



the future of awesome®

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

FPO

Sam Sample,
Your cable box needs
to be upgraded.

FPO

Dear Sam Sample,

As part of our *HD Enhanced Program*, we're improving the way we deliver HD channels and paving the way for more HD options, faster Internet speeds and Cloud TV. How will we make these changes happen? For starters, we'll have to replace some digital converters (cable boxes) with models that are compatible with our new enhanced HD.

Our records show that one or more of your cable boxes may need to be replaced. To check which ones, just tune to **channel 1995** on each of your TVs and follow the on-screen instructions. If your cable box needs to be replaced, you can order a new one right from your TV. We'll send a Self Installation Kit to your home with instructions for returning your current box.

You can also order a Self Installation Kit online by visiting comcast.com/HDenhanced or exchange your existing cable box by bringing it to an XFINITY® retail store or service center. Professional installation is available for a one-time fee. Just call **1-800-XFINITY** and follow the *HD Enhanced* menu options to schedule your appointment or to ask any questions.

Remember, to make sure your service isn't disrupted, **you must respond quickly** to replace your XFINITY cable box. For more details, visit comcast.com/HDenhanced or call **1-800-XFINITY** and select **HD Enhanced** today.

Sincerely,

Name
TK
Comcast

P.S. Have questions? Turn over for important answers about our *HD Enhanced Program*.

**Go to channel 1995 to upgrade your existing cable box
for our more advanced technology.**

Or visit comcast.com/HDenhanced to learn more.

Frequently Asked Questions about the *HD Enhanced Program*.

1 Why am I being asked to replace my cable box?

We're upgrading the way we deliver HD channels. This improvement will pave the way for additional HD channels, faster Internet speeds and Cloud TV. Once that upgrade occurs, you will not be able to view a number of your HD channels unless you have upgraded your devices. Our records show that one or more of your current cable boxes will not be able to display some HD channels after the upgrade.

2 What happens if I don't switch my cable box?

You will lose access to some HD channels on TVs with older cable boxes.

3 How do I know if my cable box needs replacing?

Just tune the digital converter on each of your TVs to **channel 1995**. It will display if your cable box is compatible with the upcoming changes or not.

4 How do I get a new cable box?

Once you've determined that your cable box needs to be replaced, you can order your new one right from **channel 1995** on your TV. Simply follow the on-screen instructions and we'll ship a replacement to your home. You can also order a replacement cable box online at **comcast.com/HDenhanced**. If you prefer, you can pick one up at an XFINITY® retail store or service center, or schedule a professional installation for a one-time fee.

5 Can I upgrade to XFINITY on the X1 Entertainment Operating System®?

Yes! In fact, as part of the *HD Enhanced Program*, you have two options to step up to X1. Just tune to channel 1995 on your TV and follow the on-screen instructions or call **1-800-XFINITY** for more details.

6 How do I return my existing cable box?

- If you receive your new cable box in the mail, follow the instructions enclosed in your Self Installation Kit for returning your device.
- If you pick up your new cable box at an XFINITY retail store or service center, you can return your existing cable box there.
- If your new cable box is professionally installed, your technician will take your existing equipment.

**Don't let your HD channels slip away.
Go to channel 1995 to upgrade your cable box.
Or visit comcast.com/HDenhanced to learn more.**

