

Comcast's Digital Network Enhancement

Comcast is going to be digitally enhancing its cable system in our community. Company representatives have visited us to provide information on what this means to cable viewing and our residents. Comcast customers, who will be affected by this digital network enhancement, have started receiving information from Comcast on what actions they will need to take to retain the channels they currently view. Standard basic channels, channels 29-72 will be converted to a digital transmission to improve picture quality and sound, and to allow Comcast to provide more digital and High Definition (HD) programming, larger video on demand (VOD) libraries, faster Internet speeds and innovative advanced services. Customers with only Limited Basic service channels are not affected by Comcast's digital network enhancement. Customer television sets which already have Comcast digital equipment connected will not be affected by this change. In addition, Customers having a digital QAM tuner television will not be affected until the completion of the project.

Comcast is offering customers who now receive Standard basic channels and do not have any digital equipment, one digital receiver and up to two digital transport adapters (DTAs) at no additional cost. This equipment will allow customers to continue seeing the programming they currently receive, at no additional cost for the first 3 TV sets (national average is 2.8 TV sets per household). Instructions on how to obtain this equipment have been mailed to all affected customers.

The world is going digital and this technology is allowing Comcast to provide a world of more innovation to its customers. Please do not confuse this company digital network enhancement with the federal digital broadcast transition program that occurred last June, affecting over-the-air broadcast channels. For more information, or to see if you will be affected, please call 1-877-634-4434.