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

FROM: Charles L. Smith
Senior Director of Government and Regulatory Affairs, Comcast

DATE: January 13, 2014

RE: Limited Basic Channels Encryption

On March 13, 2014, Comcast will begin encrypting Limited Basic service on the cable system in your community.

TVs connected to a set-top box, digital adapter (DTA) or retail CableCARD™ device will be unaffected by this change. However, customers with any TVs that are currently receiving Comcast's Limited Basic service without equipment supplied by Comcast will lose the ability to view any channels on those TVs.

Customers that are affected should contact Comcast to arrange for the equipment needed to continue receiving service. We will provide customers with **up to three digital adapters or CableCARDS at no additional charge** (including those they may already have on their account), unless digital equipment is otherwise provided for by your community's agreement with us. Please know that if customers choose not to take a digital device for any TV, they will not receive Comcast service on that TV. If customers request more than the three digital devices mentioned above, they will incur a monthly charge of either \$0.50 or \$1.99, depending on their service level, for each additional adapter and a monthly equipment charge of no more than \$1.50 for each CableCARD in the same retail device.

Customers are being notified of the encryption of Limited Basic service by an insert included with their monthly statements beginning January 1, 2014. The text of the notification is enclosed.

For more information, please call me at 908.258.8143.

Important Service Message:

On 03/13/14, Comcast will start encrypting Limited Basic service on your cable system.

If you have a set-top box, digital adapter, (DTA) or a retail CableCARD™ device connected to each of your TVs, you will be unaffected by this change. However, if you are currently receiving Comcast's Limited Basic service on any TV *without* equipment supplied by Comcast, you will lose the ability to view any channels on that TV.

If you are affected, you should contact Comcast at **1-855-860-8989** to arrange for the equipment you need to continue receiving your services. In such case, you are entitled to receive equipment at no additional charge or service fee for a limited period of time. The number and type of devices you are entitled to receive, and for how long, will vary depending on your situation:

- If you are a Limited Basic customer and receive the service on your TV without Comcast-supplied equipment, you are entitled to up to two devices for two years (five years if you also receive Medicaid).
- If you subscribe to a higher level of service and receive Limited Basic service on a secondary TV without Comcast-supplied equipment, you are entitled to one device for one year.

You can learn more about this equipment offer and eligibility at **comcast.com/digitaladapterinfo** or by calling **1-855-860-8989**.

To qualify for any equipment at no additional charge or service fee, you must request your equipment between February 11, 2014 and June 11, 2014 and satisfy all other eligibility requirements.