

CHANNEL LINEUP

EFFECTIVE MARCH 1, 2015

1-800-XFINITY | xfinity.com

LOWELL, MA (C-070)

LEGEND

Limited Basic
Expanded Basic
Family Tier
Digital Economy
XFINITY TV 300 Latino

XFINITY TV 450 Latino
Digital Preferred
Sports Entertainment Package
Music Choice
Pay-Per-View

Sports Pay-Per-View
Digital Premium
International Channels
XFINITY TV Latino
HD Channels

LIMITED BASIC

2 WGBH-2 (PBS)
3 HSN
4 WBZ-4 (CBS)
5 WCVB-5 (ABC)
6 NECN
7 WHDH-7 (NBC)
8 Public Access
9 WMUR-9 (ABC)
10 WWDP-EVINE Live
12 WLVI-56 (CW)
13 WFXT-25 (FOX)
14 WSBK myTV38 (MyTV)
15 WBPX-68 (ION)
16 WGBX-44 (PBS)
17 WUNI-27 (UNI)
18 WBIN (IND)
19 WNEU-60 (Telemundo)
20 WMFP-62 (IND)
21 WUTF-66 (UniMas)
22 Educational Access
23 WYDN-48 (Daystar)
44 C-SPAN
48 Jewelry Television
58 QVC
59 Educational Access
60 CKSH-9 (Canadian)
63 Government Access
183 Jewelry Television
184 XFINITY Latino
209 WGBH World
217 WGBH Kids
229 Trinity Broadcasting Network
237 WGBH Create
268 CatholicTV
283 Leased Access
288 WBIN-Antenna TV
289 WBIN-GRIT TV
290 WNEU-Exits
291 WLVI-TCN
292 WCVB MeTV
295 WYDN-48 (Daystar)
296 WFXT-MOVIES!
297 WHDH-This TV
298 WMUR-MeTV
299 WUNI-LATV
300 WFXZ-24 (Mundo Fox)
640 XFINITY Latino
721 WFXZ-24 (Mundo Fox)
724 WUNI-LATV
791 QVC HD
801 WGBX-44 (PBS) HD

802 WGBH-2 (PBS) HD
803 WBPX-68 (ION) HD
804 WBZ-4 (CBS) HD
805 WCVB-5 (ABC) HD
806 WFXT-25 (FOX) HD
807 WHDH-7 (NBC) HD
808 WLVI-56 (CW) HD
809 WMUR-9 (ABC) HD
810 NECN HD
811 WBIN (IND) HD
813 WMFP-62 (IND) HD
814 WSBK myTV38 (MyTV) HD
815 WNEU-60 (Telemundo) HD
816 WUNI-27 (UNI) HD
817 WUTF-66 (UniMas) HD
818 WWDP-EVINE Live HD
906 HSN HD

EXPANDED BASIC

1 On Demand
24 Disney Channel
25 Nickelodeon
26 ABC Family
27 Food Network
28 MTV
29 VH1
30 FX
31 TBS
32 HGTV
33 TNT
34 E!
35 USA
37 A&E
38 TLC
39 Discovery Channel
41 Fox News
42 CNN
43 CNN Headline News
45 Bloomberg TV
46 CNBC
47 The Weather Channel
49 ESPN
50 ESPN2
51 NESN
52 Comcast SportsNet
54 Travel Channel
55 Spike TV
56 EWTN
57 Bravo
59 AMC
60 Cartoon Network
61 Comedy Central

62 Syfy
63 Animal Planet
64 TV Land
65 NBC Sports Network
66 RTP1
67 BET
69 Golf Channel
71 History
88 HSN2
124 WGN America
182 POP
186 truTV
199 Hallmark Movies & Mysteries
200 MoviePlex
208 Hallmark Channel
210 National Geographic
211 Esquire Network
215 WE tv
216 Oxygen
218 Sprout
234 Inspiration Network
235 UP
238 EWTN
241 BBC America
242 H2
243 FYI
247 C-SPAN2
249 C-SPAN3
250 Fox Sports 1
251 MSNBC
252 Investigation Discovery
256 FXX
267 GSN
270 Lifetime Movie Network
284 Fox Business Network
784 Travel Channel HD
787 Esquire Network HD
788 Lifetime Movie Network HD
789 Fox Business Network HD
790 Hallmark Movies & Mysteries HD
794 Bravo HD
795 CNBC HD
797 FYI HD
799 WE tv HD
821 National Geographic HD
823 Discovery HD
824 Disney HD
825 Nick HD
826 ABC Family HD
827 MTV HD
828 Palladia

829 VH1 HD
830 FX HD
831 TBS HD
832 HGTV HD
833 TNT HD
834 E! HD
835 USA HD
836 Lifetime HD
837 A&E HD
839 Velocity HD
841 Fox News HD
842 CNN HD
843 CNN Headline News HD
846 Universal HD
847 The Weather Channel HD
848 Golf Channel HD
849 ESPN HD
850 ESPN2 HD
851 NESN HD
852 Comcast SportsNet HD
854 Food Network HD
855 Spike TV HD
858 Comedy Central HD
859 AMC HD
860 Cartoon Network HD
862 Syfy HD
863 Animal Planet HD
865 NBC Sports Network HD
867 TLC HD
872 History HD
901 MSNBC HD
902 truTV HD
905 BET HD
907 Hallmark HD
908 UP HD
909 Investigation Discovery HD
910 H2 HD
916 Bloomberg TV HD
920 BBC America HD
921 Oxygen HD
924 FXX HD
925 Fox Sports 1 HD

FAMILY TIER

24 Disney Channel
25 Nickelodeon
27 Food Network
32 HGTV
43 CNN Headline News
47 The Weather Channel
210 National Geographic
218 Sprout

221 Discovery Family Channel
222 Disney XD
224 TeenNick
227 Science Channel
240 DIY
247 C-SPAN2
792 Disney XD HD
821 National Geographic HD
824 Disney HD
825 Nick HD
832 HGTV HD
843 CNN Headline News HD
847 The Weather Channel HD
854 Food Network HD
866 Science Channel HD

DIGITAL ECONOMY (INCLUDES LIMITED BASIC)

24 Disney Channel
27 Food Network
34 E!
35 USA
36 Lifetime
37 A&E
39 Discovery Channel
41 Fox News
42 CNN
47 The Weather Channel
56 EWTN
59 AMC
60 Cartoon Network
61 Comedy Central
63 Animal Planet
64 TV Land
67 BET
71 History
182 POP
186 truTV
208 Hallmark Channel
238 EWTN
242 H2
247 C-SPAN2
823 Discovery HD
824 Disney HD
835 USA HD
837 A&E HD
841 Fox News HD
842 CNN HD
854 Food Network HD
859 AMC HD
863 Animal Planet HD

Some restrictions apply. Not all programming is available in all areas. Digital capable equipment is required to receive any channel. High-definition capable equipment is required to receive high-definition channels. Additional equipment fees may apply.

*A subscription to Playboy Channel digital service is required to receive this channel.

**Available for individual purchase only.

Music Choice - A minimum subscription to Limited Basic and a digital converter required to receive these channels.
Channel Lineup subject to change. © 2015 Comcast. All rights reserved.

An interactive channel lineup is available at comcast.com/channellineup.

872 History HD
905 BET HD
907 Hallmark HD
910 H2 HD

XFINITY TV 300 LATINO

25 Nickelodeon
26 ABC Family
27 MTV
28 VH1
30 FX
32 HGTV
38 TLC
43 CNN Headline News
46 CNBC
54 Travel Channel
55 Spike TV
57 Bravo
62 Syfy
88 HSN2
124 WGN America
200 MoviePlex
211 Esquire Network
213 Turner Classic Movies
214 TV One
215 WE tv
218 Sprout
226 OWN
236 The Word Network
241 BBC America
251 MSNBC
256 FXX
267 GSN
270 Lifetime Movie Network
284 Fox Business Network
663 Encore Español
784 Travel Channel HD
787 Esquire Network HD
788 Lifetime Movie Network HD
789 Fox Business Network HD
794 Bravo HD
795 CNBC HD
799 WE tv HD
825 Nick HD
826 ABC Family HD
827 MTV HD
828 Palladia
831 VH1 HD
832 FX HD
832 HGTV HD
839 Velocity HD
843 CNN Headline News HD
846 Universal HD
855 Spike TV HD
862 Syfy HD
867 TLC HD
901 MSNBC HD
903 Turner Classic Movies HD
912 TV One HD
920 BBC America HD
924 FXX HD

XFINITY TV 450 LATINO
(INCLUDES DIGITAL
ECONOMY, XFINITY TV
300 LATINO AND XFINITY
TV LATINO)

31 TBS
33 TNT
49 ESPN
50 ESPN2
51 NESN
52 Comcast SportsNet
65 NBC Sports Network
69 Golf Channel
234 Inspiration Network
250 Fox Sports 1
831 TBS HD
833 TNT HD
848 Golf Channel HD
849 ESPN HD
850 ESPN2 HD
851 NESN HD
852 Comcast SportsNet HD
865 NBC Sports Network HD
925 Fox Sports 1 HD

DIGITAL PREFERRED

On Demand
125 RLTV
137 SEC Network
176 Ovation
187 Revolt
190 BBC World

191 BabyFirst TV Americas
193 Smithsonian Channel
196 Jewish Life TV (JLTV)
197 Encore Family
198 REELZ
201 SundanceTV
202 Flix
203 Encore Action
204 Encore Classic
205 Encore Suspense
206 indieplex
207 Encore Westerns
212 IFC
214 TV One
220 Nicktoons
221 Discovery Family Channel
222 Disney XD
223 Nick Jr.
224 TeenNick
225 retroplex
226 OWN
227 Science Channel
228 Nick Too
230 Discovery Life Channel
231 pivot
232 Nat Geo WILD
233 Destination America
236 The Word Network
239 Cooking Channel
240 DIY
244 Disney Junior
245 Weatherscan Local
248 ESPNNews
253 American Heroes Channel
254 Al Jazeera America
255 Outdoor Channel
257 NBA TV
259 NFL Network
261 CBS Sports Network
265 NFL Network
269 MLB Network
271 fuse
272 MTV Hits
273 MTV2
274 Centric
275 VH1 Soul
276 CMT Pure Country
277 VH1 Classic
279 Great American Country
280 MTV Jams
281 LOGO
282 CMT
286 ESPN
326 Encore
599 NBA TV
686 Mnet
705 NBC Universo
710 Univision Deportes Network
711 Tr3s
715 NFL Network
719 Galavisión

783 AXS TV
785 Encore HD
792 Disney XD HD
793 Fuse HD
796 ESPNNews HD
798 IFC HD
822 NHL Network HD
853 NFL Network HD
856 CBS Sports Network HD
864 CMT HD
866 Science Channel HD
900 ESPN HD
904 MGM HD
911 Destination America HD
912 TV One HD
913 NBA TV HD
914 MLB Network HD
915 Ovation HD
922 Nat Geo Wild HD
928 SEC Network HD

SPORTS ENTERTAINMENT PACKAGE

126 Crime and Investigation
127 Military History Channel
128 SportsNet NY (OOM)
130 Comcast SportsNet Chicago (OOM)
133 Comcast SportsNet Bay Area (OOM)
135 ESPN Goal Line
136 The Sportsman Channel

192 beIN Sports (English)
194 PAC 12
195 Outside TV
213 Turner Classic Movies
248 ESPNNews
255 Outdoor Channel
257 NBA TV
258 ESPN Classic
259 NHL Network
260 TVG
261 CBS Sports Network
262 FCS Atlantic
263 FCS Central
264 FCS Pacific
265 NFL Network
266 Tennis Channel
269 MLB Network
278 FX Movie Channel
285 Big Ten Network
286 ESPN
287 NFL RedZone
599 NBA TV
715 NFL Network
726 beIN Sports (Spanish)
796 ESPNNews HD
822 NHL Network HD
838 Tennis Channel HD
853 NFL Network HD
856 CBS Sports Network HD
885 Big Ten Network HD
899 NFL RedZone HD
900 ESPN HD
903 Turner Classic Movies HD
913 NBA TV HD
914 MLB Network HD

MUSIC CHOICE*

501 Hit List
502 Pop Rhythmic
503 Dance/EDM
504 MC Indie
505 Hip Hop and R&B
506 Rap
507 Hip Hop Classics
508 Throwback Jamz
509 R&B Classics
510 R&B Soul
511 Gospel
512 Reggae
513 Rock
514 Metal
515 Alternative
516 Adult Alternative
517 Rock Hits
518 Classic Rock
519 Soft Rock
520 Love Songs
521 Pop Hits
522 Party Favorites
523 Teen MC
524 Kidz Only
525 Toddler Tunes
526 Y2K
527 90's
528 80's
529 70's
530 Solid Gold Oldies
531 Pop Country
532 Today's Country
533 Country Hits
534 Classic Country
535 Contemporary Christian
536 Pop Latino
537 Musica Urbana
538 Mexicana
539 Tropicales
540 Romances
541 Sounds of the Seasons
542 Stage & Screen
543 Soundscapes
544 Smooth Jazz
545 Jazz
546 Blues
547 Singers & Swing
548 Classical Masterpieces
549 Easy Listening
550 Light Classical

PAY-PER-VIEW

399 In Demand HD
401-402 Home Theater
435 Penthouse TV
451 Playboy
452 Juicy

453 ViViD
457 TEN
458 XTSY
459 Hustler
800 In Demand HD

SPORTS PAY-PER-VIEW

591-596 ESPN Fullcourt/GamePlan
600 NBA LP PRE
601-610 NBA TEAM 1-10
612 TEAM HD
621-634 MLB-NHL GAME
635 GAME HD
636 GAME 2 HD/TEAM HD

DIGITAL PREMIUM

301 HBO
302 HBO2
303 HBO Signature
304 HBO Family
305 HBO Comedy
306 HBO Zone
307 HBO Latino
321 Starz
322 Starz Edge
323 Starz InBlack
324 Starz Kids & Family
325 Starz Cinema
327 Starz Comedy
338 5 StarMAX
339 OuterMAX
340 MovieMAX
341 Cinemax
342 MoreMAX
343 ActionMAX
344 ThrillerMAX
361 Showtime
362 Showtime 2
363 Showtime Showcase
364 Showtime Extreme
365 Showtime Beyond
366 Flix
381 The Movie Channel
382 TMC Xtra
451 Playboy Channel*
773 HBO Latino HD
775 HBO Zone HD
868 Cinemax HD
870 HBO HD
871 HBO2 HD
873 Starz Edge HD
874 Starz Kids & Family HD
875 Starz HD
876 Starz Comedy HD
877 Showtime HD
878 Showtime 2 HD
880 Showtime Extreme HD
883 TMC HD
884 TMC Xtra HD

INTERNATIONAL CHANNELS**

134 Willow Plus
679 Rai Italia
680 TV Globo
681 SIC
682 PFC
685 Willow Plus
688 TV5MONDE
701 Zee TV
702 CTI-Zhong Tian
703 RTN

XFINITY TV LATINO

641 TBN Enlace USA
642 Telefe Internacional
643 TeleFormula
644 Pasiones
645 TV Chile
646 Nuestra Tele
647 VideoRola
648 Fox Life
649 TVE East
650 TV Venezuela
652 Telehit
653 Ritmoson Latino
654 Bandamax
655 De Pelicula
656 De Pelicula Clasico
657 SUR Peru
658 VMC Kids
659 Canal SUR
660 Once Mexico
661 Multimédios Television

662 Mexicana
666 HITN
667 Gran Cine
668 EWTN Español
670 Ecuavisa Internacional
673 Caracol TV
674 Canal 52MX
675 CineSony
678 LAS
704 Supercanal Caribe
705 NBC Universo
706 Discovery en español
707 Cine Latino
708 FOX Deportes
709 CNN en Español
710 Univision Deportes Network
711 Tr3s
712 Viendo Movies
713 Cine Mexicano
716 History en español
717 WAPA America
718 Telemicro Internacional
719 Galavisión
720 ESPN Deportes
722 BabyFirst TV (Spanish)
723 CentroAmericana
725 Discovery Familia
726 beIN Sports (Spanish)
727 UniMas West
728 Univision West
757 Television Dominicana





Account Number	
Billing Date	02/14/15
Total Amount Due	\$35.74
Payment Due By	02/28/15
	Page 1 of 2

Contact us: @ www.comcast.com 1-800-XFINITY (1-800-934-6489)

For service at:

News from Comcast

Please ask us about our convenient and easy automated payment methods.

Monthly Statement Summary

Previous Balance	69.42
Payment - 01/23/15 - Thank You	-69.42
New Charges - see below	35.74
Total Amount Due	\$35.74
Payment Due By	02/28/15

New Charges Summary

XFINITY TV	30.16
Other Charges & Credits	3.25
Taxes, Surcharges & Fees	2.33
Total New Charges	\$35.74

Thank you for being a valued Comcast customer!

Detach and enclose this coupon with your payment. Please write your account number on your check or money order. Do not send cash.



If undeliverable, please return to:
BOX 6505 CHELMSFORD MA 01824-0000
6773 1000 NO RP 14 02152015 YNNNNYNN 01 013773 0059

Account Number	
Payment Due By	02/28/15
Total Amount Due	\$35.74
Amount Enclosed	\$

Make checks payable to Comcast, and remit to address below.

COMCAST
PO BOX 1577
NEWARK NJ 07101-1577



Service Details

Account Number

Billing Date 02/14/15
Total Amount Due \$35.74
Payment Due By 02/28/15
Page 2 of 2

Contact us: @ www.comcast.com 1-800-XFINITY (1-800-934-6489)



XFINITY TV

Table with 3 columns: Service Name, Period, Price. Includes Limited Basic Service (11.50), HBO (15.00), Basic HD Converter (2.48), and Add'l Digital Outlet(s) (1.18). Total XFINITY TV: \$30.16

Other Charges & Credits

Table with 2 columns: Charge Name, Amount. Broadcast TV Fee: 3.25. Total Other Charges & Credits: \$3.25

Taxes, Surcharges & Fees

Table with 2 columns: Tax Name, Amount. TV State Sales Tax (0.02), Franchise Fee (1.87), FCC Fee (0.08), Franchise Related Cost (0.36). Total Taxes, Surcharges & Fees: \$2.33

Important Account Information

Questions about your bill or service? Call Comcast at 1-888-633-4266 with any question about your bill or problems with any of your Comcast services.

Billing disputes must be received within six (6) months from the due date of this bill. After you have contacted us, if you are not satisfied with our resolution of a problem with your video service, or, if you have a complaint regarding our video prices, you may contact the MA Department of Telecommunications and Cable - Consumer Division, 1000 Washington St., Boston, MA 02118-6500. Call 617-305-3531 or 800-392-6066 or Email: consumer.complaints@state.ma.us. The Local Franchise Authority for video service is the MA DTC at the above address. The FCC ID for your town is: MA0078.

The Broadcast TV fee recovers a portion of the cost of retransmitting television broadcast signals.

IMPORTANT INFORMATION: Currently, the time period to dispute a charge on your bill is six (6) months from the due date on your bill. Effective for bills issued on or after March 1, 2015, that time period will change to sixty (60) days from the due date on your bill.

IMPORTANT INFORMATION: Effective March 19, 2015, WGN America will be available to customers with XFINITY 450 Latino and XFINITY 300 Latino packages on channel 124.

Moving? Call 1-855-MOV-EDGE or visit http://www.comcast.com/moversedge today! The XFINITY Movers Edge program makes it easy to stay connected to your TV, Internet, and Voice service.

For closed captioning concerns and other accessibility issues affecting customers with disabilities, call 855-270-0379, go online for a live chat at www.comcastsupport.com/accessibility or email accessibility@comcast.com or write to Comcast 1701 John F Kennedy Blvd., Phila. PA 19103-2838 Attn: N.W. Patel, or fax: 215-286-4700

Hearing/Speech Impaired Call 711 for Customer Service

The Comcast Service Centers for your area are: Lowell - 12 Washer St., M-F 8:30-5, Sat 9-1; Wilmington - 2 Lowell St., M-F 9-5, Sat 9-1; Saugus - Walnut Plaza, 188 Broadway, M-F 8:30-5, Sat 9-1, opens at 11AM on the 3rd Thursday of every month.

- Sample Work Order -

02/10/2015 09:13

Job Receipt (636324)

WoNum: ██████████
Job Number: 636324
SchdDate: 02/10/2015
Account: ██████████
Phone #: ██████████
Customer: ██████████
Address: ██████████
 LOWELL, MA 01852-2718
Services: \$69.95 DIG STARTER
 BASIC
 EXPANDED
 DIG STRT BOX
 DIG STARTER
 DIG STRT REM
 \$0.00 BOX PKG HD
 HDDVRCODE
 BOSTON DMA
 HDTV BOX
 HDTV REMOTE
 \$9.95 HDFEENOHDBND
 HD FEE
 MOTOHDTRACK
 \$0.00 FRC
Install Codes: \$32.00 1P TV INST
Tech: 8986
Equip at Location: MA1137FA5059:R
 M11140TDG936:R
Equip Added:
Equip Removed:
Payments:
Deposits:
Cust Satisfaction:

The Technician has completed all requested work to my satisfaction

I have received the Comcast Welcome Kit which includes the terms and conditions of my service with Comcast

Accepted

Signature:



Important Notices To Our Customers

How to Use Your Cable Service Notice to Customers Regarding Equipment Compatibility & Important Information

X35346 8773/1000-3000, 8633-0100, 0110,0120 (ALL)

How To Use Your Cable Service

Congratulations on your choice of one of the world's best entertainment and information media - cable TV! We have designed our XFINITY TV service to be as simple to use as it is exciting to explore!

This information is provided to enable you to be more knowledgeable about your service and to answer any questions you may have about it.

Complaint Procedures

If you have a complaint regarding your cable television service or your bill, please call the local customer service number listed below or our toll-free telephone number which is available 24 hours a day, seven days a week. You can also visit our local business office listed on your billing statement. Alternatively, if you wish to put your comments in writing, your letter should be addressed to Comcast at the local address listed on your billing statement. We will promptly try to resolve your complaint. If we are unable to resolve your complaint, we will notify you that we are unable to do so and explain the reason why. If you are dissatisfied with our resolution of your complaint, or we are unable to resolve your complaint, you may contact the local franchising authority to discuss your complaint. Please refer to your monthly cable bill or call the local customer service number listed below for the name and address of your local franchising authority.

General Do's and Don'ts

We have installed cable in your home in a manner that is consistent with Federal Communications Commission ("FCC") rules. Here are a few tips to keep it operating safely and reliably:

1. During severe electrical storms you should unplug your television set and cable converter to avoid damage. Comcast and your set manufacturer are not responsible for damage which occurs due to acts of nature.
2. Your cable converter operates on 110 volts. Please take all the same precautions you would for any small appliance, such as checking the cord to make sure it is not worn or damaged.
3. For your own safety, do not attempt to open or otherwise tamper with your cable converter.
4. If you have someone other than Comcast install the inside wiring in your home, or if you do it yourself, you are responsible for ensuring that the installation
 - a. complies with all applicable governmental regulations (FCC signal leakage rules, for example), and
 - b. does not interfere with the normal operations of the cable system or any other communications systems, such as those used by police and fire departments.

Billing

Your monthly cable bill not only gives you a listing of your current charges, payments and credits, but it may also contain special messages to our customers. Take time to review your bill to make sure your name, address and other information are correct. You generally will be billed at the same time each month unless you are notified otherwise.

Your first statement will include a monthly charge for the upcoming month. It may also include:

1. Your installation charge,
2. A partial charge for your first month's service if you are connected in the middle of a billing cycle; for example, if your monthly cable fee is \$24.00 and you connect to cable on the tenth day of a 30-day month, you would be billed for 2/3 of a month. The amount shown next to the line entry "prorate" or "partial month" would be \$16.00,
3. Your payment due date,
4. An address to send any written requests in a separate letter to Comcast, and
5. All prices for services (these may be subject to applicable franchise fees and taxes).

Theft Of Service

The Cable Act (47 USC § 533) created both civil and criminal penalties for manufacturers, suppliers and users of unauthorized cable devices. This federal theft-of-service law supplements any existing state or local laws, and provides a federal remedy against any person who, without authorization, intercepts or receives any communication service which is provided over a cable system.

This federal law prohibits the unauthorized interception or receipt of any communications service over a cable system. This would include the theft of audio, video, textual data or other service, including data transmitted to or from a customer over a system that has interactive capability. The law applies to both manufacturers and distributors of equipment, as well as individual subscribers.

The Cable Act provides both civil and criminal penalties for theft of cable services. Under this federal legislation, a cable operator may seek substantial monetary damages for the theft of its cable services. In addition, if the violations are willful and for commercial advantage or private financial gain, the court may award damages of up to \$50,000 in civil cases and a maximum of \$100,000 for certain criminal violations, in addition to a maximum of five years imprisonment for subsequent offenses.

Theft of service creates unfair burdens on cable subscribers who are forced to subsidize the benefits that other individuals are getting by receiving cable service without paying for it.

About Your Converter/CableCARD

In order to receive XFINITY TV, as well as to descramble certain optional premium or pay-per-view services, you may require an electronic channel selection device called a "converter" or a CableCARD activated device. A converter and a remote control or a CableCARD are available from Comcast on a lease basis or converters or remotes may be purchased at certain retail outlets, including consumer appliance or electronics stores.

Some television components like DVD players, DVD recorders, cable-ready sets and remote-control devices may not be compatible with your cable television service. We encourage you to make certain components you purchase are compatible with your cable television service prior to making a purchase. For further information, please refer to the Equipment Compatibility section of this notification, or call your local Comcast office.

Converters that unscramble services also provide our customers with the option to use "parental control" to block channels they wish not to view.

It is easy to watch your television after connecting to cable using a converter. Just turn on both your television set and the converter. Make sure that your television is tuned to the output channel of your converter (Ch. 2, 3 or 4), and then select the channel you want to watch by using the controls on either the converter or the hand-held remote control device. To ensure reliable operation, make sure the converter is plugged into a "live" electrical outlet, rather than one controlled by a light switch. Loss of power to some converters may result in a temporary loss of cable service, even after the power is restored.

IF YOUR CONVERTER IS PROVIDED TO YOU BY COMCAST, YOU MUST RETURN IT ONCE YOU ARE NO LONGER A CUSTOMER.

If You Have Problems

If you experience a problem with picture or signal quality, you should review your television, DVD player and/or DVD recorder owner's manual for proper adjustment or please try the troubleshooting information below. If your service problem does not clear up you should call the local customer service number listed below and describe the problem to a customer service representative.

In order to correct the problem, we may need access to your premises. If required, a service call will be scheduled at a time convenient to you. We will make all reasonable efforts to resolve any complaints you have concerning the quality of our signals promptly and efficiently. Excluding conditions beyond our control, we will respond to a service interruption no later than twenty-four hours after receipt of notification. We respond to other service problems no later than the next business day after notification. If our service technician is unable to correct the problem to your satisfaction we will, at your request, schedule a second service appointment. If we remain unable to correct the problem you will be notified of this fact and the reason why. If you are dissatisfied with our resolution of your service problem, you may contact the local franchising authority to discuss the problem with your service. Please refer to your monthly cable bill or call the local customer service number listed below for the name and address of your local franchising authority.

Wrong Channel

- Check television set dial and converter for channel setting. Try channel 2, 3, or 4.



Snow on Screen

- Check to make sure converter is plugged into a working outlet.



No Picture, No Sound

- Make sure the television set is plugged into a "live" electrical outlet, and not controlled by a wall switch.



Picture Shrinks

- May be an overloaded circuit in your television set, or
- Electric company power cutback.



No Picture

- Check channel setting on converter and television set.
- Check listing to make sure channel is broadcasting during this time slot.
- Check other channels to compare reception.



DVD Player, DVD Recorder-Cable Hookups

1. Additional equipment, such as coaxial cables, signal splitters or A/B switches, may cause picture distortion if it does not meet Comcast systems' standards. Please call our repair department before you purchase additional hookup equipment.
2. We recommend against cutting cable wire connectors. An improperly cut cable may cause picture distortion.
3. All cable connections must be fitted "wrench tight."

True Cable Compatibility

Please refer to the Equipment Compatibility section in this notice regarding cable compatibility, or call your Comcast office if you have questions.

Installing Digital Cable Service

Digital TV self-installation kits and manuals are available from your local Comcast cable office for a separate charge.

A Brief Note About The Services We Offer

Not all services are available in all areas. Please call your local Comcast office for details.

Limited Basic

Limited Basic Service is one of our most viewed levels of service. Limited Basic may include off-air broadcast stations and franchise-required public, educational and government access channels. All such programming

varies on a community-by-community basis and is subject to change at any time. Currently, our cable customers must subscribe to Limited Basic in order to subscribe to any tiers of video service offered by Comcast.

Digital Service Tiers

Our Digital Service tiers generally carry all non-premium cable channels, such as The Discovery Channel, Lifetime, ESPN, A&E, USA, TNT and, where available, regional sports services. All such programming varies on a community-by-community basis and is subject to change at any time.

A customer must receive Limited Basic Service in order to be eligible to receive a Digital Service Tier.

Premium Services

Premium Services are generally available to customers who receive Limited Basic Service. Premium channels generally include Home Box Office (HBO), Showtime, Cinemax, STARZ!, and Encore. All premium services may not be available in all areas. There is a separate monthly charge for each premium channel a customer receives.

Other Optional Services

In addition to these programming services, we may also offer our customers the option of renting converters or remotes for an additional monthly charge; Pay-Per-View or other services, including ordering and downloading pay-per-view services; and optional interactive television services, such as e-mail and access to the Internet.

We may also have available XFINITY Internet Service for personal computers that offers content-enhanced access to the Internet; full motion video; national, regional, and local content; e-mail; personalized browsers; and other exciting features at unprecedented speed and convenience. XFINITY Internet service may not be available in all areas and is subject to certain terms and conditions.

A Note About Programming

We receive programming from various non-cable and cable networks. We are not responsible for the content of programs aired by these networks. Programming complaints or questions should be directed to the particular cable or broadcast networks.

Moving

BEFORE YOU MOVE, please call Comcast. This is the best way for us to disconnect your service, recover your converter and arrange for cable television service in your new home. Call us in advance, and we will schedule a new installation if your new home is in our service area.

If you decide to disconnect your service, converters, remote control devices and any other equipment provided by Comcast should be returned to us immediately. Customers are liable for these items and will continue to be billed until the equipment is returned, or, if you have lost it or are otherwise unable to return it, paid for.

Emergencies

Emergencies such as fallen utility lines, violent storms or sub-freezing weather may interfere with reception of your service. We will promptly have one of our crews correct an emergency situation as soon as it is safely possible.

Important Notice To Our Customers Regarding Equipment Compatibility

"Cable Ready" and "Cable Compatible Equipment"

Many subscribers currently rent or own converters to receive our cable services. Because a converter functions as the channel tuner on your television, DVD player or DVD recorder, it may prevent you from using some of the special features and functions of your television, DVD player or DVD recorder. For example, you may not be able to view one program while recording another, record two or more consecutive programs that appear on different channels, use advanced picture generation and display features such as "picture in picture," channel review or use other features that necessitate channel selection by the television set. Some of these problems may be resolved by the use of A/B switches, signal splitters, and/or other supplemental equipment that can be purchased from Comcast or at electronic stores. Please call us if you would like to discuss the type of special equipment needed to resolve individual compatibility problems or if you have any questions regarding other equipment compatibility issues.

In order to enable you to utilize special features, which your television may have, we will make available, upon your request, equipment which will allow for simultaneous reception of two or more scrambled or encrypted signals and for tuning to alternative channels on a pre-programmed schedule. This equipment could include for example, converters and multiple descrambler/decoders and/or timers (or if such devices are not available, multiple devices will be provided), and signal bypass switches.

If you plan to purchase cable services that we scramble or encrypt, such as premium, pay-per-view or digital services, you should make sure that any converter, or navigation device or Digital-cable-ready television (which can receive digital cable services using a device that we must provide called CableCARD in place of a converter) that you purchase from a retail outlet is compatible with our system or Note: CableCARD will not support two-way, interactive services such as On Demand, pay-per-view and the Comcast interactive program guide. Sets capable of supporting two-way services will be available in the future, and Comcast is committed to supporting that technology when it becomes available.

Upon your request, we will provide you with the necessary technical parameters necessary for any converter rented or acquired from retail outlets to operate with our cable system. If you see advertisements for converters that have descramblers in them, you should understand that these devices may be illegal to use. Because of the need to protect our

scrambled services, we will not authorize the use of any converter/descrambler which does not conform to all required signal security specifications. People who use illegal converters/descramblers may be subject to prosecution for theft of cable service. It is unlawful to alter or tamper with any device belonging to a cable operator in order to receive, intercept or assist in receiving or intercepting any communications service offered over a cable system. People who take such actions may be subject to fines or imprisonment.

Availability Of Special By-Pass Equipment

Some of the channels offered on the Comcast cable system may also be scrambled and viewed only if a set-top converter is used. However, as described above, a converter may limit your ability to use certain advanced features on your television set, DVD Player or DVD Recorder. If you use a converter and you have problems using the special features, additional special equipment may be necessary to regain some or all of these features. Comcast will consult with you in order to determine what specific equipment may be available to solve your particular situation. This equipment may include an additional converter, or, if you have a receiver that can tune our cable channels, possibly a switch (or a special converter with a switch) that will enable you to by-pass the converter and tune all unscrambled channels with your television set, DVD player or DVD recorder.

Pay-Per-View Programming

Comcast may not have the right to distribute pay-per-view programming to commercial establishments, and you may not order or request pay-per-view programming for receipt, exhibition or taping in a commercial establishment. You may neither exhibit nor assist in the exhibition of pay-per-view programming in a commercial establishment unless explicitly authorized to do so in advance, by Comcast and our program provider. If you fail to abide by this restriction, you will be held liable for any claims made against you or Comcast on account of any unauthorized commercial exhibition.

Remote Controls

If you use a converter with remote control capability, Comcast provides remote control devices for a monthly charge. In some areas, you may also be able to buy them from us. It is also possible the remote control that came with your TV, DVD player or DVD recorder is capable of controlling the converter box. In that case, please feel free to use it. Finally, you may choose to buy a "universal" remote control device capable of working with our converters at retail outlets, including many appliance or consumer electronics stores.

Any or all of the above remote control devices may not be compatible with the converters required for optional services voluntarily requested by you.

We hope this information has been useful. If you have any questions, please contact us. The phone number of your Comcast office is contained on your monthly bill, or in your monthly billing mailing.

Important Information

Service Area(s)

MA, NH & ME

Phone Numbers

Billing/Repair

1-800-COMCAST (266-2278)

New Services/Sales

1-800-COMCAST (266-2278)

After-Hours Repair

1-800-COMCAST (266-2278)

Mailing/Office Address

Comcast
1 Comcast Center
Philadelphia, PA 19102

Local Franchising Authority

Consumer Division of the
Department of Telecommunications and Cable
1-800-392-6066
1000 Washington Street, Suite 820
Boston, MA 02118

Office of the Attorney General
Consumer Protection and Antitrust Bureau
33 Capital Street
Concord, NH 03301

Office of the Attorney General
Consumer Information and Mediation Service
6 State House Station
Augusta, ME 04333



X60478

COMCAST

Comcast Customer Privacy Notice for Cable Television, High-Speed Internet and Phone Services

Why is Comcast providing this notice to me?

As a subscriber to cable service or other services provided by Comcast, you are entitled under Section 631 of the federal Cable Communications Policy Act of 1984, as amended, (the "Cable Act") to know the following:

- the limitations imposed by the Cable Act upon cable operators in the collection and disclosure of personally identifiable information about subscribers;
- the nature of personally identifiable information we collect;
- the nature of the use of personally identifiable information;
- under what conditions and circumstances we may disclose personally identifiable information and to whom;
- the period during which we maintain personally identifiable information;
- the times and places at which you may have access to your personally identifiable information; and
- your rights under the Cable Act concerning personally identifiable information and its collection and disclosure.

Personally identifiable information is information that identifies a particular person; it does not include aggregate data that does not identify a particular person or persons. This notice is also provided to you in accordance with applicable California law, which only applies to our customers located in California who are served by a cable television corporation.

In addition, Section 702 of the federal Telecommunications Act of 1996, as amended, (the "Telecommunications Act") provides additional privacy protections for certain information related to our phone services:

- information about the quantity, technical configuration, type, destination, location, and amount of your use of the phone services; and
- information contained on your telephone bill concerning the type of phone services and features you receive.

That phone information, when matched to your name, address, and telephone number is known as customer proprietary network information or CPNI for short. This notice, which includes our CPNI Policy, describes what CPNI information we obtain, how we protect it, and how it may be used. If you are a customer of our phone services, you have the right, and Comcast has a duty, under the Telecommunications Act and applicable state law, to protect the confidentiality of CPNI. We also honor any restrictions applied by state law, to the extent applicable. **WE EXPLAIN BELOW UNDER "HOW DO I GIVE OR WITHHOLD MY APPROVAL FOR COMCAST TO USE CPNI TO MARKET ADDITIONAL PRODUCTS AND SERVICES TO ME?" HOW YOU CAN APPROVE OUR USE OF CPNI OR WITHDRAW YOUR APPROVAL?**

Special Note: Our CPNI Policy applies to the voice communications-related services provided by the applicable Comcast operating company that delivers voice services to our customers.

In this notice, the terms "Comcast," "we," "us," or "our" refer to the operating company subsidiary or subsidiaries of Comcast Corporation that (i) owns and/or operates the cable television system in your area pursuant to a cable television franchise with the local franchising authority, or (ii) is operating in your area. The term "you" refers to you as a subscriber to one or more of our cable service and other services.

I. Collection

What kind of information does this notice apply to?

The Cable Act applies to personally identifiable information that you have furnished to Comcast, or that Comcast has collected using the cable system, in connection with the provision of cable service or other services. The Telecommunications Act applies to CPNI related to our regulated phone services, and certain orders of the Federal Communications Commission apply the CPNI rules to our interconnected voice over Internet protocol communications services. This notice applies to our cable television service, our high-speed Internet service, and our phone services as provided for by applicable law and except as otherwise noted.

Special Note: This notice only covers information that is collected by Comcast in connection with the provision of our cable television service, our high-speed Internet service, and our phone and communications services to you as a subscriber to one or more of these services. It does not cover information that may be collected through any other products, services, or websites, even if accessed through our services and even if co-branded with them. You should read the privacy policies for these other products, services, and websites to learn how they handle your personal information.

For what purposes may Comcast collect personally identifiable information and CPNI?

The Cable Act authorizes Comcast as a cable operator to use the cable system to collect personally identifiable information concerning any subscriber for the following purposes:

- to obtain information necessary to render our cable service or other services to our subscribers; and
- to detect unauthorized reception of cable communications.

The Cable Act prohibits us from using the cable system to collect personally identifiable information concerning any subscriber for any purposes other than those listed above without the subscriber's prior written or electronic consent.

The Telecommunications Act authorizes us to use, disclose, or permit access to individually identifiable CPNI in our provision of:

- the telecommunications services from which this information is derived; or
- services necessary to, or used in, the provision of these services, including the publishing of directories.

The Telecommunications Act prohibits us from using CPNI for any purposes other than those listed above except as permitted or required by law or with your approval.

What kind of personally identifiable information and CPNI does Comcast collect?

Comcast collects information from you at several different points when you initiate and use our services. Some of this information is personally identifiable information, but much of it is not. We collect certain personally identifiable information that our subscribers furnish to us in connection with the provision of cable service or other services. In order to provide reliable, high quality service to you, we keep regular business records containing information about you that may constitute personally identifiable information. These records include some, but typically not all, of the following information:

- your name;
- service address;
- billing address;
- e-mail address;
- telephone number;
- driver's license number;
- social security number;
- bank account number;

- credit card number; and
- other similar account information.

With respect to phone services, examples of CPNI include information typically available from telephone-related details on your monthly bill, such as:

- location of service;
- technical configuration of service;
- type of service;
- quantity of service;
- amount of use of service; and
- calling patterns

CPNI does not include your name, address, and telephone number, because the Telecommunications Act classifies that information as "subscriber list information" which is not subject to the protections applicable to CPNI. However, that information is also subject to certain protections as described below under "To whom may Comcast disclose personally identifiable information?"

We also collect and maintain certain other information about your account. For example, this information may include:

- billing, payment, and deposit history;
- additional service information;
- customer correspondence and communications records;
- maintenance and complaint information;
- records indicating the number of television sets, set-top boxes, modems, or telephones connected to our cable system; and
- additional information about the service options you have chosen.

Some of our services permit you to establish secondary accounts, and if you do so we collect similar information in order to establish and service the secondary accounts. During the initial provisioning of our services, and during any subsequent changes or updates to our services, Comcast may collect technical information about your televisions, any set-top boxes, computer hardware and software, cable modems, telephones, and/or other cable or other service-related devices, and customization settings and preferences. Additionally, if you rent your residence, we may have a record of whether landlord permission was required prior to installing our cable facilities as well as your landlord's name and address.

What kind of information do you collect if I use interactive or transactional services or television viewing controls?

When you use our interactive or other transactional services such as video on demand, for example, our systems may automatically collect certain information about your use of these services. Most of this information is not personally identifiable information and it is simply used, for example, to carry out a particular request you make using your remote control, set-top box, or other equipment. This may include information required to change your television channel, review listings in an electronic program guide, pause or fast forward through certain on demand programs, or invoke a calling feature for our phone service, among other things. It may also include other information such as the time you actually use our services and the use of other features of our services, and which menus and menu screens are used most often and the time spent using them. In order to carry out a particular request you make to watch a pay-per-view program or purchase a product, service, or feature, for example, our system may collect certain personally identifiable information. This information typically consists of account and billing-related information such as the pay-per-view programs or other products, services, or features ordered so that you may be properly billed for them. Follow your program guide commands or any special instructions on your video screen when you make these transactional requests. These commands and instructions will explain your choices so that you can complete or cancel your requests as you wish.

What kind of information do you collect and use to improve your cable services and deliver relevant advertising?

Our cable systems may collect anonymous and/or aggregate information using set-top boxes and other equipment. We use this information to determine which programs are most popular, how many people watch a program to its conclusion, and whether people are watching commercials, for example. As described below under "How does Comcast use personally identifiable information and CPNI?", we may provide subscriber lists or certain anonymous and/or aggregate information to third parties working on our behalf, such as audience measurement or market research firms, for example. These firms may combine this information with other aggregated or non-aggregated demographic information (such as census records) to provide us with audience analysis data, though we will require them to remove personally identifiable information about our subscribers from this data. We use this information to improve our cable television service and other services and make programming and advertising more relevant to our subscribers. We may also use this information to distribute and deliver relevant programming

and advertising to you without disclosing personally identifiable information about you to programmers or advertisers. In addition to this privacy notice, we may provide additional notices to you regarding specific advertising or other initiatives. These notices will describe the initiatives in greater detail and may, as appropriate, contain information you can use to choose to participate, or not participate, in these initiatives.

II. Use

How does Comcast use personally identifiable information and CPNI?

We collect, maintain, and use personally identifiable information and CPNI as permitted by the Cable Act and the Telecommunications Act and other applicable laws. We use this information primarily to conduct business activities related to providing you with our cable service and other services, and to help us detect theft of service. Generally speaking, we use personally identifiable information in connection with:

- billing and invoicing;
- administration;
- surveys;
- collection of fees and charges;
- marketing;
- service delivery and customization;
- maintenance and operations;
- technical support;
- hardware and software upgrades; and
- fraud prevention.

More specifically, we also use personally identifiable information to:

- install, configure, operate, provide, support, and maintain our cable service and other services;
- confirm you are receiving the level(s) of service requested and are properly billed;
- identify you when changes are made to your account or services;
- make you aware of new products or services that may be of interest to you;
- understand the use of, and identify improvements to, our services;
- detect unauthorized reception, use, or abuse of our services;
- determine whether there are violations of any applicable policies and terms of service;
- manage the network supporting our services;

- configure cable service and other service-related devices; and
- comply with law.

The Telecommunications Act further permits Comcast to use, disclose, and permit access to CPNI obtained from our customers, either directly or indirectly, to:

- initiate, render, bill, and collect for telecommunications services;
- protect our rights and property, and protect our users of these services and other carriers from fraudulent, abusive, or unlawful use of, or subscription to, these services;
- provide any inbound telemarketing, referral, or administrative services to you for the duration of the call, if you initiated the call and you approve of the use of this information to provide these services; and
- to provide call location information concerning the user of a commercial mobile phone service.

With respect to phone services, unless we obtain your approval in accordance with our policies described below under "How do I give or withhold my approval for Comcast to use CPNI to market additional products and services to me?", Comcast may not use CPNI to market products and services to you other than the phone services.

Comcast transmits, and may collect and store for a period of time, personally identifiable and non-personally identifiable information about you when you use our high-speed Internet and phone services to:

- send and receive e-mail, video mail, and instant messages;
- transfer and share files;
- make files accessible;
- visit websites;
- place or receive calls;
- leave and receive voice mail messages;
- use the applicable communications center or voice center;
- establish custom settings or preferences;
- communicate with us for support; or
- otherwise use the services and their features.

Our transmission, collection, and storage of this information are necessary to render the services. In certain situations, third-party service providers may transmit, collect, and store this information on our behalf to provide features of our services. These third parties are not permitted to use your personally identifiable information except for the purpose of providing these features.

We may also combine personally identifiable information, which we collect as described in this notice as part of our regular business records, with personally identifiable information obtained from third parties for the purpose of creating an enhanced database or business records. We may use this database and these business records in marketing and other activities related to our cable service and other services. We also maintain records of research concerning subscriber satisfaction and viewing habits, which are obtained from subscriber interviews and questionnaires.

III. Disclosure

Under what circumstances may Comcast disclose personally identifiable information to others?

Comcast considers the personally identifiable information contained in our business records to be confidential. The Cable Act authorizes Comcast as a cable operator to disclose personally identifiable information concerning any subscriber if the disclosure is:

- necessary to render, or conduct a legitimate business activity related to, the cable service or other services provided to the subscriber;
- required by law or legal process (described below under "When is Comcast required by law to disclose personally identifiable information and CPNI by law?"); or
- of the names and addresses of subscribers for "mailing list" or other purposes (subject to each subscriber's right to prohibit or limit this disclosure and the CPNI Policy described below under "How do I place myself on Comcast's 'do not call' and 'do not mail' lists?").

The Cable Act prohibits us from disclosing personally identifiable information concerning any subscriber for any purposes other than those listed above without the subscriber's prior written or electronic consent.

To whom may Comcast disclose personally identifiable information?

We may disclose personally identifiable information as provided for in the Cable Act when it is necessary to render, or conduct a legitimate business activity related to, the cable service or other services we provide to you. These kinds of disclosures typically involve billing and collections, administration, surveys, marketing, service delivery and customization, maintenance and operations, and fraud prevention, for example. We may also collect, use, and disclose information about you in non-

personally identifiable or aggregate formats, such as ratings surveys and service usage and other statistical reports, which do not personally identify you, your particular viewing habits, or the nature of any transaction you have made over the cable system. The frequency of any disclosure of personally identifiable information varies in accordance with our business needs and activities.

The Cable Act authorizes Comcast as a cable operator to disclose limited personally identifiable information to others, such as charities, marketing organizations, or other businesses, for cable or non-cable "mailing list" or other purposes. From time to time we may disclose your name and address for these purposes. However, you have the right to prohibit or limit this kind of disclosure by contacting us by telephone at 1-800-XFINITY or by sending us a written request as described below under "How do I contact Comcast?" Any "mailing list" and related disclosures that we may make are limited by the Cable Act to disclosures of subscriber names and addresses where the disclosures do not reveal, directly or indirectly, (i) the extent of any viewing or other use by the subscriber of a cable service or other service provided by us; or (ii) the nature of any transaction made by the subscriber over our cable system.

We may sometimes disclose personally identifiable information about you to our affiliates or to others who work for us. We may also disclose personally identifiable information about you to outside auditors, professional advisors, service providers and vendors, potential business merger, acquisition, or sale partners, and regulators. We make these disclosures as provided for in the Cable Act. Typically, we make these disclosures when the disclosure is necessary to render, or conduct a legitimate business activity related to, the cable service or other services we provide to you. We may be required by law or legal process to disclose certain personally identifiable information about you to lawyers and parties in connection with litigation and to law enforcement personnel.

If we (or our parent company) enter into a merger, acquisition, or sale of all or a portion of our assets, subscribers' personally identifiable information will, in most instances, be one of the items transferred as part of the transaction. If this notice will be changed as a result of a transaction like that, you should refer below under "Will Comcast notify me if it changes this notice?"

We may also use or disclose personally identifiable information about you without your consent to protect our customers, employees, or property, in emergency situations, to enforce our rights under our terms of service and policies, in court or elsewhere, and as otherwise permitted by law.

When may Comcast disclose personal information to others in connection with phone service?

Comcast may disclose to others personally identifiable information in connection with features and services such as Caller ID, 911/E911, and directory services as follows:

- We may transmit your name and/or telephone number to be displayed on a Caller ID device unless you have elected to block such information. Please note that Caller ID blocking may not prevent the display of your name and/or telephone number when you dial certain business or emergency numbers, 911, 900 numbers, or toll-free 800, 888, 877, 866, or 855 numbers.
- We may provide your name, address, and telephone number to public safety authorities and their vendors for inclusion in E911 databases and records, inclusion in "reverse 911" systems, or to troubleshoot 911/E911 record errors.
- We may publish and distribute, or cause to be published and distributed, telephone directories in print, on the Internet, and on disks. Those telephone directories may include subscriber names, addresses, and telephone numbers, without restriction to their use.
- We may also make subscriber names, addresses, and telephone numbers available, or cause such subscriber information to be made available, through directory assistance operators.
- We may provide subscribers' names, addresses, and telephone numbers to unaffiliated directory publishers and directory assistance providers for their use in creating directories and offering directory assistance services.
- Once our subscribers' names, addresses, and telephone numbers appear in telephone directories or directory assistance, they may be sorted, packaged, repackaged and made available again in different formats by anyone.

We take reasonable precautions to ensure that non-published and unlisted numbers are not included in our telephone directories or directory assistance services, but we cannot guarantee that errors will never occur.

When is Comcast required to disclose personally identifiable information and CPNI by law?

We make every reasonable effort to protect subscriber privacy as described in this notice. Nevertheless, we may be required by law to disclose personally identifiable information or individually identifiable CPNI about a subscriber. These disclosures may

be made with or without the subscriber's consent, and with or without notice, in compliance with the terms of valid legal process such as a subpoena, court order, or search warrant.

For subscribers to our cable television service, the Cable Act requires Comcast as a cable operator to disclose personally identifiable information to a third-party or governmental entity in response to a court order. If the court order is sought by a non-governmental entity, we are required to notify the subscriber of the court order. If the court order is sought by a governmental entity, the Cable Act requires that the cable subscriber be afforded the opportunity to appear and contest in a court proceeding relevant to the court order any claims made in support of the court order. At the proceeding, the Cable Act requires the governmental entity to offer clear and convincing evidence that the subject of the information is reasonably suspected of engaging in criminal activity and that the information sought would be material evidence in the case.

For subscribers to our high-speed Internet and phone services, the Cable Act requires Comcast to disclose personally identifiable information and individually identifiable CPNI to a private third party in response to a court order, and we are required to notify the subscriber of the court order. The Cable Act requires us to disclose personally identifiable information and individually identifiable CPNI about subscribers to high-speed Internet and phone services to a government entity in response to a subpoena, court order, or search warrant, for example. We are usually prohibited from notifying the subscriber of any disclosure of personally identifiable information to a government entity by the terms of the subpoena, court order, or search warrant.

How does Comcast protect personally identifiable information?

We follow industry-standard practices to take such actions as are necessary to prevent unauthorized access to personally identifiable information by a person other than the subscriber or us. However, we cannot guarantee that these practices will prevent every unauthorized attempt to access, use, or disclose personally identifiable information.

How long does Comcast maintain personally identifiable information?

Comcast maintains personally identifiable information about you in our regular business records while you are a subscriber to our cable service or other services. We also maintain this information for a period of time after you are no longer a subscriber if the information is necessary for the purposes for which it was collected or to satisfy legal requirements. These

purposes typically include business, legal, or tax purposes. If these purposes no longer apply, we will destroy the information according to our internal policies and procedures.

IV. Customer Access and Choice

How can I see my personally identifiable information or CPNI and correct it, if necessary?

You may examine and correct, if necessary, the personally identifiable information regarding you that is collected and maintained by Comcast in our regular business records. In most cases, the personally identifiable information contained in these records consists solely of billing and account information. We will correct our records if you make a reasonable showing that any of the personally identifiable information we have collected about you is inaccurate.

If you have Internet access, you can view and change certain information yourself as follows:

- For accounts you have established at the Comcast.com website, use the Sign In or My Account (or similar) feature at www.comcast.com;
- For high-speed Internet accounts, use the Sign In or My Account (or similar) feature at www.comcast.net;
- For digital voice accounts, use the applicable communications center or voice center, using the Sign In or My Account (or similar) feature at www.comcast.net/digitalvoicecenter.

You may also examine the records containing your personally identifiable information at your local Comcast office upon reasonable prior notice to us and during our regular business hours. If you wish to examine these records, please contact us by mail or telephone at 1-800-XFINITY, giving us a reasonable period of time to locate and, if necessary, prepare the information for review, and to arrange an appointment. You will only be permitted to examine records that contain personally identifiable information about your account and no other account.

If you make an affirmative, written request for a copy of your CPNI, we will disclose the relevant information we have to you at your account address of record, or to any person authorized by you, if we reasonably believe the request is valid. However, subscribers to our phone services should be aware that we generally do not provide them with records of any inbound or outbound calls or other records that we don't furnish in the ordinary course of business (for example, as part of a bill) or which are available only from our archives, without valid legal process such as a court order. In addition, we cannot correct any errors in customer names, addresses, or telephone numbers

appearing in, or omitted from, our or our vendors' directory lists until the next available publication of those directory lists. Further, we may have no control over information appearing in the directory lists or directory assistance services of directory publishers or directory assistance providers which are not owned by us or our subsidiaries.

Comcast reserves the right to charge you for the cost of retrieving and photocopying any documents that you request.

How do I give or withhold my approval for Comcast to use CPNI to market additional products and services to me?

In addition to phone and voice services, various direct and indirect subsidiaries of Comcast Corporation offer many other communications-related services, such as High-Speed Internet services. From time to time we may like to use the CPNI information we have on file to provide you with information about our communications-related products and services or special promotions. Our use of CPNI may also enhance our ability to offer products and services tailored to your specific needs. In addition, Comcast also offers various other services that are not related to the services to which you subscribe. Under the CPNI rules, some of those services, such as Comcast cable television services, are considered to be non-communications related products and services. Therefore, you may be asked during a telephone call with one of our representatives for your oral consent to Comcast's use of your CPNI for the purpose of providing you with an offer for communications-related or non-communications related products and services. If you provide your oral consent for Comcast to do so, Comcast may use your CPNI only for the duration of that telephone call in order to offer you additional services.

If you deny or restrict your approval for us to use your CPNI, you will suffer no effect, now or in the future, on how we provide any services to which you subscribe. Any denial or restriction of your approval remains valid until your services are discontinued or you affirmatively revoke or limit such approval or denial.

How do I place myself on Comcast's "do not call" and "do not mail" lists?

You may contact Comcast at 1-800-XFINITY to ask us to put your name on our internal company "do not call" and "do not mail" lists so that you do not receive marketing or promotional telephone calls or postal mail from us or made at our request. You also have the right to prohibit or limit disclosure of your personally identifiable information for "mailing list" or other purposes as described above in this notice by contacting us at 1-800-XFINITY.

Comcast's use of your account information for marketing and promotional activities is also subject to your right to limit or restrict us from making those offers as described above in "How do I give or withhold my approval for Comcast to use CPNI to market additional products and services to me?" in this notice.

If you prefer to contact Comcast in writing instead of by telephone, you may send a written request to the address listed below under "How do I contact Comcast?". Be sure to include your name and address, your Comcast account number, and a daytime telephone number where you can be reached in the event we have any questions about your request. The written request should be signed by the person who is identified in our billing records as the subscriber. If you have a joint account, a request by one party will apply to the entire account. If you have multiple accounts, your notice must separately identify each account covered by the request.

What e-mail communications will Comcast send to me and how do I manage them?

We may send a welcome e-mail and sometimes other information to new subscribers to our cable service and other services (including each new secondary account holder, where applicable). We may also send service-related announcements to our subscribers from time to time. For example, we may send you an e-mail announcement about a pricing change, a change in operating policies, a service appointment, or new features of one or more of the cable service or other services you receive from us. You may not opt-out of these service-related communications. If you fail to check your primary e-mail address for service-related announcements, you may miss important information about our services, including legal notices, for example.

We reserve the right to send you promotional or commercial e-mail as permitted by applicable law. You can manage the promotional or commercial e-mails Comcast may send to you by following the instructions contained in the e-mails or by going to the Web page located at www.comcast.com/preferences and following the directions there. We may ask for additional information on this preferences page such as your zip code, for example. By providing this additional information to us we will be able to better inform you of the availability of special offers and promotions in your area. If you no longer wish to receive these e-mails you may opt-out of receiving them by going to the same page and changing your contact preferences.

What can I do if I think my privacy rights have been violated?

If you believe that you have been aggrieved by any act of ours in violation of the Cable Act, we encourage you to contact us directly as described below in "How do I contact Comcast?" in order to resolve your question or concern. You may also enforce the limitations imposed on us by the Cable Act as applicable with respect to your personally identifiable information through a civil lawsuit seeking damages, attorneys' fees, and litigation costs. Other rights and remedies may be available to you under federal or other applicable laws as well.

Will Comcast notify me if it changes this notice?

As required by the Cable Act, we will provide you with a copy of this customer privacy notice at the time we enter into an agreement to provide any cable service or other service to you, and annually afterwards, or as otherwise permitted by law. You can view the most current version of this notice by going to www.comcast.com, searching for "privacy policy," and selecting the appropriate link.

We may modify this notice at any time. We will notify you of any material changes through written, electronic, or other means and as otherwise permitted by law. If you find the changes to this notice unacceptable, you have the right to cancel your service. If you continue to use the service following notice of the changes, we will consider that to be your acceptance of and consent to the changes in the revised privacy notice. This includes your consent for any personally identifiable information that we may collect and use starting on the effective date of the revised notice, as well as for any personally identifiable information that we have collected prior to the effective date of the revised notice. However, we will only consider your continued use of the service to be your acceptance of and consent to changes in the revised privacy notice for changes made after December 31, 2006.

How do I contact Comcast?

If you have any questions or suggestions regarding this privacy notice, or wish to contact us about your personal information, please reach us as follows:

Phone: 1-800-XFINITY

Website: <http://customer.comcast.com/contact-us>

Mail: Comcast Cable Communications, LLC

Attn: Law Department - Customer Privacy Notice
One Comcast Center
Philadelphia, PA 19103-2838

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