



June 5, 2018

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

Re: Package Equipment Changes

Dear City Cable Coordinator:

We recently shared with you a number of new, simpler pricing and package options that have been made available to residents in your community. Customer satisfaction is a priority for us at Comcast and we continue to create ways to deliver more value, flexibility, transparency, and choice for the communities we serve. To that end, starting June 6, 2018, a TV Box and Remote will no longer be included in our packages and we will reduce the price of applicable packages accordingly.

Today, most Comcast video packages include the rental of a TV Box and Remote for use on the primary TV in the home. In some instances, we have found that certain customers have chosen to use their own video devices, like a TiVo, instead of using Comcast equipment, and as a result we have applied an equipment credit to their accounts for the charge of the Comcast device that is included in the price of their package.

The TV Box and Remote for the primary TV will now be billed separately at \$2.68, the current combined price for the rental of a Comcast TV Box and Remote. Customers may still choose to rent a TV Box from us, or they can opt for a retail device alternative, including via the Xfinity Stream app for Roku devices and select Samsung Smart TVs (with additional options to come); the Xfinity Stream app and portal for computers and mobile devices; or a CableCARD device like TiVo. Customers do not need to take any action unless they choose to change the way they are watching their cable service.

Customers will receive notice of this change with their June bill. 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