



**Make sure you keep your favorite channels.**  
**Find out how Comcast's network enhancement could affect you.**

**Watergate Community  
 Association**



\*\*\*\*\*SNGLP MDUO-OAK BK T1 P1 000005

WATERGATE COMM ASSOC  
 OR CURRENT RESIDENT  
 8 CAPTAIN DR  
 EMERYVILLE CA 94608-1744

**AUG 24 2009**

Property Name: WATERGATE COMM ASSOC  
 Located at: 8 CAPTAIN DR  
 City: EMERYVILLE

**RECEIVED**

Dear Owner/Manager,

We are writing to share some exciting news about your residents' cable service. Comcast is enhancing our digital services in your area! Your residents already receive Comcast Expanded Basic Cable service through your bulk agreement, and we will be improving those services by bringing digital quality and sound to your community.

**Effective September 22, 2009 or shortly after, Expanded Basic cable channels 35-82 will no longer be transmitted in analog format. This means that your residents will need a digital device or CableCard for each TV on which they wish to continue receiving those channels.**

These changes will enable us to provide more HD programming, faster Internet speeds and more entertainment options than before.

**What will your residents need?**

For each TV connected to Comcast service, your residents will need a digital device or CableCard. Unless otherwise provided in your agreement with Comcast, we will provide up to 3 digital adapters with no increase to your monthly service charges. If your residents choose not to get a digital device on any TV, that set will continue to receive Comcast service, but only the Limited Basic service channels 2-34, 76 & 77.

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

We will contact your residents directly, and offer them the options below:

*Option A:* Residents who already have an existing account with Comcast for other digital services can call our automated Digital Upgrade line at **877-634-4434** to order their equipment, or simply log on to **www.comcast.com/digitalnow**.

*Option B:* Residents who do *not* have an existing account with Comcast for other digital services can call our regular order line at 1-800-856-2374.

Thank you for allowing us to serve your property. We hope your residents enjoy the enhanced Comcast network.

Sincerely,

Henry Fore  
 Area Vice President, East Bay Area

**P.S.** Be sure to contact us as soon as possible to ensure your equipment arrives in time.

**REQUIRED STEPS.**

For your residents to order digital equipment **at no additional cost**, they'll need to:

**1 Click or Call**

**Option A:**

Residents with an existing account visit **Comcast.com/digitalnow** or call **1-877-634-4434**.

**Option B:**

Residents who do not have an existing account call **1-800-856-2374**.

**2 Install**

Hook up the equipment to your TVs...it's easy to do.

**3 That's All**

Enjoy all your current programming, plus more!

**Comcast**

Comcast.com | 1-800-856-2374

Not available in all areas. Limited to residential customers. Pricing subject to change. Equipment, taxes and fees extra. Call for details. ©2009 Comcast. All rights reserved.