



**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 mid January, 2012, Comcast will offer you an all digital service in crisp digital picture and sound. The bulk line-up through Heritage Cove will increase 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 29-99, 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?**

Heritage Cove 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 12641 Corporate Lakes Drive, Fort Myers, Florida 33913 (Gateway area) 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 bulk service anytime. If you do not have your digital equipment connected by the date Comcast converts your signal to all digital in January 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. 239 432-9277

