all at no extra cost.
- **Customer Service Excellence:** First-rate customer service is our highest priority. To further boost the customer experience this year, we've hired more than 450 call center and field

service representatives, increased our early morning, late evening and weekend appointments and invested in new customer care technologies, like live online chat. We now have over 7,000 employees based here in New England serving our New England customers. The vast majority of our customers continue to be highly satisfied with their Comcast service, according to independent survey results.

- **Community Investment:** Comcast is proud to be a vibrant and dedicated partner in the cities and towns we serve. To that end, we work with many local and nonprofit organizations, schools and libraries throughout New England. This year alone, Comcast has worked with more than 300 organizations, helping to provide the financial, in-kind and employee resources necessary to help our local communities thrive. In addition, we continue to support your schools and libraries with free cable and/or high-speed Internet connections. To date, we have provided these services to more than 3,700 schools and libraries throughout New England, representing more than \$4.5 million annually. Our more than 7,000 New England employees live and work in the region and are proud to be a part of a company that not only provides quality service and products, but maintains a genuine partnership with the communities in which we do business.

Comcast is committed to offering the best value in home entertainment with a wide variety of programming and packages to offer our customers unparalleled choice and control. Furthermore, we continue to invest in new technology to improve the programming and services we offer, including digital cable, high-definition television, high-speed Internet service and Comcast Digital Voice.

Enclosed with this letter is a copy of the price adjustment notice that will be sent to customers over the next several weeks. Pursuant to 207 CMR 10.02, this notice describes the change in price, and includes the old and the new rate. Please do not hesitate to contact me at 603-224-0957 x202 if you have any questions about the information I have enclosed here or about our service in general.

Respectfully,



Bryan Christiansen
Senior Manager of Government & Community Relations

Enclosures



Comcast Cable
676 Island Pond Road
Manchester, NH 03109
www.comcast.com

Important information about your Comcast DVR service.

August, 2007

Dear Valued Comcast Customer,

We have important information affecting the price of your Digital Video Recorder (DVR) service from Comcast. Due to the increased investments we're making in technology, and to bring you the best products and value that we can offer, we are adjusting our prices. Effective September 3, 2007, the monthly charge for Standard Definition DVR service will increase from \$5.95 to \$8.95.

Comcast regularly enhances and updates our DVR service in order to provide you the best new features. Right now, we're building the next generation of DVR services and DVR-specific interactive guides. If you have questions, please call us at 1-800-COMCAST or visit our Web site, www.comcast.com, for more information.

Thank you for choosing Comcast. We look forward to bringing you the latest in technology and entertainment.

Sincerely,

Comcast



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Manchester, NH 03109
www.comcast.com

Important information about your Comcast DVR service.

August, 2007

Dear Valued Comcast Customer,

We have important information affecting the price of your Digital Video Recorder (DVR) service from Comcast. Due to the increased investments we're making in technology, and to bring you the best products and value that we can offer, we are adjusting our prices. Effective September 3, 2007, the monthly charge for High-Definition DVR service will increase from \$9.95 to \$12.95.

Comcast regularly enhances and updates our DVR service in order to provide you the best new features. Right now, we're building the next generation of DVR services and DVR-specific interactive guides. If you have questions, please call us at 1-800-COMCAST or visit our Web site, www.comcast.com, for more information.

Thank you for choosing Comcast. We look forward to bringing you the latest in technology and entertainment.

Sincerely,

Comcast