



July 27, 2017

City Cable Coordinator
City Hall - MIS Department
City of Lowell
375 Merrimack Street
Lowell, MA 01852

Re: Comcast Agreement for Residential Services

Dear City Cable Coordinator:

As part of our ongoing commitment to keep you updated on issues that concern our customers in your community, we would like to let you know that in the coming days we will be notifying our customers of updates to our Comcast Agreement for Residential Services as well as providing a copy of the updated agreement with their August bill.

The Comcast Agreement for Residential Services provides the terms and conditions for our Xfinity TV, Internet and Voice services and can be viewed at: www.xfinity.com/Corporate/Customers/Policies/SubscriberAgreement.html.

Key updates include the following:

- We've identified additional ways for us to notify customers of changes to our services, including by email and online on our website.
- We've moved some material related to our Internet and Voice services to our website.
- We require customers to notify us of changes to their telephone number and other contact information so we can ensure that we are contacting the correct person in accordance with applicable laws.
- We've updated portions of our arbitration provision to make its terms more clear.

A sample customer notification can be viewed on the reverse side of this letter.

If you have any questions, please do not hesitate to contact me at 508-647-1418.

Sincerely,

Greg Franks

Greg Franks, Sr. Manager
Government Affairs



We've made updates to our Comcast Agreement for Residential Services

We want to let you know that we're updating our customer terms of service. You can view the agreement [here](#), and you also will receive a copy with your upcoming bill. You don't need to take any action.

You should review the agreement, but here are a few of the key updates:

- We've identified additional ways for us to notify you of changes to our services, including by email and online on our website.
- We've moved some material related to our Internet and Voice services to our website. They may be viewed [here](#).
- Under the new agreement we require you to notify us of changes to your telephone number and other contact information so we can ensure that we are contacting the correct person in accordance with applicable laws.
- We've updated portions of our arbitration provision to make its terms more clear.

Thank you for being an XFINITY customer.



All part of our commitment to you



This is a service-related email. Comcast will occasionally send you service-related emails to inform you of service upgrades or new benefits.

Please do not reply to this email, it is not monitored. If you'd like to contact us, please visit our website [here](#).

Comcast respects your privacy. For a complete description of our privacy policy, [click here](#).

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