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OFFICE OF THE CITY MANAGER

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May 31, 2005

Mr. Robert W. Healy
City Manager
City of Cambridge
City Hall
795 Massachusetts Avenue
Cambridge, MA 02139

Dear Mr. Healey:

Thank you for your letter of May 25, 2005 in reference to the City Council's inquiry about Comcast's digital service. I am writing to clarify the issues raised in your correspondence.

In Cambridge, customers have the ability to receive analog programming on the Basic and Expanded tiers of service. Currently, premium services are offered on the digital tier of service. In accordance with a federal mandate, Comcast will eventually have to transition to an all-digital platform. This mandate relates to the manner in which the technology is delivered, not the specific content. To that end, Comcast has no immediate plans to convert channels in the Basic and Expanded service to a total digital platform. Therefore, these customers will not be affected. However, the FCC has mandated that the transition to a digital platform occur prior to December 31, 2006. Currently, the FCC is considering extending this deadline. We will be sure to communicate the timing of any such technology migration with the Council and you in advance.

There are several points of information about digital technology that the Council members may find helpful to know so that they may educate their constituencies as to the developments in this field. Digital technology continues to develop at a rapid pace in the cable TV industry. Its advent has allowed cable operators to expand cable system channel capacity from 80 channels in 1998, to hundreds of channels in 2005. Comcast has introduced advanced services such as Video on Demand and High Speed Internet over its broadband network by applying digital technology. In the upcoming months we will be launching Comcast Digital Voice, a telephone service using our digital platform. Cambridge residents will soon be able to subscribe to any one or combination of all three broadband services.

Should you need more information, please do not hesitate to call or write.

Yours truly,

David A. Green
Manger of Government and Community Relations