



249 Warren Ave., Ste. 250
Silverthorne, CO 80498

We're enhancing our network.

Residents/homeowners will need digital equipment for all TVs to continue receiving all channels.

Dear Homeowner,

We are writing to share exciting news about your cable TV service, we're enhancing our network, giving you access to more choices.

Through your HOA agreement with Comcast, you currently receive Expanded Basic service. As part of the network enhancement to an exclusively Digital format, Comcast will need to install additional equipment in your unit at no additional cost to you. A Digital converter will be required to receive all programming after October 15, 2013.

Once our network enhancement is complete:

- You will enjoy crisp digital picture and sound
- All channels will be broadcast exclusively in digital format

How will you receive the equipment you need?

Comcast has contacted your property manager directly to schedule a time for professional installation

- For those residents who currently have accounts for additional services in their own name, you will receive the Digital upgraded programming with your current equipment. If you have additional outlets without equipment, you can pick up, up to (2) additional DTA's (Digital to Analog adaptor) at our Comcast Silverthorne office at no additional cost.
- Those units without upgraded services will have Comcast technicians install digital equipment to receive the upgraded programming
- Due to liability and safety purposes, we will not enter units unless accompanied by a property manager representative, homeowner or tenant.
- Detailed instructions on operating Comcast equipment and remotes, as well as the channel guides, can also be found online at www.comcast.com, an instruction card will be provided at the time of installation or can be picked up at the local Comcast office.
- Should you have a service related issue after the install, call our bulk accounts 24/7 toll free **customer support line at 888-895-6504**. Please be sure to have your physical address and unit number available.

We want to ensure that this process is as seamless and easy as possible. We value your business and thank you for allowing us to serve you. We will contact Summit Resort Group to schedule a professional installation so that you are ready for our network enhancement and all that it offers.

Sincerely,
Comcast Customer Service