



February 12, 2016

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

Dear City Cable Coordinator:

As you know, we announced a multi-year plan to reinvent the customer experience. Transforming the customer experience is our #1 goal and we're 100% committed to making it happen. We are looking at everything through a customer lens and making incremental investments and changes to make it easier to do business with us. We wanted to make you aware of one such change as it relates to simplifying our installation billing practices and pricing.

Starting March 7, 2016, we will simplify our installation charges in your community by introducing a single Professional Installation charge of \$79.99, inclusive of installation fees (excludes applicable taxes and fees). This single installation charge will include the standard installation of XFINITY TV, XFINITY Internet and XFINITY Voice on all TVs in the customer's home at time of initial installation in addition to fees related to Installation, Activation and Relocation of each Additional Outlet, Connection of DVR equipment, Voice Service Activation and Wireless Networking On-Site Professional Set-Up. Today these additional fees are billed separately from the installation charge. Customers will be able to order service, schedule a Professional Installation, and inform our technician the rooms they want their services to be installed, all for one price! The charge does not apply to the installation of XFINITY TV only, XFINITY Home or Gigabit Pro Internet Service.

The Professional Installation fee will replace the Two Product and Three Product Installation charges in addition to the other fees previously charged during an initial installation of service as described above. We will continue to charge Wired/Unwired Installation fees for XFINITY TV only installations.

Customers are receiving notice of this change with their bill statement starting February 6, 2016. If you have any questions about this change, please feel free to contact me at 508-647-1418.

Sincerely,

*Greg Franks*

Greg Franks, Sr. Manager  
Government & Regulatory Affairs