



Comcast Cable
15815 25th Ave West
Lynnwood, WA 98087

October 28, 2011

Hon. Becky Erickson
Mayor, City of Poulsbo
19050 Jensen Way NE
Poulsbo, WA 98370

Dear Mayor Erickson:

On November 9, 2011, at approximately 11:00 a.m. (PDT), FEMA, in coordination with the Federal Communications Commission (FCC) will conduct the country's first nationwide Emergency Alert System (EAS) Test. The test will last approximately 3 minutes across the country. The purpose of the test is to assess the reliability and effectiveness of the system in alerting the public. This national-level EAS is a national public alert and warning system that enables the President of the United States to address the American public during extreme emergencies.

During the test, all EAS participants, including broadcast radio and television, cable, satellite radio and television and wireline video services will participate. During the test a live audio message will be transmitted indicating that this is a test. However, the video text message may only indicate that "Civil Authorities have issued an Emergency Activation Notification."

This is the first time the system has been tested by FEMA and the FCC so Comcast is doing its best to make sure that the customers are informed prior to the test and that our Customer Care Professionals are able to assist customers in the event they experience an issue restoring their service.

While Comcast does not anticipate an interruption, in some rare cases to fully restore programming, customers may need to:

- Use the cable remote control to channel up and then channel down.
- Or simply power down the set top box to fully restore programming.

If a customer experiences the Emergency Alert System message for more than five minutes, they should do the following:

- Power-cycle the cable box by unplugging the power cord from the outlet.
- Wait thirty seconds and then plug it back in.

The guide data and Video OnDemand content will take a period of time to fully restore. It is suggested that VOD not be accessed for 20 minutes as this might result in other errors with the box. Comcast is messaging this to all customers On-Demand, instructions in the IVR, Comcast.com homepage, Customer Central, Email, Facebook and Twitter.

Should you have any questions or concerns, please do not hesitate to contact me at (253) 864-4245.

Sincerely,

Hans Hechtman
Director, Franchising and Government Affairs

cc: Janet L. Turpen, Comcast
Anne McMullen, Comcast