COMCAST

November 19, 2019

RECEIVED
NOV 20 2019
TOWN OF PLAISTOW

Town Attorney
Town of Plaistow
145 Main Street
Plaistow, NH 03865

RE: Important Information—Price Changes

Dear Town Attorney:

At Comcast, we're committed to delivering the entertainment and services that matter most to our customers in your community, as well as exciting experiences they won't find anywhere else. As we continue to invest in our network, products, and services, the cost of doing business rises. Programming fees - the cost associated with carrying the programming our customers demand, especially broadcast television and sports programming - continue to rise each year and are one of our biggest expenses. While we absorb some of these costs, these fee increases affect service pricing. As a result, starting December 20, 2019, prices for certain services and fees will be increasing. Please see the enclosed Customer Notices for more information.

While some prices may increase, we continue to invest in technology to drive innovation. We work hard to bring our customers great value every day and exciting new developments, including:

- Xfinity Stream app included with Xfinity TV has the most free shows and movies
- Apps like Netflix, Pandora, Amazon, and YouTube integrated on our X1 platform and easily accessed using out Voice Remote
- 163,000+ shows and movies on Xfinity On Demand
- Enhanced control of in-home WiFi with Xfinity xFi
- Advanced security with the Xfinity Wireless Gateway
- The fastest Internet speeds in the country
- 19 million Xfinity WiFi hotspots nationwide

Also, effective December 20, 2019, AnyRoom DVR Service will no longer be available for new subscriptions. If you currently have AnyRoom DVR Service you will continue to receive this service until you make a change or you receive further notice.

We know you may have questions about these changes. If I can be of any further assistance, please contact me at 603.334.3603.

Sincerely,

Jay Somers

Jay Somers, Sr. Manager
Government Affairs

Attachment: Customer Notices

Important Information Regarding Xfinity Services and Pricing

Effective December 20, 2019

To our viewers, streamers, gamers, and online shoppers,

At Xfinity, we love keeping you connected to what matters most. We're proud to deliver exciting experiences you won't find anywhere else.

We want to let you know about some improvements we've made to your services, and also to tell you the cost of some of our services will be increasing. Nobody likes price increases, including us, but they happen periodically for a few reasons. Network programming fees—the amount networks charge us to put their channels on our cable system—go up every year, and they are among our biggest expenses. While we absorb some of these costs, these fee increases affect service pricing.

We continue to invest in our products and services. These investments lead to big improvements year after year, including:

- Powerful in-home WiFi and a more reliable network with more capacity
- The fastest Internet speeds in the country
- Exciting new technology you depend on, and the integration of the apps you use every day
- Thousands of shows and movies available to watch on any screen, for our TV and Internet customers alike

You deserve the best, so we won't compromise on the experiences we create for you. As always, we sincerely thank you for being an Xfinity customer.

Your Xfinity Team

If you have a promotional offer with your services right now or you are on a minimum term agreement for your services, the prices for those specific services will not be affected during the applicable period. However, equipment charges, charges for additional features, taxes, and other fees, including the Broadcast TV Fee and Regional Sports Network Fee, are subject to change and could affect the overall amount you pay during the applicable period. When your promotional offer or contract term ends, your price for those services will reflect our new package prices.

Experience the benefits of Xfinity

Xfinity Internet:

The fastest Internet speeds in the country, including offering 1 Gigabit download speeds, available to 90% of our customers

19 million Xfinity WiFi hotspots nationwide

Xfinity TV:

Xfinity Stream app included with Xfinity TV has the most free shows and movies

Stream apps like Netflix, Pandora, Prime Video, and YouTube on X1 with the Voice Remote

163,000+ shows and movies on Xfinity On Demand

More details on these price changes are enclosed. For additional information, go to xfinity.com/pricechanges. For details on Xfinity features included with your service, see my.xfinity.com.

Allenstown, Concord, Exeter, Goffstown, Hampstead, Manchester, Nashua, Pembroke, Plaistow, Salem, Seabrook, Somersworth & Stratham, NH

Important Information Regarding Xfinity Services and Pricing

Effective December 20, 2019

QUAD PLAY PACKAGES	Current	New
with Xfinity Home Security add	$39.95	$30.00
with Xfinity Home Security Plus add	$49.95	$40.00

XFINITY® TV	Current	New
Broadcast TV Fee	$10.00	$14.95
Franchise Costs		
Concord	$.30	$.31
Hampstead	$.87	$.90
Plaistow	$.65	$.68
Seabrook	$.23	$.24
Regional Sports Fee	$8.25	$8.75
Starz®	$12.00	$8.99
TV Box Limited Basic	$2.50	$4.60
HD TV Box Limited Basic	$2.50	$4.60
TV Box	$2.50	$4.60
Remote	$.18	$.40
Service to Additional TV - with CableCARD	$7.27	$4.95
Customer-Owned Video Equipment Credit	$2.50	$5.00

XFINITY® Internet	Current	New
Performance - Xfinity Internet Service Only	$74.95	$77.95
Performance - with Xfinity TV or Voice Service	$61.95	$64.95
Performance Pro - Xfinity Internet Service Only	$89.95	$92.95
Performance Pro - with Xfinity TV or Voice Service	$76.95	$79.95
Blast! - Xfinity Internet Service Only	$94.95	$97.95
Blast! - with Xfinity TV or Voice Service	$81.95	$84.95
Extreme Pro - Xfinity Internet Service Only	$99.95	$102.95
Extreme Pro - with Xfinity TV or Voice Service	$86.95	$89.95
Gigabit - Xfinity Internet Service Only	$104.95	$107.95
Gigabit - with Xfinity TV or Voice Service	$91.95	$94.95
Modem Rental	$13.00	$14.00
Gigabit Pro Speed Upgrade	$238.00	$235.00

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Important Information – Price Changes
November 19, 2019
Additional Information

In addition to the price changes listed in the enclosed general **Important Information Regarding Xfinity Services and Pricing**, customers receiving the services below will receive a bill message regarding the pricing change to their service.

Bill Message Text:
"PRICING UPDATE: In addition to the price changes listed on the general Important Information Regarding Xfinity Services and Pricing, on December 20, 2019, the price of [package or service name from below] will increase/decrease from $XX.XX to $XX.XX per month. Prices exclude taxes and fees."

XFINITY® TV	Current	New
Curiosity Stream OnDemand Subscription	$5.99	$2.99

SERVICES NO LONGER AVAILABLE FOR NEW SUBSCRIPTIONS	Current	New
Stream TV w/ HBO	$10.00	$15.00
Basic Latino TV	$25.27	$28.27
MultiLatino Ultra Package	$76.22	$79.72
Performance Extra Double Play		
Westwood	$77.99	$90.94
Performance Internet + Limited Basic		
Orleans	$74.94	$77.94
Wellfleet	$76.94	$79.94
Newbury	$77.94	$80.94
Somerset	$79.94	$82.94
Boxford	$81.94	$84.94
Lynnfield	$84.94	$87.94
Mattapoisett	$85.94	$88.94
Bedford	$86.94	$89.94
Westwood	$87.94	$90.94
Townsend, Westminster	$88.94	$91.94
Seekonk	$90.44	$93.44
Economy Plus Latino Double Play	$109.22	$112.22
Starter XF Double Play	$129.22	$132.22
Starter Latino Double Play	$129.22	$132.22
Starter Double Play w/ Performance Pro Internet	$144.22	$147.22
Economy XF Triple Play	$156.85	$159.85
Premier Double Play w/ Blast! Internet	$212.17	217.17