



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 the new channels added to your Standard Cable\* service, including Home & Garden Television, Travel Channel, TV Land, Oxygen and more.

The improvements to your Comcast Digital Cable programming include:

- New Digital Basic channels including: *G4, National Geographic, ShopNBC, Style and Wisdom.*
- More channels+ (multi-plexes) from your favorite premium services - such as *HBO Comedy, HBO Zone, Action Max, Thriller Max, Showtime Family, Showtime Women* and more.
- New special interest channels available in the *Variety\*\** and *Premier Packs†*.
- 43 additional Digital Music channels.
- *Pay-Per-View Movies and Events*, plus *Major League Baseball, ESPN Game Plan, NBA, MLS* and *NHL Sports Packages*.

In the table below you will find your current Digital Cable Value package name. Effective with your first bill after our upgrade is completed, the packaging and pricing will change and all new channels will become available. This information is provided to help you understand those changes. If you have any questions about these changes, or for information on other packages that we offer, please contact us at 888-824-8451.

	STARTER \$45.99	BRONZE \$49.99	SILVER \$64.99	GOLD \$74.99	PLATINUM \$88.99
Standard Cable Channels	✓	✓	✓	✓	✓
Digital Cable Basic Channels		✓	✓	✓	✓
Multiple channels of Encore	✓	✓	✓	✓	✓
Multiple channels of STARZ!			✓	✓	✓
Premium movie channels with multi-plexes+			<i>Either HBO or Showtime</i>	<i>Pick any two: HBO/Cinemax/ Showtime/TMC</i>	<i>All included: HBO/Cinemax/ Showtime/TMC</i>
iNDEMAND pay-per-view & Digital Music	✓	✓	✓	✓	✓
Set-top box, universal remote & TV Guide Interactive	✓	✓	✓	✓	✓
Variety Pack**			✓	✓	✓
Premier Pack†					✓

We have upgraded your Digital Cable service to bring you even more programming selection and value. With up to 300 channels of news, sports, movies and more, including all your local channels, we hope you will continue to find great entertainment the whole family will enjoy.

Thank you for being a Comcast customer.

Sincerely,

Comcast

Enclosure: New programming guide

\*Services not available in all areas. Certain restrictions apply. Franchise fees, taxes and other fees apply, with actual amount depending on location and services ordered. The number of channels may vary depending on the Comcast Digital Cable package you select. New packages and pricing will be effective with any changes to current level of service. +You must subscribe to Comcast Digital Cable and a premium channel to receive the multiplexed version of the same channel. Premium movie channels include HBO, Showtime, The Movie Channel and Cinemax. Certain Variety and Premier Pack channels may appear as part of Basic Cable service and therefore will not appear as a Digital Cable channel. \*\*Variety Pack includes *Lifetime Movie Network, MTV2, MTV Jams, VH-1 Classic, VH-1 Soul, VH-1 Country, techtv, Bloomberg, Outdoor Channel, History Channel International, Discovery Civilization, Discovery Wings, Biography Channel, Discovery Health & Leisure, Nick Games and Sports, The Health Network, Trinity Broadcast Network, Toon Disney, Inspirational Life, Nick Toons, Great American Country, MBC Gospel* and *New Urban Entertainment*. †Premier Pack includes *Sundance, Goodlife*