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January 14, 2019

City Solicitor
City of Lowell
375 Merrimack Street
Floor 3, Room 64
Lowell, MA 01852

Re: International Package Update

Dear City Solicitor:

We are committed to keeping you and our customers informed of Xfinity TV changes. As we had informed you in December, Star India, the owner of Indian television channels, announced that it would no longer be offering its programming to Comcast and other video programming distributors in the United States effective January 5, 2019. As a result, Comcast no longer has the rights to carry the Star networks which has resulted in changes to our International Hindi selections as provided below.

The following International services and/or packages are no longer available:

- Star India Gold
- Star Bhart (One)
- Star Bhart (Star One)
- Star India News
- Star India Plus
- Vijay
- Tamil: Vijay
- Desi 3 Pack: Zee, Star India Plus and Xfinity TV Latino
- Desi 4 Star Pack: Star India Plus, Star Bharat (Life OK), ABP News, Star India Gold

The following Hindi packages included the Star channels that we no longer have the rights to carry. As a result, we have removed the Star channels and adjusted the package name and price as follows:

Old Package Name	Old Price	NEW Package Name	New Price
Hindi 2 Pack	\$24.99	Zee TV: Hindi	\$14.99
Hindi 3 Pack	\$29.99	Hindi 2 Pack: Zee TV, SET Asia	\$24.99
Hindi 8 Pack	\$34.99	Hindi Pack: Zee TV, SET Asia, TV Asia, NDTV 24x7, NDTV Good Times	\$29.99
Hindi 10 Pack	\$49.99	Hindi Plus Pack: Zee TV, SET Asia, TV Asia, NDTV 24x7, NDTV Good Times	\$39.99

The following Hindi packages, while no longer available for new subscriptions, included the Star channels that we no longer have the rights to carry. As a result, we have removed the Star channels, adjusted the package name and, in most cases, adjusted the package price as follows:

Old Package Name	Old Price	NEW Package Name	New Price
SET Asia, <i>Star India Plus</i>	\$14.99	SET Asia	\$14.99
Zee TV, <i>Star India Plus</i>	\$24.99	Zee TV: Hindi	\$14.99
Desi 4 Pack: Zee TV, SET Asia, <i>Star India Plus</i> , <i>Star Bharat (Life OK)</i>	\$32.99	Hindi 2 Pack: Zee TV, SET Asia	\$24.99
Desi 4 Pack: Zee TV, SET Asia, <i>Star India Plus</i> , TV Asia	\$32.99	Desi Pack: Zee, SET Asia, TV Asia	\$26.99
Desi 4 Pack: Zee TV, <i>Star India Plus</i> , TV Asia, Willow	\$32.99	Zee TV, TV Asia & Willow	\$26.99
Desi 4 Pack: Zee TV, <i>Star India Plus</i> , SET Asia, Willow	\$29.99	Zee TV, SET Asia, Willow	\$26.99
Desi 5-Pack: Zee TV, <i>Star India Plus</i> , SET Asia, TV Asia, Willow	\$32.99	Desi Pack w Willow: Zee TV, SET Asia, TV Asia, Willow	\$29.99
Desi Mega Pack: Zee TV, <i>Star India Plus</i> , SET Asia, TV Asia, <i>Star Bharat (Life OK)</i> , ABP News, <i>Star India Gold</i>	\$42.99	Desi Mega Pack: Zee TV, SET Asia, TV Asia, ABP News	\$29.99
Desi Mega Pack: Zee TV, <i>Star India Plus</i> , SET Asia, TV Asia, <i>Star Bharat (Life OK)</i> , ABP News, <i>Star India Gold</i> , Willow	\$42.99	Desi Mega w Willow: Zee TV, SET Asia, TV Asia, ABP News, Willow	\$34.99
Desi Mega & Willow: Zee TV, <i>Star India Plus</i> , SET Asia, TV Asia, <i>Star Bharat (Life OK)</i> , ABP News, <i>Star India Gold</i> , Willow	\$42.99	Desi Mega w Willow: Zee TV, SET Asia, TV Asia, ABP News, Willow	\$34.99
Desi Mega & Willow Plus: Zee TV, <i>Star India Plus</i> , SET Asia, TV Asia, <i>Star Bharat (Life OK)</i> , ABP News, <i>Star India Gold</i> , Willow	\$42.99	Desi Mega w Willow: Zee TV, SET Asia, TV Asia, ABP News, Willow	\$34.99

Customer accounts for those receiving any of the above services were automatically updated on January 5, 2019. Customers affected by these changes received notice via a direct mail letter.

Please do not hesitate to contact me at 508-647-1418 should you have questions.

Very truly yours,

Greg Franks

Greg Franks, Sr. Manager
Government Affairs