



January 6, 2022

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

Re: Important Information

Dear City Cable Coordinator:

As part of our ongoing commitment to keep you and our customers informed about changes to Xfinity TV we want to provide you with the following information:

Beginning on January 25, 2022, Caracol HD ch. 3404 and Mexicanal HD ch. 3409 will be added to Xfinity TV Latino. An X1 TV box or customer owned compatible device and HD technology fee (not included, additional charges may apply) are required to view.

Starting Feb 3, 2022, we will no longer charge for Service to Additional TV with TV Box. If a customer has a TV Box from Xfinity they will be charged for the TV Box and Remote connected to their additional televisions.

Please feel free to contact me at Gregory_Franks@cable.comcast.com should you have any questions.

Very truly yours,

Greg Franks

Greg Franks, Sr. Manager
Government Affairs