

To: Full time campus residents
From: Information Technology
RE: Cable TV changes
Date: 11/9/2010

Comcast is in the process of upgrading the local cable system to a full digital signal. This means that after Dec 7th, 2010 any TV that does not have a digital converter connected to it will be unable to receive all the channels normally available. It is likely that eventually all the analog channels will be removed and a digital converter or tuner will be required to receive any TV through the on-campus cable system, although for the time being limited channels may still be available without a converter or digital tuner.

As part of LTSG's contract with Comcast we will be providing one digital converter per house, dorm room or apartment on campus. If you need additional converters they can be rented directly from Comcast at a cost of \$1.99 per month per converter. In addition to this if you would like to subscribe to advanced services beyond basic cable you can contract with Comcast directly for these additional services.

Anyone who currently subscribes to any services beyond basic cable and has an addressable set top box will not need to make any changes with Comcast and can continue to use the box provided by Comcast. You will also receive the one standard converter for your residence from LTSG.

As soon as the converter boxes arrive we will announce when and where they can be picked up. Please note these boxes must remain in the residence to which they are assigned. The boxes do not move with you when you change rooms or buildings. Removal of units from the assigned residence will result in the replacement cost being charged against your security deposit.

To order additional converter boxes or subscribe to advanced services you will need to contact Comcast directly at 877-397-6993. You must provide them with your street address (not 61 Seminary Ridge) and room number (this will be on the box we provide) and you can then request additional converters or upgraded services if you desire. You will be billed directly for these services by Comcast.

Please direct any questions concerning these changes to Donald Redman (dredman@ltsg.edu). If you have problems after connecting your new converter please contact ITHELP@ltsg.edu.