



April 7, 2016

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

Re: Comcast Digital Preferred and Digital Premier Services

Dear City Cable Coordinator:

I'm writing to make you aware of some upcoming changes to our Digital Preferred and Digital Premier XFINITY TV services and the launch of new related packages. The changes being made will help make the bill easier to read and understand for our customers. It is important to note that these changes will not impact the actual services being received by the customer or the price they currently pay.

On April 28, 2016, we will rename the following XFINITY TV Services:

- Digital Preferred will be renamed Digital Preferred Tier;
- Digital Preferred plus One Premium will be renamed Digital Preferred Tier plus One Premium;
- Digital Preferred with HBO will be renamed Digital Preferred Tier with HBO;
- Digital Preferred with Two Premiums will be renamed Digital Preferred Tier with Two Premiums;
- Digital Preferred with HBO and One Premium will be renamed Digital Preferred Tier with HBO and One Premium; and
- Digital Premier will be renamed Digital Premier Tier.

In addition, on April 28, 2016, we will launch the following new packages:

- Digital Preferred package will include Digital Starter and the Digital Preferred Tier at \$87.90/mo.
- Digital Preferred plus One Premium package will include Digital Preferred and choice of Showtime, Starz, Cinemax or TMC at \$99.90/mo.
- Digital Preferred with HBO package will include Digital Preferred and HBO at \$102.90/mo.
- Digital Preferred plus Two Premiums package will include Digital Preferred and choice of two premium channels of Showtime, Starz, Cinemax, or TMC at \$111.90/mo.
- Digital Preferred with HBO and One Premium package will include Digital Preferred, HBO and choice of Showtime, Starz, Cinemax or TMC at \$114.90/mo.
- Digital Premier package will include Digital Preferred, HBO, Showtime, Starz, Cinemax, and TMC at \$134.90/mo.

These new packages will allow customers currently subscribing to both Digital Starter and one of our Digital Preferred or Digital Premier packages to combine these two services on the bill rather than being charged as two separate line items. The price would remain the same, but would be combined in the one line item charge. This will make the video section of the bill easier to read and follow for customers.

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Notice of these changes will be provided to customers with their May bill statement. If you have any questions about these changes, please feel free to contact me at 508-647-1418.

Sincerely,

Greg Franks

Greg Franks, Sr. Manager
Government & Regulatory Affairs

All prices exclude applicable taxes and fees.