

Report from Don Dailey on March 9, 2011 following the presentation by Melissa Mercer of Comcast

The conversion date has been changed to April 19th, but it is not a set date and may slip again. The manager of the conversion at Comcast announced the new date. She also said the residents of Village Walk can now have 6 (not 3) adapters or a total of 6 set-top boxes.

If you already have a set-top box you will not have to replace it. There will be little or no change for those that have a set-top box. The impact will be for those that are not using any set top now.

All TV sets that do not currently use a set-top box will need a digital adapter box to receive channels above 36. A later document from ComCast now says above 27.

If your TV is an older model and does not have a built-in digital decoder (QAM-Quadrature Amplitude Modulation) you will need the adapter for all the channels you now receive. The newer HDTV set can watch all channels below 37 (28?) without an adapter but still need the adapter for all above 36(27?). Comcast has now said that in about a year all channels will be scrambles so you will need some kind of a box to view any channel.

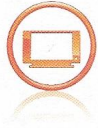
For those that have HDTV and wide screens (16x9 ratio) ComCast is not doing you any favors. The adapters looks to be designed for old analog tube TV's with the standard screen size (4x3). The adapter output is an analog signal with 4x3 screen ratio. If you are now viewing HD sub-channels (2.1, 2.2, 3.1, 3.2, 3.3, 3.4, 4.1, 5.1, 6.1, 7.1) those are gone with the adapter. On a wide screen TV the picture will be narrower on the sides. I plan to use the adapter on my VCR and not my HDTV. I was told that the sub-channels would be on the lower 36 channels. Also, I will have to get something for my wall power outlet to let me plug in three cords (the adapter has its own transformer). There is no on/off switch or remote button for the adapter. It is always on and it does not pass-through the TV signal if unplugged.

You can order the adapters over the phone 239-793-3577, 239-432-9277 or go to the local office and pick them up. Once you have the adapters you can activate them now (as Jim Bridges and I did) by calling Comcast or log into your account after you have the serial numbers off the boxes. With the adapter you will be able to view 9 or so new channels (OWN, TCM, SPEED, STYLE, VRSUS and others). You do not need to wait for the conversion to start using the adapters and seeing the new channels.

The adapter has its own remote. When using the adapter your TV or recorder must be on channel 3 (or 4) since the adapter selects the channel. Comcast will mail out the adapter (call 239-432-9277 for the boxes). As an owner in VW you already have an account with Comcast. Use your home address to place the order. If you use ComCast for Internet there will be no change. The instruction that comes with the adapter's remote has only setup codes for TV's, none for any VCR.

Go to this site for a wiring diagram of using a splitter and an AB box. Substitute the adapter for the cable box. (Thanks to Steve Lucas)

http://www.comcast.com/MediaLibrary/1/2/CM/VanityURL/documents/record_digital_watch_analog.pdf



We're enhancing our network.
Order digital equipment for all your TVs
to continue receiving all your channels.

Customer Action Required By: February 24, 2011



*****ECRWSH**R-051

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Dear Resident,


Comcast is always looking for ways to give you more! That's why we're enhancing our network. Soon, you'll be able to enjoy digital picture and sound through the agreement your property has with Comcast. Once this enhancement is complete, we'll deliver:

- Even more channels, like Cartoon Network, Oxygen, Game Show Network and Lifetime Movie Network
- Crisp digital picture and sound on every TV
- Channels 37-76 will be broadcast exclusively in digital format

After the enhancement, any TV without digital equipment may no longer receive channels 37-76.

To continue receiving channels 37-76, you will need to order digital equipment for each TV in your home that isn't connected to a digital set-top box. If you have a TV or other device that uses a CableCARD, no additional equipment is necessary for that TV.

You can receive up to three digital adapters at no additional monthly service charge, unless the agreement between Comcast and your property provides otherwise. If you'd like additional digital devices, set-top boxes start at \$7.50 per month, and digital adapters are \$1.99 per month. Here's what each digital equipment choice provides:

Digital Device	What It Offers	Here's How To Do It
 Digital Set-Top Box	<ul style="list-style-type: none"> • Access to On Demand, Interactive Program Guide and more • Access to more channels than you currently receive, like Cartoon Network, Oxygen, Game Show Network and Lifetime Movie Network 	1 CALL OR VISIT Call: 1-800-COMCAST Visit: our Fort Myers service center at: 12641 Corporate Lakes Drive Fort Myers, FL 33913 M-F: 8am - 6pm SAT: 9am - 3pm
 Digital Adapter	<ul style="list-style-type: none"> • Crisp digital picture and sound • Access to more channels than you currently receive, like Cartoon Network, Oxygen, Game Show Network and Lifetime Movie Network • Crisp digital picture and sound 	2 INSTALL Connect the equipment to all your TVs without digital equipment, then "call" us to activate. 3 THAT'S ALL Enjoy all your current programming, plus more!

Call 1-800-COMCAST by 02/24/11 to get your equipment, and you'll be ready ahead of time!

Barbara Hagen
 Comcast General Manager

Call:
1-800-COMCAST



Visit a local service center:
12641 Corporate Lakes Drive
Fort Myers, FL 33913

Not available in all areas. Limited to residential customers receiving Expanded Basic service. Digital set-top box and remote required to receive On Demand, Interactive Program Guide and HD services. Access to HD channels requires an HD set-top box at an additional charge. QAM tuner TVs will continue to receive Limited Basic channels 2-19, 22-29, 96-99, 201-203, 216, 230-232, 237-238, 657-658 and 667-668 without a digital device. No additional equipment is necessary for TVs that use a CableCARD. Pricing subject to change. Channel Lineup is subject to change. Applicable equipment, installation, taxes and fees extra. Call for details. © 2011 Comcast. All rights reserved. ESTERO BULK BASIC RK



Choose what's right for you.

You can receive up to three digital adapters at no additional monthly service charge. Here's what each digital equipment choice provides.

Here's the equipment	Here's what it costs	Here's what you'll receive
Digital set-top box 	<ul style="list-style-type: none"> Additional digital set-top boxes start at \$7.50 each per month 	<ul style="list-style-type: none"> Access to On Demand, an Interactive Program Guide and more The same great channels you currently receive with your existing set-top box Crisp digital picture and sound on every TV
Digital adapter 	<ul style="list-style-type: none"> No additional monthly service charge for up to 2 adapters Additional adapters are \$1.99 each per month 	<ul style="list-style-type: none"> Additional channels that you can only receive with digital equipment, like Cartoon Network, Lifetime Move Network, Oxygen, Game Show Network Crisp digital picture and sound on every TV

Digital Channel Guide

This chart shows the channels current customers receive with Comcast. If you are a new customer with digital set-top boxes, you may already receive the channels listed below.

The following channels will require a digital set-top box or adapter.

37 CNBC	45 Disney Channel	53 AMC	61 Versus	69 Speed
38 CNN	46 ABC Family Channel	54 TV Land	62 TBS	71 Fox News
39 HLN	47 Weather Channel	55 TNT	63 Spike TV	72 Learning Channel
40 MSNBC	48 MTV	56 Fox Sports Net FL	64 Syfy	73 Hallmark
41 Lifetime	49 FX	57 Sun Sports	65 History Channel	74 Turner Classic Movies
42 HGTV	50 A&E	58 ESPN	66 Travel Channel	76 Food Network
43 Discovery Channel	51 Bravo	59 ESPN 2	67 OWN	
44 Nickelodeon	52 USA	60 The Golf Channel	68 Animal Planet	

These channels will be available when you receive your new equipment.

20/124 Cartoon Network	70 Comcast Sports SE	119 Lifetime Move Network	730 Versus
28/118 Style	79/123 Oxygen	179 Game Show Network	732 Speed
30 TruTV	89/280 Shop NBC	636 Mun2	

Click or Call. Install. That's All.

comcast.com/digitalnow | 1-800-COMCAST



Not available in all areas. Limited to residential customers receiving Digital Starter service. Digital set-top box and remote required to receive On Demand services. QAM tuner TVs will continue to receive Limited Basic channels 2-13, 15-19, 22-27, 29, 96-99, 104, 178, 201-203, 216, 230-232, 237-238, 611, 657-658, and 667-668 without a digital device. No additional equipment is necessary for TVs that use a CableCARD. Pricing subject to change. Applicable equipment, installation, taxes and franchise fees extra. Call for details. ©2011 Comcast. All rights reserved. Estero Bulk Res Insert RK.



EXCITING NEWS! Comcast is enhancing our network, giving our customers access to **MORE** – more digital and hi-definition choices, more On Demand options and more internet speeds!

What does this mean to you?

After the upgrade is complete in March 2011, Comcast will offer you an all digital service in crisp digital picture and sound. Your bulk line-up through Village Walk/Bonita will grow by over 20 channels including The Travel Channel, Lifetime Movie Network, Style and much more!

How will your current level of service change?

In order to continue receiving channels above Limited Basic, you will need to order digital equipment for each TV in your home that isn't connected to a digital set-top box. If you have a TV or other device that has a set-top box connected to it or uses a CableCARD, no additional equipment is necessary for that TV.

What digital equipment do you need?

Village Walk/Bonita residents are eligible to receive up to three (3) digital adapters free! If you have a digital set-top box(s) today you are eligible to receive up to two (2) digital adapters free! If you would like additional digital devices, set-top boxes start at \$7.50 per month and digital adapters are \$1.99 per month.

How do you get your equipment?

You can call Comcast at 239-432-9277 now and order your digital equipment to be shipped free of charge to you. Your digital adapters are sent in a simple, self-installation kit right to your home so won't have to pay installation charges (professional installation is available at an additional charge). You can also visit our front counter location at Bonita Springs (Pelican Village), 24830 S. Tamiami Trail, Ste 2300, Bonita Springs to pick up your self-installation kits.

When should you connect your digital equipment and what will happen if you don't have it connected when Comcast upgrades your area?

You can order or pick up your digital equipment today and start receiving the additional channels as part of your Village Walk/Bonita bulk service anytime. If you do not have your digital equipment connected by the date Comcast converts your signal to all digital in late March you will only be able to receive channels 2-27.

Below is a picture of the digital adapter and the self-installation kit. If you have any questions about this upgrade please feel free to call Comcast anytime 24/7 for more information.

