



1301 McCormick Drive  
Largo, MD 20774

June 18, 2014

Ms. Margie Williams  
Manager  
Office of Cable and Broadband Communications  
100 Maryland Avenue, Suite 250  
Rockville, MD 20850

Dear Ms. Williams:

Having completed our digital network enhancement to an all-digital system, on or shortly after July 17, 2014 we will begin encrypting our Limited Basic service in your area. Encryption has a number of consumer benefits; including the reduced need for home service calls and the enhanced security of our network by reducing service theft that impacts our customers' service experience.

When Limited Basic service is encrypted, all XFINITY Video customers will need equipment supplied by Comcast connected to each television in order to continue receiving services.

- A customer that has a set-top box, digital adapter, or a retail CableCARD™ device connected to each TV will be unaffected by this change.
- A customer that is currently receiving Comcast's Limited Basic service on any TV **without** equipment supplied by Comcast will lose the ability to view any channels on that TV. These customers will be entitled to receive equipment at no additional charge or service fee for a limited period of time. The number and type of devices the customer is entitled to receive, and for how long, will vary depending on the customer's situation.

Below please find a sample of the customer notice that the FCC requires be sent to customers regarding encryption and the availability of devices at no additional charge or service fee. This notice has been included with the customer's bill. You'll note that we have established a special toll free number and website so that our customers can learn more about the equipment offer and eligibility.

In addition, the encryption of our Limited Basic service will impact those accounts receiving courtesy services pursuant to our Franchise Agreement. Courtesy accounts are entitled to receive up to three (3) digital adapters or CableCARDs at no additional monthly charge, including those they may have previously received as part of our digital network enhancement to an all-digital system. A sample of the courtesy notice to be received by these accounts is enclosed.

We know you may have questions about these changes. If I can be of any further assistance, please contact me at 703-567-4488.

Sincerely,

Josh Bokee  
Director, Government & Regulatory Affairs

Enclosure

## **Important Service Message:**

On **07/17/2014**, Comcast will start encrypting Limited Basic service on your cable system.

If you have a set-top box, digital transport adapter, (DTA) or a retail CableCARD<sup>TM</sup> 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 **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](http://comcast.com/digitaladapterinfo)** or by calling **855-860-8989**.

**To qualify for any equipment at no additional charge or service fee, you must request your equipment between **05/09/2014** and **11/09/2014** and satisfy all other eligibility requirements.**