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CC: Mayor/Adm

TO: Mayor and Members of the Governing Body
Municipalities served by:
Comcast of Northwest New Jersey, LLC

FROM: Charles L. Smith
Director of Government and Community Affairs

DATE: September 4, 2009

RE: Cable Guide Update

We are pleased to inform you that this fall Comcast will update our on-screen Cable Guide for our Digital Cable customers in your municipality. This update will improve customers' experience when using Comcast's on-screen Guide and will also include many new features like links to high definition (HD) programming, improved Digital Video Recorder (DVR) management and more.

More than 80% of our DVR customers also have our high-speed Internet service – and with this update, they will be able to manage and schedule their DVRs online, from any computer with Internet access. In addition, we're taking a feature that used to be only for DVR customers and, so it can be available to more Digital Cable customers, extending it to On Demand. When watching an On Demand program all customers will be able to skip ahead or back in five-minute increments.

Perhaps the most anticipated new feature coming to customers is "Watch in HD." This feature tested the highest in customer interest. It will enable customers with an HD set-top or DVR to quickly jump from the standard definition channel to the simulcast HD channel. No more scrolling through the channel listings.

In order to make these improvements for our customers in your municipality this fall we will update how our customers' set-top boxes identify certain channels. This change will not impact customers' pre-recorded and saved programs. However, customers will have to reset their preferences on 1) Parental Controls by channel, 2) DVR recording settings, 3) Reminders and 4) Favorites listings for each affected channel.



To ensure customers in your municipality are aware of this update, we will send all affected customers a message to their set-top converters that they can read on their TV screens, and will place a telephone call to them over the next few weeks. Below are examples of the converter and telephone messages customers will receive.

Sample Converter message (on TV screen):

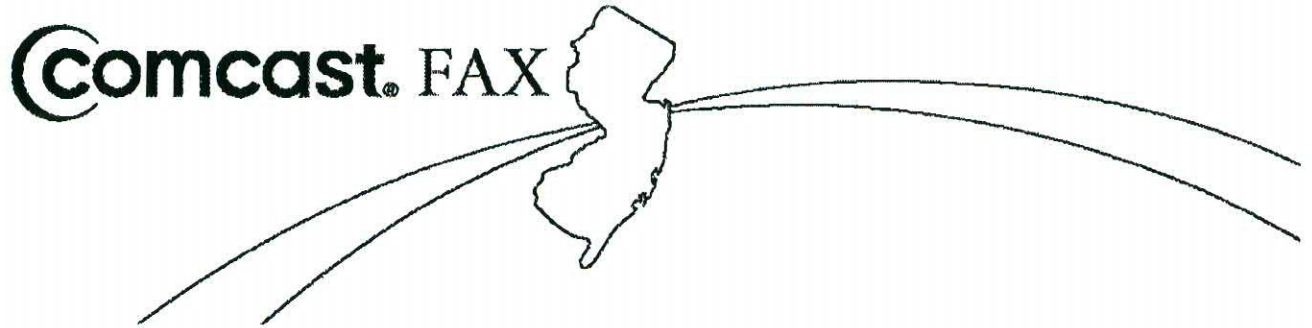
“On X/09 a Guide update will require you to reset your settings for Parental Control by channel, DVR recordings and Favorites on up to XX channels. See channels impacted at www.comcast.com/guide.”

Sample Telephone Message:

“This is Comcast calling with an important message about an update that may impact your parental control settings. Tonight at [insert time] we will be updating your Digital Cable Guide to improve performance. After this upgrade, several of your guide settings will need to be reset. Please reset your guide settings to ensure parental controls are on the channels you want locked. You should also check your reminders, DVR recording settings, and your favorites lists. We apologize for any inconvenience this causes and thank you in advance for your understanding. If you need immediate assistance, press zero now to speak with an agent, or call us at anytime at 1-800-266-2278. To hear this message again, press one now or visit www.comcast.com/guide”

We understand how important features like parental controls and DVR settings are to our customers in your municipality. To help you answer any questions you may receive about this update I have included instructions on what customers will have to do to reset their parental control and DVR settings after the update

If you have any questions or simply need more information about this update please feel free to call me directly at 908.258.8143 or visit www.comcast.com/guide for more information and a list of channels that may be affected in your area.



Steps to take after Upgrade

Parental Controls:

- Channel Locks for the affected channels will default to unlocked. You must set up new Channel Locks for channels affected.
- You may also want to take this opportunity to look for other channels that you may want to lock.
- Though not impacted by this update, you also may wish to confirm that Content Locks (locks for violence, language, etc.) are set up the way you want them.
- Do this for every digital set-top box in your home – don't forget, each box has independent Parental Control settings.

Reminders and Recordings:

- Reminders and DVR recordings set from the channels affected will have to be reset. You'll need to delete and recreate your Series and Individual recordings on those channels, and re-set any Reminders.
- *Before the Upgrade*, we suggest writing down your DVR Series Recordings titles, in priority order. This step is will help jog your memory when making updates later.
- *After the Upgrade*, use your list to set up your Series Recordings again that take place on any of the affected channels, and put them back in Priority order where you want them.

Favorites Lists:

- If you have Favorites Lists that include any of the affected channels listed, you will want to add those channels back to your Favorites list.

Informative how-to videos on Parental Controls, DVR features and more are available at no additional cost On Demand in the Help & Services section; in addition, online help is available at Comcast.com/support.