



February 8th, 2013

To: Heritage Hunt Resident

Re: Comcast Service

## IMPORTANT ANNOUNCEMENT

Comcast is pleased to announce that effective Monday, April 1<sup>st</sup>, 2013 your bulk cable TV and phone service provided through the Heritage Hunt HOA will include several enhancements. On this date your Comcast package will include:

### Comcast Digital Starter Service

- One High Definition Digital Converter providing the lineup included as **exhibit A—NEW!**
- Up to 4 Digital Transport Adapters providing the lineup included as **exhibit B**
- Starz Movie Channel—**NEW!**

### Comcast Performance High-Speed Internet Service—**NEW!**

- One cable modem and wireless router included
- Constant Guard<sup>®</sup> including Norton Security Suite—a \$160 per year value, providing you with the latest technology to keep you safe against online threats and viruses

### Comcast Digital Voice Service

## What do I need to do?

**If you currently subscribe to Comcast High-Speed Internet service and have at least one High Definition Digital Converter, there is nothing you need to do.** Comcast will make adjustments to your account to reflect your new services, removing the charges associated with your Performance Internet service and one of your HD Boxes effective April 1, 2013. If you subscribe to Blast Internet service, Comcast will reduce your bill to \$10 for this upgrade, which is the difference in price between Performance Internet service and Blast Internet service. If you have an HD/DVR as your primary HD converter, Comcast will reduce your bill to \$8.00 for this converter, which is the difference between a standard HD box and the DVR charge. Comcast will also add Starz to your video package for no additional charge. To confirm, there is no action required on your part to adjust your billing or to receive Starz service.

**If you currently do not subscribe to Comcast High-Speed Internet service or you do not have at least one High Definition Digital Converter box,** you may add these additional services by calling our Bulk Customer Care Center as we approach the April 1, 2013 changeover date. Comcast will send an additional letter to your household as we get closer to the April 1 date alerting you to order your Internet or High Definition services. We ask that that you do not call to add your new services prior to receiving this letter as the service enhancements do not go into effect until April 1, 2013 and there will be charges prior to this date.

## We're here to help.

If you have any questions about your service or would like to make changes to your account prior to April 1, 2013, our Bulk Customer Care Center is available from 8am–11pm, 7 days a week by calling **1-888-889-5471**. Please identify yourself as a resident of Heritage Hunt when you call.

We appreciate the opportunity to serve you and hope you enjoy your new Comcast services!

Sincerely,

Comcast