



Comcast Cable is pleased to announce a Customer Service enhancement that is available to your residents as part of the "Bulk" Service Agreement with Comcast.

Bulk serviced properties are unique and require specific operating processes and billing procedures. In order for your residents to enjoy all the products and services that Comcast provides, a specialized team of dedicated Customer Service Representatives are available to answer questions for residents at properties that receive "Bulk" service.

Effective March 2011, the Bulk Care Team may be contacted at:

888-282-3154

Monday through Friday between the hours of 7:30am and 9:30pm and also on Saturdays between the hours of 9:00am and 5:00pm.

Your residents should contact the Bulk Care Team to discuss any service issue and any questions they may have about additional services beyond what is being provided as part of the bulk service agreement.

Additionally we are providing you, as the primary point of contact for the property, with an **Escalation Contact List** in the event that the property is experiencing a service issue or if you have any questions about the services being delivered to the property.

We are proud to offer this service to you and your residents to allow us to provide the best possible entertainment options for your Cable, Internet and Phone services.

Sincerely,

