



November 18, 2021

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, 2021, 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 Notice for more information.

In addition to the price changes noted on the enclosed Customer Notice, customers subscribing to the following services will receive additional notice of a price change to their respective service as part of the letter accompanying their Customer Notice.

Services No Longer Available For New Subscription	Current Price	New Price 12/20/21
Performance Starter Internet	\$54.95	\$59.95
Internet + Limited Basic	\$81.94	\$82.69

Lastly, effective December 31, 2021, NBC Sports Network (NBCSN) will cease operations.

We know you may have questions about these changes. If I can be of any further assistance, please do not hesitate to contact me at Gregory_Franks@cable.comcast.com.

Very truly yours,

Greg Franks

Greg Franks, Sr. Manager
Government & Regulatory Affairs

Enclosure: Customer Notice

Important information regarding your Xfinity services and pricing

Effective December 20, 2021

Xfinity TV	Current	New
Limited Basic	\$12.00	\$12.75
Broadcast TV Fee	\$19.45	\$23.10
Franchise Costs	\$.12	\$.14
Regional Sports Fee	\$10.75	\$14.10
Expanded Basic	\$53.25	\$52.50
Choice TV Select	\$30.00	\$32.50
Choice TV Select - with TV Box	\$32.90	\$41.00
Entertainment	\$15.00	\$17.00
TV Box*	\$2.50	\$8.10
TV Box and Remote*	\$2.90	\$8.50
TV Box Limited Basic**	\$1.20	\$8.10
TV Box Limited Basic and Remote**	\$1.60	\$8.50
HD TV Box Limited Basic**	\$1.20	\$8.10
HD TV Box Limited Basic and Remote**	\$1.60	\$8.50
Service to Additional TV with TV Adapter	\$7.50	\$8.50
Service to Additional TV - with CableCARD or compatible customer owned device	\$4.60	\$5.00
Reactivation - TV	\$1.99	\$6.00

Installation (Effective 1/1/22)	Current	New
Unwired Home - Initial Installation of Service (Xfinity TV)	\$47.00	N/A
Wired Home - Initial Installation of Service (Xfinity TV)	\$47.00	N/A
Professional Installation - Initial Installation of Service (now includes Xfinity TV)	\$100.00	\$100.00
In-Home Service Visit - After Initial Installation of Service (Xfinity TV)	\$55.00	N/A

In-Home Service Visit - After Initial Installation of Service (now includes Xfinity TV)	\$70.00	\$70.00
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Installation (Effective 1/1/22) - Cont.	Current	New
Installation of each Additional Outlet - Initial Installation of Service	\$20.00	N/A
Installation of each Additional Outlet - After Initial Installation of Service	\$45.00	N/A
Connect Customer Owned Equipment - Initial Installation of Service	\$12.00	N/A
Connect Customer Owned Equipment - After Initial Installation of Service	\$40.00	N/A
Upgrade of Service	\$40.00	N/A
Downgrade of Service	\$17.00	N/A

Xfinity Internet	Current	New
Performance - Xfinity Internet Service Only	\$80.95	\$83.95
Performance Pro - Xfinity Internet Service Only	\$95.95	\$98.95
Blast! - Xfinity Internet Service Only	\$100.95	\$103.95
Extreme Pro - Xfinity Internet Service Only	\$105.95	\$108.95
Gigabit - Xfinity Internet Service Only	\$110.95	\$113.95

*Existing TV customers as of 12-20-21 will receive a discount of \$2.80 for 12 months, unless service is downgraded to Limited Basic, service is upgraded from Limited Basic to a higher TV tier or service is disconnected. **Existing TV customers as of 12-20-21 will receive a discount of \$3.45 for 12 months, unless service is downgraded to Limited Basic, service is upgraded from Limited Basic to a higher TV tier or service is disconnected.

Lowell, MA

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