

## Important Channel and Rate Information!

December 2001

Dear Comcast Customer:

Comcast of Alexandria is committed to providing the highest quality entertainment and service to our customers. This summer FX was added to the Basic Plus service on Ch 63. FX began offering NASCAR and Winston Cup Races in 2001.

There will be some additional programming changes effective February 1. A summary of these changes follows.

### Channel Additions:

- Outdoor Life-New Basic Plus Service Ch 68.
- Discovery Health-New Basic Plus Service Ch 67.
- CSPAN 3-New Comcast Digital Service Ch 105.
- ESPN Classic-New Comcast Digital Tier Service Ch 103.

### Channel Moves:

- Spice (Adult PPV) will move from Ch77 to Digital Ch 251.
- TEN (Adult PPV) will move from Ch 78 to Digital Ch 78.
- Encore will move from Ch 67 to Digital Ch 150.
- Sundance will move from Ch 68 to Digital Ch 165.

### Channel Changes:

- ESPNews (Ch 102), SoapNet (Ch 120), Nick Games and Sports (Ch 133) and VH1 Classic (Ch 143) will be carried on Comcast's Digital Classic service.

As a result of increased programming charges and other operational expenses, the rates for your cable service and other associated cable charges are changing effective February 1, 2002.

## PREMIUM & SPECIALTY SERVICES

Service	Current Monthly Charge	New Monthly Charge
HBO Current Customers	\$11.20	\$12.95
HBO New Customers	\$11.20	\$14.95
Starz! (Digital Service Only)	\$11.20	\$11.35
Cinemax	\$11.20	\$11.35
Showtime	\$11.20	\$11.35
The Movie Channel	\$11.20	\$11.35
ANA (Arab-Network)	\$11.20	\$11.35
Canales (digital service only)	\$10.95	\$10.95
Analog Service - per premium per A/O	\$4.95	\$4.95
Digital Service - duplicate premium package per A/O	\$4.95	\$4.95

## SERVICE FEES

Service	Current Monthly Charge	New Monthly Charge
Limited Basic	\$12.26	\$12.26
Expanded Basic (Tier One)(not sold separately)	\$23.78	\$25.91
Basic Plus (includes Limited Basic and Tier One)	\$36.04	\$38.17
Basic Plus on Additional Outlets	No charge	No charge
Pay Per View Movies *	\$3.99	\$3.99
Pay Per View Adult Programming*	\$9.99	\$9.99
Monthly Cable Guide	\$1.50	\$2.75

\*PPV billed per use

## ONLINE SERVICES

Service	Current Monthly Charge	New Monthly Charge
Comcast High Speed Internet (Basic Cable Customers)	\$39.95	\$39.95
Modem Rental	\$5.00	\$5.00
Comcast High Speed Internet ( No Basic Cable Service)	\$44.95	\$54.95

## DIGITAL SERVICES

Service	Current Monthly Charge	New Monthly Charges
Comcast Digital Classic	\$9.95	\$9.95
Optional Digital Channels (Cannot be sold separately)	\$5.00	\$5.00

## EQUIPMENT

Service	Current Monthly Charge	New Monthly Charge
Digital Converter	\$3.77	\$3.77
Analog Addressable Converter	\$3.77	\$3.77
Analog Non Addressable Converter	\$2.74	\$2.74
Analog Remote Control - one time purchase	\$7.40	\$7.40
Lost or Damaged Digital Remote - per occurrence	\$16.95	\$16.95
A/B Switch VCR - one time purchase	\$14.95	\$14.95
A/B Switch Antenna - one time purchase	\$49.95	\$49.95

## TRANSACTION CHARGES

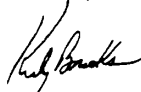
Service	Current Per Occurrence	New Per Occurrence
Activation (Prewired home installation)	\$22.14	\$22.14
New Installation (Unwired home installation)	\$30.04	\$30.04
Install A/O (same trip)	\$12.65	\$12.65
Install A/O (separate trip)	\$14.23	\$14.23
Transfer Service to New Residence	\$22.14	\$22.14
Change of Services	\$10.00	\$10.00
Late Fees	\$3.00	\$3.00
Return Check Fee	\$25.00	\$25.00
Home Service Call (VCR hookups, TV tuning, etc)	\$18.97	\$18.97
Same Day Install / Service Call	\$50.00	\$50.00
Relocates	\$23.72	\$23.72
Unreturned Equipment (per set) - Analog	\$300.00	\$300.00
Unreturned Equipment (per set) - Digital	\$800.00	\$800.00

*Rates exclude franchise and FCC fees and taxes  
Additional costs may be incurred for custom installs*

Alexandria  
Current And New Rates and Service Charges  
Effective February 1, 2002

Thank you for choosing Comcast for your cable services. We hope to provide you with many years of quality service. Please contact our customer service department at 703-823-3000 when we can be of service.

Sincerely,



Kirby Brooks  
Vice President and General Manager  
Comcast Communications