



November 14, 2016

City Cable Coordinator
City Hall - MIS Department
City of Lowell
375 Merrimack Street
Lowell, MA 01852

Re: Important Information about Comcast Set-top Boxes

Dear City Cable Coordinator:

As part of our continuing effort to keep you informed, I wanted to let you know about an upcoming change affecting certain models of Comcast's set-top boxes. Beginning January 24, 2017 some customers in your community will be asked to upgrade their set-top boxes so that they are compatible with our new enhanced HD service. With this system enhancement, customers will enjoy improved HD picture quality and be able to record and store more shows on their DVR.

To continue to view all of their current favorite HD channels and enjoy these upcoming improvements, some customers will need to upgrade their set-top boxes. We have included instructions for upgrading their cable boxes in our notification to customers. These instructions are:

"To see which set-top boxes need to be replaced, go to channel 1995 on each of your TVs and follow the on-screen instructions. You can order a new box right from your TV and have it shipped to your home."

While we know replacing equipment can be inconvenient for customers, this change will pave the way for more enhanced services.

We are informing our customers of this upcoming change through letters to their homes and set-top box messaging. Sample notifications are attached for your reference. We will continue to notify customers on an ongoing basis about this change, including any deadlines for action, and will keep you informed as well.

If you have any questions, please visit xfinity.com/HDenhanced or contact me at 508-647-1418.

Sincerely,

Greg Franks

Greg Franks, Sr. Manager
Government Affairs

Sample - Notice #1

Equipment Update

<Sam A Sample>
<123 Main Street>
<XXXXX>
<City/State, ZIP 12345-6789>

Update your TV box — on us.

Dear Sam Sample,

We've noticed you have an older TV box and we'd like to give you a new one — on us.

You'll need the latest technology to enjoy an unmatched entertainment experience. Older devices like yours can't keep up with new features and will eventually lose HD channels.

That's why we've made it easy to update equipment so you can enjoy enhanced HD and, for those of you with DVR, up to 8x the storage. Here's how:

- 1> Tune to channel 1995 on each TV in your home.
- 2> Follow the simple instructions on the screen to order your replacement.
- 3> Set up and activate your new equipment.

With this update, you'll get XFINITY X1 — a whole new way to experience TV throughout your home. X1 delivers the simplest, fastest and most complete way to enjoy all your entertainment on all your screens. It even lets you change channels with your voice.

Questions? Find answers at xfinity.com/tradeup or call 1-800-XFINITY and mention "Equipment Update."

Thank you for choosing XFINITY. Ensuring that you get the most from your TV service is part of our commitment to improving your overall experience.

Sincerely,

Tracy L. Pitcher
Senior Vice President - Greater Boston Region

Replace and activate your new TV box by
XX/XX to keep your favorite HD channels.

Frequently Asked Questions

1) Do I really need to replace my TV box(es)?

Yes. To provide you with better TV service, we have upgraded our network. As a result, one or more of your devices needs to be replaced to keep up with today's latest technology. For those of you with a DVR, saved recordings will not transfer and recordings for future programs will need to be reset on the new TV box.

2) I have more than one TV box — how do I know which one(s) needs to be replaced?

Simply tune to channel 1995 on each of your TVs and follow the on-screen instructions. It will let you know if your TV box is compatible with the upcoming changes or needs to be replaced.

3) How do I replace the box(es)? You can choose one of these three options to get your new device:

- **On your TV:** Go to channel 1995 and follow the on-screen instructions to get a new TV box shipped to your home.
- **Call us at 1-800-XFINITY:** Place an order, ask questions or schedule a professional installation for an additional fee.
- **In store:** Exchange your existing equipment at an XFINITY store or service center.

4) How do I return my existing TV box(es)? There are three options to return your box:

- **By mail:** Use the return label in your self-installation kit.
- **In store:** Drop off the equipment at your local Comcast service center.
- **By appointment:** If your new TV box is professionally installed, your technician will take your existing equipment.

Sample - Notice #2

Equipment Update

<Sam A Sample>
<123 Main Street>
<XXXXX>
<Anytown, US 12345-6789>

Update your TV box — on us.

Dear Sam Sample,

Time is running out to replace your TV box. To keep watching your favorite HD channels, trade up to a newer box by **XX/XX** — on us.

We've made it easy to update equipment so you can enjoy enhanced HD and, for those of you with DVR, up to 8x the storage. Here's how:

- 1> Tune to channel 1995 on each TV in your home.
- 2> Follow the simple instructions on the screen to order your replacement.
- 3> Set up and activate your new equipment.

With this update, you'll get XFINITY X1 — a whole new way to experience TV throughout your home. X1 delivers the simplest, fastest and most complete way to enjoy all your entertainment on all your screens. It even lets you change channels with your voice.

Questions? Find answers at xfinity.com/tradeup or call 1-800-XFINITY and mention "Equipment Update."

Thank you for choosing XFINITY. Ensuring that you get the most from your TV service is part of our commitment to improving your overall experience.

Sincerely,

Tracy L. Pitcher
Senior Vice President - Greater Boston Region

Replace and activate your new TV box by
XX/XX to avoid losing your HD channels.

Frequently Asked Questions

1> Do I really need to replace my TV box(es)?

Yes. To provide you with better TV service, we have upgraded our network. As a result, one or more of your devices needs to be replaced to keep up with today's latest technology. For those of you with a DVR, saved recordings will not transfer and recordings for future programs will need to be reset on the new TV box.

2> I have more than one TV box — how do I know which one(s) needs to be replaced?

Simply tune to channel 1995 on each of your TVs and follow the on-screen instructions. It will let you know if your TV box is compatible with the upcoming changes or needs to be replaced.

3> How do I replace the box(es)? You can choose one of these three options to get your new device:

- **On your TV:** Go to channel 1995 and follow the on-screen instructions to get a new TV box shipped to your home.
- **Call us at 1-800-XFINITY:** Place an order, ask questions or schedule a professional installation for an additional fee.
- **In store:** Exchange your existing equipment at an XFINITY store or service center.

4> How do I return my existing TV box(es)? There are three options to return your box:

- **By mail:** Use the return label in your self-installation kit.
- **In store:** Drop off the equipment at your local Comcast service center.
- **By appointment:** If your new TV box is professionally installed, your technician will take your existing equipment.

Sample - Notice #3

Equipment Update

xfinity

Update your TV box by XX/XX to avoid losing your HD channels. It's on us.

We've been trying to reach you about replacing your TV box. Older devices like yours can't keep up with new features and will lose HD channels. So we'd like to give you a new one.

We've made it easy to update your equipment so you can enjoy enhanced HD and, for those of you with DVR, up to 8x the storage. Here's how:

- 1> Tune to channel 1995 on each TV in your home.
- 2> Follow the simple instructions on the screen to order your replacement.
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Questions? Find answers at xfinity.com/tradeup or call 1-800-XFINITY and mention "Equipment Update."

Sincerely,

Tracy L. Pitcher
Senior Vice President - Greater Boston Region

**Replace and activate your new TV box by
XX/XX to avoid losing your HD channels.**


COMCAST