



November 16, 2018

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

**RE: Important Information—Price Changes**

Dear City Cable Coordinator:

All of us at Comcast are committed to delivering the entertainment and services our customers in your community rely on today, and the new experiences they will love in the future. As we continue to invest in our network, products and services, the cost of doing business rises. One of our largest costs, and one that continues to increase, is the fees we pay to programmers so that we can continue to offer the best in entertainment, news and sports. As a result, starting December 20, 2018, prices for certain services and fees will be increasing, including the Broadcast TV Fee and Regional Sports Network Fee. Please see the enclosed Customer Notices for more information.

While some prices may increase, we continue to invest in technology to drive innovation. We are working hard to bring our customers great value every day and exciting new developments in the near future, including:

- Talk to the X1 Voice Remote to navigate content
- We offer the first talking TV guide for those with visual disabilities
- Netflix, YouTube, Pandora, and Sling TV and more apps are available on X1
- We continue to make customer interactions simpler with more all-digital tools as an alternative to visiting a store or calling.
- Speed upgrades allowing us to offer the fastest Internet speeds to the most homes in the country
- Control of home WiFi from anywhere, on any device, with xFi
- 19 million Xfinity WiFi hotspots available nationwide

In addition, we wanted to share with you this Xfinity TV Update: On December 18, 2018, Evine Live will be available on chs 89 & 1047.

We know you may have questions about these changes. If I can be of any further assistance, please contact me at 508-647-1418.

Sincerely,

*Greg Franks*

Greg Franks, Sr. Manager  
Government Affairs

Attachment: Customer Notices

# Important Information Regarding Your Xfinity Services and Pricing

Lowell, MA

Effective December 20, 2018

## We hope you are enjoying your Xfinity services.

I am writing with some important information about your Xfinity service.

As families and homes rely more on technology, we're working to bring you better and more reliable services. We're improving our products, strengthening our network, and investing in technology. We're always working to provide the programming you value and enjoy, whether it's on TV or streaming on your smartphones, tablets, and laptops.

Programming fees—the fees networks and broadcast stations charge us to deliver programming—continue to rise. These are among our biggest expenses, along with the cost of always improving our products and services. Though we absorb many of these costs, some must still be passed through to customers. As a result, your price may increase starting with your next bill.

We understand that price increases are never welcome. While some fees may be going up, we hope you see your services improving as well.

I know you have choices when it comes to service providers, and I appreciate that you chose us. From our products to our people, we're committed to delivering experiences you'll love.

Thank you for being an Xfinity customer.

Sincerely,

Tracy Pitcher  
Regional Senior Vice President

We're committed to improving your experience. Here's some of what we offer:

- The fastest Internet speeds to the most homes in the country
- Increased Internet speeds 17 times in 17 years
- 90% of our customers can now get 1 Gigabit download speeds if they choose—no other major provider can say that
- The Emmy Award-winning X1 platform delivers the most user-friendly experience
- The X1 Voice Remote integrates with some of your favorite apps like Netflix and YouTube
- The new Xfinity xFi platform gives Internet customers unmatched speed, coverage, and control with their home Internet service
- Xfinity WiFi hotspots are available in 19 million locations nationwide
- The Xfinity Stream app provides the most free shows and movies
- Xfinity On Demand offers 163,000+ shows and movies

More details on these price changes are enclosed.

For additional information, go to [xfinity.com/pricechanges](http://xfinity.com/pricechanges).

If you are currently receiving services on a promotional basis, under a minimum term agreement associated with a specific rate, or in the guaranteed period of one of our SurePrice plans, the prices for those specific services will not be affected during the applicable period. However, equipment charges, taxes and fees, including Broadcast TV Fee and Regional Sports Network Fee, are subject to change.

# Important Information Regarding Your Xfinity Services and Pricing

Lowell, MA

Effective December 20, 2018

<b>TRIPLE PLAY PACKAGES</b>	Current	New
<b>Standard Triple Play</b> - with Blast! Internet upgrade add	\$18.00	\$20.00

<b>DOUBLE PLAY PACKAGES</b>	Current	New
<b>Choice TV Double Play</b> - with Blast! Internet upgrade add	\$18.00	\$20.00
<b>Standard Double Play</b> - with Blast! Internet upgrade add	\$18.00	\$20.00
<b>Select Double Play</b> - with Blast! Internet upgrade add	\$18.00	\$20.00
<b>Signature Double Play</b> - with Blast! Internet upgrade add	\$18.00	\$20.00

<b>XFINITY® TV</b>	Current	New
<b>Broadcast TV Fee</b>	\$8.00	\$10.00
<b>Franchise Related Cost</b>	\$.09	\$.10
<b>Regional Sports Fee</b>	\$6.75	\$8.25
<b>Service to Additional TV</b> - with CableCARD	\$7.45	\$7.27
<b>Service to Additional TV</b> - with TV Adapter	\$5.99	\$6.99
<b>TV Box Limited Basic</b>	\$1.00	\$1.80
<b>CableCARD</b> (second card in same device)	\$.60	\$.00

<b>INSTALLATION (Effective 1/1/2019)</b>	Current	New
<b>Unwired Home</b> - Initial Installation of Service	\$40.00	\$49.00
<b>Wired Home</b> - Initial Installation of Service	\$40.00	\$49.00
<b>Installation of each Additional Outlet</b> - Initial Installation of Service	\$7.25	\$20.00
<b>Installation of each Additional Outlet</b> - After Initial Installation of Service	\$35.00	\$40.00
<b>Connect Customer Owned Equipment</b> - Initial Installation of Service (formerly Connect VCR/DVD)	\$11.00	\$12.00
<b>Connect Customer Owned Equipment</b> - After Initial Installation of Service (formerly Connect VCR/DVD)	\$32.00	\$37.00
<b>Downgrade of Service</b>	\$17.50	\$17.00
<b>Hourly Service Charge</b>	\$40.00	\$50.00
<b>In-Home Service Visit</b>	\$39.00	\$40.00

<b>XFINITY® Internet</b>	Current	New
<b>Blast!</b> - Xfinity Internet Service Only	\$92.95	\$94.95
<b>Blast!</b> - with Xfinity TV or Voice Service	\$79.95	\$81.95
<b>Modem Rental</b>	\$11.00	\$13.00

Important Information – Price Changes  
November 16, 2018  
Additional Information

In addition to the price changes listed in the attached general **Important Information Regarding Xfinity Services and Pricing**, customers subscribing to the services below will receive a bill message regarding the pricing change to their service.

**Bill Message Text:** "In addition to the price changes listed on the general Important Information Regarding Xfinity Services and Pricing, on December 20, 2018, the price of [package or service name from below] will increase from \$XX.XX to \$XX.XX per month. Prices exclude taxes and fees."

XFINITY® Internet	Current	New
Blast! Speed Upgrade	\$18.00	\$20.00
Galaxy w/ leased modem	\$59.95	\$61.95
NetOne w/ leased modem	\$59.95	\$61.95

TRIPLE PLAY PACKAGES	Current	New
MDU HD Preferred Plus XF Triple Play	\$142.99	\$149.99
MDU Preferred Plus Triple Play	\$132.99	\$139.99
MDU Preferred Extra Triple Play	\$124.99	\$129.99
MDU HD Preferred XF Triple Play Bundle	\$122.99	\$127.99
MDU Preferred Triple Play	\$112.99	\$117.99

SERVICES NO LONGER AVAILABLE FOR NEW SUBSCRIPTIONS	Current	New
Latino Basic TV Package	\$25.27	\$28.27
Brazilian International Selection	\$20.00	\$34.99
Digital Economy	\$37.27	\$39.95
Digital Economy (with Xfinity Internet or Voice)	\$35.27	\$39.95
Basic Latino with Economy Plus Internet Double Play	\$55.22	\$58.22
Performance Extra Double Play	\$73.27	\$77.99
Internet Plus with Showtime Double Play	\$77.27	\$81.99
Internet Plus with HBO Double Play	\$83.27	\$87.99
Internet Plus Latino Double Play	\$83.27	\$87.99
Basic Latino with Performance Internet Double Play	\$87.22	\$90.22
Internet Pro Plus with Showtime Double Play	\$87.27	\$91.99
Blast Extra Double Play	\$88.27	\$92.99
Internet Pro Plus with HBO Double Play	\$90.27	\$94.99
Blast Plus Double Play	\$98.27	\$102.99
Blast Plus with HBO Double Play	\$105.27	\$109.99
HD Broadband Double Play	\$137.31	\$147.99
Starter Double Play	\$147.22	\$149.22
Preferred with Performance Pro Double Play	\$147.17	\$151.99

SERVICES NO LONGER AVAILABLE FOR NEW SUBSCRIPTIONS Cont.	Current	New
HD Entertainment Double Play	\$152.31	\$157.99
Preferred Latino Double Play	\$165.12	\$169.99
Preferred Double Play	\$165.17	\$167.17
Premier with Performance Pro Double Play	\$185.31	\$189.99
Nuevo Completo Triple Play	\$72.17	\$80.17
MultiLatino Plus Triple Play	\$80.17	\$83.17
Triple Play Economy Bundle	\$90.17	\$94.85
Basic Latino Triple Play	\$95.17	\$98.17
Basic Pro Triple Play Bundle	\$108.27	\$112.99
Economy Pro Triple Play Bundle	\$116.27	\$120.99
Value Plus Triple Play	\$138.81	\$142.99
Value Plus LD Triple Play Bundle	\$138.81	\$142.99
Economy Plus Latino Triple Play Bundle	\$138.31	\$142.99
Starter Latino Triple Play	\$145.81	\$149.99
Starter XF Triple Play Bundle	\$150.81	\$154.99
Triple Play Economy Video Bundle	\$152.17	\$156.85
HD Starter Triple Play	\$158.81	\$162.99
MultiLatino Ultra Triple Play	\$158.81	\$162.99
Preferred XF Triple Play Bundle	\$163.81	\$167.99
Preferred Latino Triple Play	\$163.81	\$167.99
MultiLatino HD Ultra Triple Play	\$168.81	\$172.99
HD Preferred Triple Play	\$173.71	\$177.99
HD Preferred XF Triple Play Bundle	\$173.81	\$177.99
Preferred Extra Latino Triple Play	\$173.81	\$177.99
HD Preferred Plus Triple Play	\$183.81	\$187.99
MultiLatino HD Ultra Plus Triple Play	\$188.81	\$192.99
HD Preferred Extra XF Triple Play Bundle	\$190.81	\$194.99
HD Preferred Plus XF Triple Play Bundle	\$193.81	\$197.99
MultiLatino HD Total Triple Play	\$213.81	\$217.99
HD Premier Triple Play	\$218.81	\$222.99
HD Premier XF Triple Play Bundle	\$218.81	\$222.99
HD Complete XF Triple Play Bundle	\$251.49	\$255.99