



ANNOUNCEMENT: April 21, 2009

## Having Trouble Seeing MiND TV on Comcast Cable?

If you are a current Comcast Cable Subscriber, you may be having difficulties receiving MiND TV. For all those who have emailed, thank you for reaching out to us – and thanks for watching!

As part of the digital transition, Comcast has begun termination of analog carriage. This means that subscribers with analog cable boxes or direct to coax connection can no longer view MiND TV. This only impacts Comcast Subscribers.

**Don't despair! Contact Your Local Comcast Provider.**

### **A MESSAGE FROM COMCAST FOR CURRENT SUBSCRIBERS:**

*"The vast majority of Comcast customers already subscribe to Digital Cable service and don't need to do anything to receive MiND. For non-digital customers who want to continue to receive MiND -- as well as other new channels we've introduced -- we are making it easy and inexpensive for them to do so. Customers can bring a set-top box from Comcast into their home for little or no additional cost for their primary TV set. There is no need to change their level of service as MiND will remain on Limited Basic Service.*

*Customers can pick up set-top boxes at local Comcast service centers. Or, they can have a box mailed directly to their home with our convenient, easy to use self-installation kit."*

**Remember, all TV goes digital June 12<sup>th</sup>!**

**If you are not a Comcast Subscriber**, and need more information about the digital transition and how to prepare your TV, you can take the following actions:

1. Visit [www.dtvanswers.com](http://www.dtvanswers.com)
2. Contact us at your MiND Help Center, at 215-483-3900 ext. 190. Please leave a message and we will try to respond to all calls in a timely fashion. We thank you for your patience in advance.
3. **Or Attend:** The Digital Transition Information Session, Presented by the FCC  
Friday, April 24<sup>th</sup> from 7PM-8PM  
Burlington Center Mall @ J.C. Penny Court

**To Watch MiND 5-Minute Programs Online: [www.mindtv.org](http://www.mindtv.org)**