



April 13, 2018

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

***Re: New Bill Design for Xfinity Services from Comcast***

Dear City Cable Coordinator:

As part of our commitment to keep you informed of changes impacting Comcast customers we wanted to share information related to the new design of our monthly bill statements.

Some of the changes customers will notice include:

- A new section, summarizing their monthly bill, which indicates payments received, regular monthly charges, any one-time charges, as well as applicable taxes, surcharges, and fees;
- Detailed breakdown of charges will appear on following pages with new headings, sections, and totals to help customers better understand their bill and pricing;
- Redesigned presentation of one-time charges, equipment charges, and recurring charges;
- Explanations of pro-rated charges using personalized graphics and text;
- Descriptions of what is included in the customer's service package; and
- Helpful, easy to locate, information including how to contact Comcast and payment options.

Customers began learning about the new bill design through an insert in their prior billing statements and will begin seeing the redesigned bill statements after April 16, 2018. Additionally, we have provided information to customers via e-mail and they are also able to obtain more information about the changes and view a sample bill by going to [www.xfinity.com/newsimplebill](http://www.xfinity.com/newsimplebill).

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