

Dear Comcast Customer:

On **Wednesday, November 9** at 2 p.m. (Eastern Standard Time), FEMA and the Federal Communications Commission (FCC) will conduct the nation's first ever Emergency Alert System (EAS) test. The purpose of this test is to help determine if the national-level system will work as designed, should officials ever need to send a national alert.

This test will last approximately three minutes and will be seen on all local, cable, and satellite TV stations across the country, as well as radio.

Here's What You Should Know

Your Comcast programming will be temporarily interrupted. However, as soon as the test ends, you will be returned to your regularly scheduled programming. While we do not anticipate an interruption in your service, in some rare cases, you may need to:

- Use your remote to **channel up and then channel down** or **power down your box** to fully restore programming after the test completes.
- Any DVR recordings that are in progress during this test will be interrupted, and in some cases, lost.

If you experience the Emergency Alert System message for more than five minutes, please do the following:

- Power-cycle your 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. Please wait 20 minutes before choosing Video OnDemand as this might result in other errors with your box.

To learn more about the national EAS test, visit us at: <http://www.comcast.com/nationaleastest/> or visit FEMA at http://www.fema.gov/emergency/ipaws/eas_info.shtm.
<http://www.fcc.gov/encyclopedia/emergency-alert-system-nationwide-test>

We thank you for being a loyal Comcast customer.

Comcast Customer Service