



Comcast Cable

249 Warren Ave., Ste. 250  
Silverthorne, CO 80498

## We're enhancing our network.

Your residents/homeowners will need digital equipment for all TVs to continue receiving all channels.

**Action Required By: September 10, 2013**

Dear HOA,

We are writing to share exciting news about your residents'/homeowners' cable service. We're enhancing our network, giving your residents access to more choices.

Through your agreement with Comcast, your residents now receive Expanded Basic service. As part of the network enhancement to an exclusively Digital format, Comcast will need to install additional equipment at your property. Without this additional equipment, your residents will not receive all their current channels.

Once our network enhancement is complete:

- Residents will enjoy crisp digital picture and sound
- All of the channels will be broadcast exclusively in digital format

### How will your residents get the equipment they need?

We will contact you directly to schedule a time for professional installation.

This letter is the first of several communications regarding these changes. We want to ensure that this process is as seamless and easy as possible. We value your business and thank you for allowing us to serve you. We will contact you to schedule a professional installation so that you are ready for our network enhancement and all that it offers.

If you have any questions please contact Kim Seitzer at (970) 468-0752 or email at [Kimberly\\_Seitzer@cable.comcast.com](mailto:Kimberly_Seitzer@cable.comcast.com).

Sincerely,  
Comcast Customer Service