



January 20, 2017

Conewago Township (Adams County)
541 Oxford Avenue
Hanover, PA 17331

IMPORTANT INFORMATION ABOUT CUSTOMER SET-TOP BOXES

As part of our continuing effort to keep you informed, I wanted to let you know about an upcoming change affecting certain Comcast set-top boxes. Beginning January 27, 2017, a limited number of customers in our market will be asked to upgrade their set-top boxes to take advantage of our new technology enhancements. With this upgrade, customers will enjoy improved HD picture quality and be able to record and store more shows on their DVR.

To continue to view all of their current favorite HD channels and take advantage of our new enhancements, customers will need to upgrade their set-top boxes. We have established a customer-friendly process and included instructions for upgrading their cable boxes in our notification to customers. These instructions are:

- Tune to channel 1995 on each TV in your home and follow the onscreen instructions to see if the set-top box needs to be replaced.
- If the set-top box needs to be replaced, customers can order a Self-Installation Kit from the TV, order online or visit an XFINITY retail store or service center. Customers can also schedule a professional in-home installation for a one-time fee by calling 1-800-XFINITY.

While we recognize the change may be an inconvenience to customers, this change will pave the way for more HD options and faster Internet speeds.

We are informing our customers of this upcoming change through letters to their homes and set-top box messaging. A sample notification letter is attached for your reference. We will continue to notify customers on an ongoing basis about this change, including any deadlines for action, and will keep you informed as well.

Should you have any questions about this change or any other cable matter, please contact me at 717-298-6784.

Sincerely,

Kristen Ritchey
Manager, Government & External Affairs
Comcast

Equipment Update

xfinity.

<Sam A Sample>
<123 Main Street>
<XXXX>
<Anytown, US 12345-6789>

Update your TV boxes and modem — on us.

Dear Sam Sample,

We've noticed you have older equipment, and we'd like to replace it — on us.

You'll need the latest technology to enjoy an unmatched entertainment experience. Older devices like yours can't keep up with new features. And one or more of your TV boxes will eventually lose HD channels.

That's why we'd like to update your whole home with new TV boxes and a Wireless Gateway. With these improvements you'll get XFINITY X1, enhanced HD, and, for those of you with DVR, up to 8x the storage. Plus, the fastest in-home WiFi and the latest security updates.

X1 is a whole new way to experience TV throughout your home. It delivers the simplest, fastest and most complete way to enjoy all your entertainment on all your screens. It even lets you change channels with your voice.

Visit xfinity.com/tradeup and we'll send you everything you need. Questions? Call 1-800-XFINITY and mention "Equipment Update."

Thank you for choosing XFINITY. Ensuring that you get the most from your TV and Internet service is part of our commitment to improving your overall experience.

Sincerely,

NAME
TITLE

Update your equipment by XX/XX to get the most from your TV and Internet service.


COMCAST

Frequently Asked Questions

1) Do I really need to replace my equipment?

Yes. To provide you with better TV and Internet service, we have upgraded our network. As a result, some of your equipment needs to be replaced to keep up with today's new technology. For those of you with a DVR, saved recordings will not transfer and recordings for future programs will need to be reset on the new TV box.

2) I have more than one TV box — how do I know which one(s) needs to be replaced?

Simply tune to channel 1995 on each of your TVs and follow the on-screen instructions. It will let you know if your TV box is compatible with the upcoming changes or needs to be replaced.

3) How do I replace existing equipment?

You can choose one of these three options to get your new devices:

- **Online:** Go to xfinity.com/tradeup and follow the link to get new TV box(es) and a Wireless Gateway shipped to your home.
- **Call us at 1-800-XFINITY:** To place an order, ask questions or schedule a professional installation for an additional fee.
- **In store:** Exchange your existing equipment at an XFINITY® store or service center.

4) How do I return my existing equipment?

There are three return options:

- **UPS:** Use the pre-paid UPS shipping label in your self-installation kit and drop off the package anywhere UPS shipments are accepted. Or bring your equipment to a UPS Store location and an associate will pack and ship your equipment back to us.
- **In store:** Drop off the equipment at your local Comcast service center.
- **By appointment:** If your new equipment is professionally installed, your installer will take back your existing equipment.

Please note there is a charge for unreturned equipment.