



October 19, 2016

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

Dear City Cable Coordinator:

In our effort to keep you informed, we are writing to share with you the following information:

- On October 31, 2016, Pivot ch 231 will cease operation and no longer be available.
- Beginning November 29, the following XFINITY TV changes will occur: FYI ch 243/HD 797 will move from Expanded Basic to Digital Preferred; Tennis Channel ch 266/HD 838 will move from Sports Entertainment Package to Digital Preferred; TV One ch 214/HD 912 will move from Digital Preferred to Expanded Basic; and Viceland ch 242/HD 910 will move from Expanded Basic and Digital Economy to Digital Preferred.
- Starting January 1, 2017, due to changes in business costs, the following installation and reactivation fees will change: Wired/Unwired Installation will both decrease from \$30.00 to \$29.00; Installation of an Additional Outlet at initial install will decrease from \$14.20 to \$14.05 and after initial install will decrease from \$33.20 to \$31.55; Relocation of an Additional Outlet at initial install will decrease from \$14.25 to \$14.10 and after initial install will decrease from \$32.65 to \$30.70; Activation of an Additional Outlet at initial install will decrease from \$5.75 to \$5.60 and after initial install will decrease from \$24.60 to \$22.50; Service Upgrade will decrease from \$29.45 to \$29.05; Service Downgrade will increase from \$12.45 to \$13.20; Connection of VCR/DVD at initial install will decrease from \$8.20 to \$8.00 and after initial install will increase from \$19.60 to \$20.25; In-Home Service Visit (XFINITY TV) will decrease from \$37.15 to \$36.95.

Customers are receiving this information via bill message. Should you have questions, please do not hesitate to contact me at 508-647-1418.

Very truly yours,

*Greg Franks*

Greg Franks, Sr. Manager  
Government Affairs