



September 19, 2003

Dear Valued Customer,

Great news! As early as September 30, we will have completed the upgrade of our cable system in your neighborhood. The upgraded system will allow us to provide you with more cable programming and great new services, including high-speed cable Internet service.

Please refer to the enclosed programming guide to find all of the new channels that will be added to your Standard Cable service, including Home & Garden Television, Travel Channel, TV Land, Galavision and Oxygen.

Beginning with your first bill after our upgrade is completed, the new Basic service rate will be \$13.44 per month, and your new Standard cable service rate will be \$38.04 per month (this cost includes \$13.44 per month for Basic service)\*.

We also offer great programming options with Comcast Digital Cable. Here are some of the highlights you can enjoy with a Comcast Cable package:

- Up to 300 of the best cable channels available.
- Digital Basic channels like *Style*, *National Geographic*, *Discovery Kids* and *ESPN Classic*.
- *Pay-Per-View Movies* and *Events* are all just a click away.
- Sports packages such as *Major League Baseball*, *ESPN Game Plan*, *NBA*, *MLS* & *NHL Sports*.
- 53 commercial free *Digital Music Choice* channels.
- More channels\*\* (multi-plexes) from your favorite premium services, including *Thriller Max*, *HBO Family*, *STARZ! Cinema* and *Showtime Women*.
- Up to 46 special interest channels available when you subscribe to Digital Classic and Digital Classic Plus†.
- Plus, Comcast en Español, featuring popular Spanish language programs‡.

Please take some time to review the enclosed programming guide which outlines your new channels. If you have any questions, concerns, or if you would like information on other packages that we offer, please call our office at 888-824-8451.

Thank you for being a Comcast Customer.

Sincerely,

Comcast

Enclosure: Upgraded programming guide

\*Services not available in all areas. Certain restrictions apply. Franchise fees, taxes and other fees may apply, with actual amount depending on location and services ordered. Pricing and programming subject to change. \*\*In order to receive multi-channel Premium Services, you must subscribe to Comcast Digital Cable and premium channel (such as HBO, Showtime, STARZ!, Cinemax, The Movie Channel) to receive the multiplexed version of the same channel. †Certain Digital Classic channels and Digital Classic Plus channels may appear as part of the Basic Cable service and therefore will not appear as a Digital Cable channel. A list of Digital Classic and Digital Classic Plus channels can be found in the enclosed programming guide. ‡Comcast en Español rates vary per package. Call 888-824-8451 for further details.