



June 24, 2019

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

Re: TiVo Customers: Accessing Xfinity On Demand App

Dear City Cable Coordinator:

We are committed to keeping you updated about actions that may affect our customers. To that end, and as a courtesy in the event you receive questions, we are letting you know that as of June 25, 2019, the Xfinity On Demand app will no longer be available on TiVo devices.

In close consultation with TiVo, we made the decision to remove the Xfinity On Demand app from TiVo devices because the platform that permits those entitlements utilizes outdated technology that can no longer be updated and is therefore susceptible to security breaches. Both Xfinity and TiVo have notified affected customers of this equipment issue.

Please feel free to contact me at 508-647-1418 if you have any questions.

Very truly yours,

Greg Franks

Greg Franks, Sr. Manager
Government Affairs