



November 18, 2020

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:

At Comcast, we are always committed to delivering the entertainment and services that matter most to our customers in your community, as well as exciting experiences they won't find anywhere else. We are also focused on making our network stronger in order to meet our customers' current needs and future demands.

As we continue to invest in our network, products, and services, the cost of doing business rises. Rising programming costs, most notably for broadcast TV and sports, continue to be the biggest factors driving price increases. While we absorb some of these costs, these fee increases affect service pricing. As a result, starting December 20, 2020, prices for certain services and fees will be increasing, including the Broadcast TV Fee and the Regional Sports Network Fee. Please see the enclosed customer notification for more information.

This information is being provided to customers via bill message. Should you have any questions please do not hesitate to contact me at Gregory_Franks@cable.comcast.com.

Very truly yours,

Greg Franks

Greg Franks, Sr. Manager
Government Affairs

Important Information Regarding Your Xfinity Services and Pricing

Effective December 20, 2020

Dear Xfinity Customer,

Thank you for trusting us to keep your home connected. We know how important reliable service is to you now more than ever, and are grateful that you've chosen Xfinity to support you during this time. Therefore, we are writing to let you know about an **upcoming price change**.

We're focused on making our network stronger, while maintaining access to great content, in order to meet our customers' current needs and future demands. Our efforts have allowed us to meet the challenges of 2020 head on—particularly in terms of supporting the increased demand for Internet connectivity. This has required **investment in our high-capacity network**, which is costly and impacts our pricing. In addition, TV networks charge us fees to bring their content like sports and entertainment to you, and those **programming costs continue to rise**.

The **price of your service will increase** starting with your next bill so we can continue to provide the best-performing, most reliable services in the country, including:

- **The ultimate entertainment experience**, with live TV, sports, streaming, and music together—and you can search across everything instantly with our award-winning Voice Remote
- **The fastest, most reliable Internet** on the largest Gig-speed network available
- **Peace of mind** that your personal information is safe, private, and secure—we do not monitor, track, or sell any information about your Internet usage
- **Strong WiFi coverage** in your home with the xFi Gateway and access to 20 million secure Xfinity WiFi hotspots nationwide
- **Protection from online threats** with Advanced Security, now free with your xFi Gateway (a \$72 per year value)
- **Great streaming** included with access to all your favorite streaming apps, plus hundreds of awesome TV shows, movies, documentaries, sports, and news from Peacock Premium (a \$4.99 per month value)

Additional details on these price changes are enclosed in this bill. If you currently have a promotional offer or minimum term agreement with your services, those prices will stay the same throughout your promotional period or contract term. However, equipment charges, charges for additional features, taxes, and other fees (including the Regional Sports Network Fee and Broadcast TV Fee) may change. When your promotional offer or contract term ends, your bill will reflect our new package prices. For additional information, go to **xfinity.com/pricechange**.

Thank you for your trust and for choosing Xfinity.

Sincerely,

Your Xfinity Team

Important Information Regarding Xfinity Services and Pricing

Effective December 20, 2020

| TRIPLE PLAY PACKAGES | Current | New |
|---------------------------------|----------|----------|
| Standard+ More | \$129.99 | \$130.99 |
| with Xfinity Mobile save | n/a | \$10.00 |

| DOUBLE PLAY PACKAGES | Current | New |
|-----------------------------|----------|----------|
| Standard+ | \$109.99 | \$110.99 |

| XFINITY® TV | Current | New |
|--|---------|---------|
| Broadcast TV Fee | \$14.95 | \$19.45 |
| Franchise Costs | \$.11 | \$.12 |
| Regional Sports Fee | \$8.75 | \$10.75 |
| Choice TV | \$25.00 | \$30.00 |
| Sports & News | \$28.25 | \$30.00 |
| Deportes | \$7.00 | \$5.00 |
| TV Box Limited Basic | \$1.90 | \$1.20 |
| TV Box | \$3.10 | \$2.50 |
| Service to Additional TV | \$9.95 | \$7.50 |
| Service to Additional TV - with DVR Service | \$19.95 | \$17.50 |
| Service to Additional TV - with CableCARD or compatible customer owned device | \$6.45 | \$4.60 |

| PAY-PER-VIEW AND ON DEMAND SUBSCRIPTION SERVICES | Current | New |
|---|---------|---------|
| Gaiam TV Fit & Yoga On Demand | \$6.99 | \$7.99 |
| UP Faith and Family On Demand | \$4.99 | \$5.99 |
| Gaia On Demand | \$9.99 | \$11.99 |
| AMC + On Demand | \$4.99 | \$6.99 |
| WE tv + On Demand | \$4.99 | \$5.99 |
| Docurama On Demand | \$2.99 | \$4.99 |

| INSTALLATION (Effective 1/1/2021) | Current | New |
|---|---------|----------|
| Unwired Home - Initial Installation of Service | \$50.00 | \$47.00 |
| Wired Home - Initial Installation of Service | \$50.00 | \$47.00 |
| Professional Installation - Initial Installation of Service | \$79.99 | \$100.00 |
| Installation of each Additional Outlet - After Initial Installation of Service | \$40.00 | \$45.00 |

| INSTALLATION (Effective 1/1/2021) (continued) | Current | New |
|--|---------|---------|
| In-Home Service Visit - After Initial Installation of Service | \$40.00 | \$70.00 |
| In-Home Service Visit (Xfinity TV only) - After Initial Installation of Service | \$40.00 | \$55.00 |

| XFINITY® Internet | Current | New |
|--|----------|----------|
| Performance Starter - Xfinity Internet Service Only | \$49.95 | \$54.95 |
| Performance - Xfinity Internet Service Only | \$77.95 | \$80.95 |
| Performance Pro - Xfinity Internet Service Only | \$92.95 | \$95.95 |
| Blast! - Xfinity Internet Service Only | \$97.95 | \$100.95 |
| Extreme Pro - Xfinity Internet Service Only | \$102.95 | \$105.95 |
| Gigabit - Xfinity Internet Service Only | \$107.95 | \$110.95 |

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

Bill Message Text:

“Pricing Update: In addition to the price changes listed in Important Information Regarding Xfinity Services and Pricing, on December 20, 2020, the price of [package or service name from below] will increase/decrease from \$XX.XX to \$XX.XX per month plus taxes and fees. You can find more information at xfinity.com/pricechange”

| XFINITY® TV | Current | New |
|-----------------------|----------------|------------|
| Choice TV with TV Box | \$30.00 | \$37.50 |

| SERVICES NO LONGER AVAILABLE FOR NEW SUBSCRIPTIONS | Current | New |
|---|----------------|------------|
| Double Play Bundle with Blast! Internet | \$124.90 | \$129.90 |
| Total Premium Package | \$59.95 | \$64.95 |
| Economy Double Play | \$85.22 | \$89.90 |
| Premier Double Play with Unlimited Voice Package | \$177.17 | \$175.15 |
| Premier Sports Double Play with Blast! Internet Package | \$212.17 | \$210.15 |
| Premium Double Play with Blast! Internet Package | \$217.17 | \$215.15 |
| Digital Premier with Sports Package | \$131.22 | \$129.20 |
| Premier Sports Package | \$127.22 | \$125.20 |
| Digital Premier Package | \$127.22 | \$130.20 |

Addendum to Important Information – Price Changes

Please find below, in yellow, information which was inadvertently omitted from the Important Information – Price Changes document enclosed. This change is effective on December 20, 2020.

| XFINITY® TV | Current | New |
|---|----------------|------------|
| Choice TV with TV Box | \$30.00 | \$37.50 |
| Service to Additional TV with TV Adapter | \$6.99 | \$7.50 |