



September 23, 2010

Board of Selectmen
Town of Chilmark
401 Middle Road
Chilmark, MA 02535

Re: On-Screen Cable Guide

Dear Chairman and Members of the Board:

We are pleased to inform you that Comcast will be upgrading the on screen Cable Guide for our Digital Cable customers in your community. This on screen guide upgrade will occur during the month of October 2010. The upgrade will improve the customers experience when using the new On-Screen Program Guide and include many new features such as:

- navigating through the guide faster with Quick Menu icons;
- easily access HD channels through the Quick Menu;
- program up to fifteen of customer "favorite" saved searches;
- set parental controls by content;
- create up to five "Favorite Lists", each with their own unique name.

All of these new features can be accessed using existing remote controls. However, some of the functions on the remote control will behave differently. In order to ensure that customers can enjoy these new features, we will be mailing to customers an informational booklet, which is also available at www.comcast.net/meetyourguide. In addition, we will be placing an automated telephone call the day before the upgrade with the following message.

Automated Telephone Message

"This is Comcast calling from 1 800 COMCAST with an important recorded customer notification. Tonight, between twelve midnight and six a.m., we will be upgrading your onscreen guide! The new guide is fast and easy to use and includes improved search features and expanded parental controls. To learn more, visit www.comcast.net/meetyourguide. During this upgrade, you may experience a 15 to 20 minute interruption of your video service. Your cable box may power off and you may not be able to tune to your channels, on screen guide, or menus. When the upgrade completes, you may be taken to the Channel 1 On Demand screen. Just use your channel up and down keys to start watching TV. For some customers, your cable box may reset a second time, indicating when the upgrade is complete. Thank you in advance for your patience and understanding. To hear this message again, please press 1."

If you have any questions or simply need more information about this upgrade please feel free to call me directly at 508-477-7738 or visit www.comcast.net/meetyourguide.

Sincerely,

Mary O'Keefe
Senior Manager of Government & Community Relations

