

## Jeffrey Hull

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**From:** Town Moderator  
**Sent:** Tuesday, March 19, 2019 8:45 AM  
**To:** Jeffrey Hull  
**Subject:** Re: Town Meeting Review

Jeff,

Thanks for letting me know. It would be my suggestion that we postpone these appointments until after Town Elections and Town Meeting. That way, you will remove any appearance of politics from appointments, allow for the newly elected/re-elected Selectmen/Selectwomen to fully participate in the process and the 2019 Town Meeting will be fresh on the minds of all those being appointed (could even drum up interest from residents who will come forward wanting to serve on the committee). Perhaps setting a date for the end of May would be proper and allow for the aforementioned to be achieved.

I would also suggest that whenever the committee is formed, there be a requirement of monthly reports to the BOS, so that the public is aware of the happenings of the committee, etc.

When you discuss this matter with Kevin, please make him aware of my suggestions.

Hope all else is well with you.

See you this evening.

Sincerely,

Rob Peterson  
Town Moderator  
Wilmington, Massachusetts

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**From:** Jeffrey Hull  
**Sent:** Friday, March 15, 2019 5:59 PM  
**To:** Town Moderator  
**Subject:** RE: Town Meeting Review

Rob,

I have not yet spoken with Kevin Caira to formally set the March 25<sup>th</sup> agenda but anticipate recommending that he schedule time for the Board to have a discussion about establishing the Town Meeting Review Committee and making specific appointments to that committee.

Jeff

Jeffrey M. Hull  
Town Manager  
Town of Wilmington  
121 Glen Road



# Wilmington, Massachusetts

INTER-DEPARTMENTAL COMMUNICATION

FROM THE TOWN MANAGER

March 22, 2019

TO: Board of Selectmen

RE: Policy for Consulting Fees

I have accepted Building Inspector Al Spaulding's recommendation to establish a policy that property owners, or their representatives, who require the expenditure of Town funds for review of plans or title work, for example, provide funds to the Town to place in a restricted account to cover costs associated with that review. This policy is permissible by Massachusetts General Law Chapter 44 Section 53G.

Under these circumstances the property owner is typically seeking to develop property and questions arise as to whether the property can be developed in accordance with the Town's Zoning By-laws or state law. Within the past year the Town has had at least three instances in which an applicant has sought to build on property in which their attorney submitted an opinion regarding the property being buildable. In some cases title work was required to determine the history of a lot or lots in question. These legal opinions were provided to the Building Inspector who in turn consulted with Town Counsel. The legal opinions required review and research by Town Counsel resulting in charges to the Town.

Going forward, property owners seeking a building permit which requires consultation with Town Counsel or other expertise will need to provide \$3,000 for deposit in a town account. Each applicant's funds will be tracked separately. Charges related to the review by Town experts will be drawn from that account. Any unexpended funds and interest remaining at the conclusion of the review will be returned to the property owner.

Attached is the policy which went into effect on March 7, 2019.

  
Jeffrey M. Hull  
Town Manager

Attachment

cc: Al Spaulding, Building Inspector  
Kerry Colburn-Dion, Assistant Town Manager/Human Resources Director

## Wilmington Zoning Consultation

Commencing on March 7, 2019 any and all requests for Reviews by the Building Inspector which would require the retaining of Third Party Inspectors and/or Town Counsel Review will require a Deposit of \$3000.00

Please see attached "Wilmington Building Inspector Rule Regarding Imposition of Consultant Fees

G.L. c.44, §53G

**WILMINGTON BUILDING INSPECTOR  
RULE REGARDING IMPOSITION OF CONSULTANT FEES**

The following Rule is adopted, pursuant to G.L. c.44, §53G.

1. When reviewing any application or conducting any inspection or investigation within the scope of his jurisdiction under the State Building Code, Town of Wilmington Bylaws or any other applicable federal, state or local requirements or regulations, the Building Inspector or his designee ("Building Inspector") may determine that the assistance of outside consultants is warranted. The Building Inspector may require that an applicant or property owner deposit a lump sum with the Building Department ("Department") in order to retain such consultants. In the event that such sum is insufficient to fund the necessary consulting services, the Building Inspector may require additional deposits.
2. In hiring outside consultants, the Building Inspector may engage engineers, scientists, financial analysts, planners, lawyers, urban designers or other appropriate professionals who can assist him to ensure compliance with all relevant laws, ordinances, standards and regulations. Such assistance may include, but shall not be limited to, analyzing an application, monitoring or inspecting a project or site for compliance with the applicable statutes, codes, ordinances, regulations and conditions, or inspecting a project during construction or implementation.
3. Funds received by Department pursuant to this Rule shall be deposited with the Town Treasurer, who shall establish a special account for this purpose, consistent with the terms and provisions of G.L. c. 44, §53G. Expenditures from this special account may be made at the direction of the Building Inspector without further appropriation. Expenditures from this special account shall be made only for services rendered in connection with a specific project or projects for which a project review fee has been or will be collected. Accrued interest may also be spent for this purpose. Failure of an applicant or property owner to pay a review fee shall be grounds for denial of the application and shall be referred to Town Counsel. Alternatively, in the discretion of the Building Inspector, approval of any such application may be conditioned upon payment of any outstanding review fees.
4. At the completion of the Building Inspector's review, any excess amount in the account, including interest, attributable to a specific project shall be repaid to the applicant or the applicant's successor in interest. A final report of said account shall be made available to the applicant or applicant's successor in interest upon request. For the purpose of this regulation, any person or entity claiming to be an applicant's successor in interest shall provide the Building Inspector with documentation establishing such succession in interest.

5. Any applicant or property owner assessed such a consultant fee may take an administrative appeal from the selection of the outside consultant to the Board of Selectmen. Such appeal must be made in writing and may be taken only within seven days after the Building Inspector has provided notice to the applicant of the selection. The grounds for such an appeal shall be limited to claims that the consultant selected has a conflict of interest or does not possess the minimum, required qualifications. The minimum qualifications shall consist either of an educational degree in, or related to, the field at issue or three or more years of practice in the field at issue or a related field. The required time limit for action upon an application by the Building Inspector shall be extended by the duration of the administrative appeal. In the event that no decision is made by the Board of Selectmen within one month following the filing of the appeal, the selection made by the Building Inspector shall stand.



# Wilmington, Massachusetts

INTER-DEPARTMENTAL COMMUNICATION

FROM THE TOWN MANAGER

March 22, 2019

TO: Board of Selectmen

RE: Board of Selectmen's Meeting Agenda

You will note on your agenda for March 25<sup>th</sup> that the category "Announcements" has been added. Following the Board's meeting on March 11, 2019, I spoke with Town Counsel regarding concerns about a topic brought up during the meeting which was not included on the agenda. Specifically, under the category "New Business" discussion took place regarding Daniel Veerman in his capacity as Chair of the Zoning Board of Appeals. Since the substance of the discussion that took place at the meeting of March 11<sup>th</sup> was similar in nature to discussions that took place at previous Board meetings, it would be challenging to establish that the discussion on March 11<sup>th</sup> constituted items not reasonably anticipated at least 48 hours prior to the meeting.

Going forward, the category "New Business" should be confined to emergent matters that have become known within the 48 hours between the time the Board's meeting is posted and the meeting itself occurs and being of such importance that time does not permit discussions or actions on the matter to be delayed to a subsequent posted meeting of the Board of Selectmen. Substantive discussions and actions on particular matters should not occur unless the topic has been included on the posted agenda.

My recommendation is that Board members use the category "Announcements" to provide information such as notice of an upcoming event that was not previously noted, congratulations or recognition of groups or individuals, a brief description of an event attended by a Board member, for example, and matters of this type. The items raised should simply provide information and not be for purposes of deliberation and decision. If Board members would like to have a topic placed on the agenda, the individual Board member requesting the topic can contact the Chair directly or contact me to make the request. I will then consult with the Chair.

Further discussion and clarification on posting and conduct of meetings can be obtained from Town Counsel during the Open Meeting Law/Public Records Law presentation on April 11<sup>th</sup>.

  
Jeffrey M. Hull  
Town Manager

cc: Christine Touma-Conway, Town Clerk



# Wilmington, Massachusetts

INTER-DEPARTMENTAL COMMUNICATION

FROM THE TOWN MANAGER

March 22, 2019

TO: Board of Selectmen

RE: North Wilmington Commuter Rail Station

Chairman Caira and I participated in a conference call on March 19, 2019 to discuss ongoing efforts to address the periodic disruption of emergency responses created when a commuter train is stopped on Route 62 in north Wilmington to pick up and drop off passengers. Participants in the call included Senator Bruce Tarr, Representative Kenneth Gordon, Representative David Robertson, Fire Chief Joseph McMahan, Police Chief Michael Begonis, Deputy Fire Chief William Cavanaugh and representatives from the Massachusetts Bay Transportation Authority (MBTA). The MBTA conducted a weeklong survey of ridership at this commuter station to determine the level of passenger activity at the station.

As the attached chart details, there are five scheduled stops for the inbound train to Boston between 11:18 a.m. and 11:19 p.m. which generated minimal activity during the observing period. The MBTA states that this information is consistent with other information they have relative to ridership at this station. You will note that the heading "ON" references patrons who board the commuter train in north Wilmington while the heading "OFF" represents the patrons that disembark from the commuter train in north Wilmington. Currently the station has a flag stop which requires the inbound train to slow while passing through the stop. If passengers are observed seeking to board or passengers on the commuter train communicate their intention to disembark, then the train comes to a complete stop otherwise the train will proceed through the crossing.

Discussion took place about whether to continue the flag stop protocol at this location or to discontinue the stop altogether and permit the train to proceed through the rail station at normal speed. A suggestion was offered to try removal of the stops for the times highlighted on a trial basis then reassess the results. While the number of passengers identified as exiting or boarding the train at those times is very low there is a concern about negatively impacting residents' ability to use the stop.

The Town's legislative delegation and representatives from the MBTA will be attending the Board's meeting on April 8<sup>th</sup> to discuss the options and receive comments from the public. Residents who rely on the commuter rail station, or otherwise wish to offer an opinion, are strongly encouraged to attend.

  
Jeffrey M. Hull  
Town Manager

cc: Michael R. Begonis Police Chief  
Joseph A. Desmond, Police Lieutenant  
Joseph T. McMahan, Fire Chief  
William F. Cavanaugh, Deputy Fire Chief  
Kerry Colburn-Dion, Assistant Town Manager

## Jeffrey Hull

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**From:** Coholan,Ryan <rcoholan@MBTA.com>  
**Sent:** Thursday, February 28, 2019 9:50 AM  
**To:** Jeffrey Hull; 'bruce.tarr@masenate.gov'; Chief Michael Begonis; 'david.robertson@mahouse.gov'; 'cody.case@mahouse.gov'; Ray, John; Foley, Trish (DOT); 'hirak.shah@masenate.gov'; 'kevincaira57@gmail.com'; Chief Joseph McMahon; William Cavanaugh  
**Subject:** RE: Follow Up- North Wilmington Station

TRAIN #	ON	OFF	TIME
200	9	0	5:36A
202	17	0	6:11A
204	25	0	6:41A
210	4	0	9:34A
212	0	0	11:18A
214	0	1	12:34P
216	0	0	2:29P
226	0	0	9:39P
228	1	0	11:19P

I have added the times that these trains depart North Wilmington.

RDC

**From:** Jeffrey Hull [mailto:jhull@wilmingtonma.gov]  
**Sent:** Thursday, February 28, 2019 9:35 AM  
**To:** Coholan,Ryan <rcoholan@MBTA.com>; 'bruce.tarr@masenate.gov' <bruce.tarr@masenate.gov>; Chief Michael Begonis <mbegonis@wpd.org>; 'david.robertson@mahouse.gov' <david.robertson@mahouse.gov>; 'cody.case@mahouse.gov' <cody.case@mahouse.gov>; Ray, John <JRay@MBTA.com>; Foley, Trish (DOT) <trish.foley@state.ma.us>; 'hirak.shah@masenate.gov' <hirak.shah@masenate.gov>; 'kevincaira57@gmail.com' <kevincaira57@gmail.com>; Chief Joseph McMahon <jmcmahon@wilmingtonma.gov>; William Cavanaugh <wcavanaugh@wilmingtonma.gov>  
**Subject:** RE: Follow Up- North Wilmington Station

Ryan,

Can you provide the corresponding times next to the train numbers?

I question whether the north Wilmington Station is the "victim" of a "circular argument" about its viability as a stop. The station may not be used because potential passengers find it inconvenient due to lack of parking, the train arrival/departure times, access etc. and tend not to use the commuter train. Since ridership is low it is difficult for the MBTA to justify spending more money to make improvements to the commuter rail station.

That being said your suggestion is worth considering. Thanks.

Thanks.

Jeff



Jeffrey M. Hull  
Town Manager  
Town of Wilmington  
121 Glen Road  
Wilmington, MA 01887  
978-658-3311

Please remember when writing or responding, the Massachusetts Secretary of State has determined that email is a public record

**From:** Coholan, Ryan [mailto:rcoholan@MBTA.com]  
**Sent:** Thursday, February 28, 2019 9:17 AM  
**To:** 'bruce.tarr@masenate.gov' <bruce.tarr@masenate.gov>; Chief Michael Begonis <mbegonis@wpd.org>; 'david.robertson@mahouse.gov' <david.robertson@mahouse.gov>; 'cody.case@mahouse.gov' <cody.case@mahouse.gov>; Ray, John <JRay@MBTA.com>; Foley, Trish (DOT) <trish.foley@state.ma.us>; 'hirak.shah@masenate.gov' <hirak.shah@masenate.gov>; Jeffrey Hull <jhull@wilmingtonma.gov>; 'kevincaira57@gmail.com' <kevincaira57@gmail.com>; Chief Joseph McMahon <jcmcmahon@wilmingtonma.gov>; William Cavanaugh <wcavanaugh@wilmingtonma.gov>  
**Subject:** Follow Up- North Wilmington Station

Greetings,

Hope everyone is well. When we met at the beginning of the year, we discussed the issues related to the Route 62 crossing adjacent to the North Wilmington Commuter Rail Station. We agreed to look at some short term actions to help improve the situation. We did agree that the most impact to highway traffic occurs with inbound trains making the stop at North Wilmington. With this, the MBTA agreed to go out and take some target passenger counts on the inbound trains. With this data, we could collectively discuss and evaluate options, with the potential to eliminate certain stops. Here are the results of this mission:

DATE COUNTS TAKEN: January 15, 2019

TRAIN #	ON	OFF
200	9	0
202	17	0
204	25	0
210	4	0
212	0	0
214	0	1
216	0	0
226	0	0
228	1	0

I would suggest that based on these numbers, as well as the recently completely CTPS passenger count, there are some options to minimize the impacts to highway traffic. I took the liberty of highlighting the trains that could have their North Wilmington stop removed. I suggest that by deleting these station stops, we could improve the situation by eliminating more than 50% of the inbound station stops (and solve half the problem).

This is food for thought, and I look forward to discussing this when we get back together. Our next schedule change is planned for May 20, 2019, so hopefully we have this in advance. We typically allow for 4 weeks before the planned

change date to allow for reprinting, so let's try to get back together by the end of March. Even a phone call would suffice, as I know all our schedules are jammed.

Look forward to speaking, and I hope we talk soon. If anyone has any specific questions, please do not hesitate to reach out.

RDC

***Ryan D. Coholan***

*Chief Railroad Officer*

Massachusetts Bay Transportation Authority  
MassDOT Rail & Transit Division/MBTA

1 South Station, 2nd Floor  
Boston, MA 02110

Office: 617-222-6266

Mobile: 617-308-5106

Email: [rcoholan@mbta.com](mailto:rcoholan@mbta.com)



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# Wilmington, Massachusetts

INTER-DEPARTMENTAL COMMUNICATION

FROM THE TOWN MANAGER

March 22, 2019

TO: Board of Selectmen

RE: Status of Woburn Street/Lowell Street Intersection  
Project and Route 38 Project

On Thursday, March 21, 2019 Planning and Conservation Director Valerie Gingrich, Town Engineer Paul Alunni and I attended a meeting of the Boston Region Metropolitan Planning Organization (MPO) in Boston to advocate for two critical public works projects: Lowell Street/Woburn Street Intersection Project and the Route 38 Reconstruction Project. Membership in this organization comes from municipalities, regional planning agencies, the Massachusetts Department of Transportation (MassDOT) and various advocacy groups. Each year approximately 150 projects worth over \$1.0 billion compete for state and federal funding on a 5-year rolling capital investment program. Typically there is funding for approximately \$95 million in any given federal fiscal year (FFY).

Both of the noted projects may be included in the FFY2020 to 2024 Transportation Improvement Plan (TIP). Currently, they are slated to be included in the FFY2024 budget. Having projects where design has been completed and they are construction-ready is critical. It is not uncommon for projects to be moved up in cue as other projects in a given fiscal year are not ready or run into other obstacles. The current estimated construction cost for the intersection is \$3,944,000. The Main Street reconstruction project, which includes a 2.1 mile stretch from the intersection with Route 62 to the Woburn line, is estimated to cost \$12,530,687.

During the public comments portion of their meeting, I took the opportunity to express the unified support for these two projects by local leaders and Wilmington's legislative delegation. It was pointed out that the intersection project received the highest score amongst similar projects in this category from MPO staff and the corridor project scored second amongst all "complete streets" projects proposed.

We plan to attend the March 28, 2019 MPO meeting during which decisions may be made about the projects to include within the 5-year funding cycle.

Jeffrey M. Hull  
Town Manager

cc: Valerie Gingrich, Planning & Conservation Director  
Michael Woods, Public Works Director  
Paul Alunni, Town Engineer



# Wilmington, Massachusetts

INTER-DEPARTMENTAL COMMUNICATION

FROM THE TOWN MANAGER

March 22, 2019

TO: Board of Selectmen

RE: Acting Police Chief

As you know, Michael Begonis, who has served as Police Chief since November of 2005 and served in the Wilmington Police Department since July 16, 1988 will be retiring effective at the end of the day on Friday, April 5, 2019.

Prior to Chief Begonis' announcement, arrangements were proceeding to conduct an assessment center for the positions of Police Chief and Deputy Police Chief. This effort was prompted by the retirement of former Deputy Police Chief Robert Richter. Recognizing that, in light of Chief Begonis' years of service, he could retire at any time, the Police Chief's position was included in the assessment center. The date for that assessment center is scheduled for May 20, 2019. The assessment center will consist of a panel of assessors who can be police chiefs or deputy police chiefs in communities from other parts of the state, retired chiefs and deputy chiefs, town managers and human resource directors. Candidates will be presented with a series of scenarios to which they will be expected to respond. The assessors will rate each candidate based upon their responses and establish a score for each assessment category. The entire process must conform to Civil Service standards and is overseen by the state Human Resources Division (HRD).

Following the completion of the testing the scores will be submitted to HRD for review and announcement to the candidates. Based upon HRD's requirements and the two appeal periods available to candidates, I would expect to appoint a permanent Police Chief by early July 2019. Lieutenant Joseph Desmond has been appointed acting Police Chief to serve between the time of Chief Begonis' departure and the selection of the permanent Police Chief. Lt. Desmond has served in the Wilmington Police Department for nearly 31 years, the past 13 years as a lieutenant. I am confident that Lt. Desmond can effectively lead the department during this interim period.

  
Jeffrey M. Hull  
Town Manager

cc: Kerry Colburn-Dion, Assistant Town Manager/Human Resources Director  
Michael R. Begonis, Police Chief  
Joseph A. Desmond, Police Lieutenant

**Wednesday, April 10<sup>th</sup>**

**1900-2100**

**Knights of Columbus**

**112 Middlesex Ave, Wilmington, MA 01887**

**An Open Invitation to Active Duty,  
Veterans, Police, Fire and EMTs.**

Join us at Lutz Buddy Up Military and First Responder Social Clubs where local Military and First Responders connect for an evening of Food, Fun, and Comradery.

Together we will ~ MoAB

**\*\*\*1st Time attending you MUST have proof of service \*\*\***

Don't worry you don't have to talk about your feelings or anything. Just come on out have a decent meal and meet the extended family you may not have known you had.

Feel free to call or text Rocco @ 508-353-3044 for more info



RECEIVED - TOWN MANAGER

19 MAR 11 AM 9:03

TOWN OF  
WILMINGTON, MASS



March 8, 2019

Board of Selectmen  
Town of Wilmington  
121 Glen Road  
Wilmington, MA 01887

**Re: Annual Notice**

Dear Chairman and Members of the Board:

In accordance with Massachusetts cable regulations (207 CMR 10.01(2) and 10.02(6)), enclosed is a copy of Comcast's policies and procedures, sample subscriber bill, work order and rate & channel line-up information for your community.

Please do not hesitate to contact me with any questions at 781-769-5986.

Sincerely,

*Catherine Maloney*

Catherine Maloney, Sr. Manager  
Government & Regulatory Affairs

Enclosures

**WILMINGTON, MA**

**BUNDLED PACKAGES<sup>1,2</sup>**

**QUAD PLAY PACKAGES**

QUAD PLAY PACKAGE PRICING BELOW IS ADDITIONAL TO TRIPLE PLAY PACKAGE PRICING

with Secure add<sup>3</sup> \$39.95

**TRIPLE PLAY PACKAGES<sup>40</sup>**

**Standard Triple Play**

Includes Limited Basic, Kids & Family, Entertainment, Sports & News and HD programming for primary outlet, 10 Hour DVR Service, Performance Pro Internet and Voice Unlimited \$129.99  
 - with Blast! Internet upgrade add \$20.00  
 - with Extreme Pro Internet upgrade add \$25.00  
 - with Gig Internet upgrade add \$30.00  
 - with Gig Pro Internet upgrade add<sup>27</sup> \$238.00

**Select Triple Play**

Includes Limited Basic, Kids & Family, Entertainment, Sports & News, Digital Preferred Tier, DVR Service and HD programming for primary outlet, Blast! Internet, and Voice Unlimited \$149.99  
 - with Extreme Pro Internet upgrade add \$25.00  
 - with Gig Internet upgrade add \$30.00  
 - with Gig Pro Internet upgrade add<sup>27</sup> \$238.00

**Signature Triple Play<sup>38</sup>**

Includes Limited Basic, Kids & Family, Entertainment, Sports & News, Digital Preferred Tier, Showtime, Starz, Streampix, DVR Service and HD programming for primary outlet, Extreme Pro Internet, Voice Unlimited and Netflix Standard HD Plan \$169.99  
 - with Netflix Premium UHD Plan upgrade add \$3.00  
 - with Gig Internet upgrade add \$30.00  
 - with Gig Pro Internet upgrade add<sup>27</sup> \$238.00

**Super Triple Play<sup>38</sup>**

Includes Limited Basic, Kids & Family, Entertainment, Sports & News, Digital Premier Tier, Sports Entertainment Package, Streampix, DVR Service and HD programming for primary outlet, Gigabit Internet, Voice Unlimited, Netflix Standard HD Plan \$199.99  
 - with Netflix Premium UHD Plan upgrade add \$3.00  
 - with Gig Pro Internet upgrade add<sup>27</sup> \$238.00  
 - with Xfinity Mobile deduct -\$12.00

**DOUBLE PLAY PACKAGES<sup>40</sup>**

**Choice TV Double Play<sup>39</sup>**

Includes Choice TV, 10 Hour DVR Service and Performance Plus Internet \$89.99  
 - with Performance Pro Internet upgrade add \$15.00  
 - with Blast! Internet upgrade add \$20.00  
 - with Extreme Pro Internet upgrade add \$25.00  
 - with Gig Internet upgrade add \$30.00  
 - with Gig Pro Internet upgrade add<sup>27</sup> \$238.00

**Standard Double Play**

Includes Limited Basic, Kids & Family, Entertainment, Sports & News, 10 Hour DVR Service, and HD programming for primary outlet and Performance Pro Internet \$109.99  
 - with Blast! Internet upgrade add \$20.00  
 - with Extreme Pro Internet upgrade add \$25.00  
 - with Gig Internet upgrade add \$30.00  
 - with Gig Pro Internet upgrade add<sup>27</sup> \$238.00

**Select Double Play**

Includes Limited Basic, Kids & Family, Entertainment, Sports & News, Digital Preferred Tier, HD programming for primary outlet, 10 Hour DVR Service and Performance Pro Internet \$119.99  
 - with Blast! Internet upgrade add \$20.00  
 - with Extreme Pro Internet upgrade add \$25.00  
 - with Gig Internet upgrade add \$30.00  
 - with Gig Pro Internet upgrade add<sup>27</sup> \$238.00

**Signature Double Play<sup>38</sup>**

Includes Limited Basic, Kids & Family, Entertainment, Sports & News, Digital Preferred Tier, HD programming, Showtime, Starz and Streampix for primary outlet, 10 Hour DVR Service, Performance Pro Internet and Netflix Standard HD Plan \$139.99  
 - with Netflix Premium UHD Plan upgrade add \$3.00  
 - with Blast! Internet upgrade add \$20.00  
 - with Extreme Pro Internet upgrade add \$25.00  
 - with Gig Internet upgrade add \$30.00  
 - with Gig Pro Internet upgrade add<sup>27</sup> \$238.00

**Super Double Play<sup>38</sup>**

Includes Limited Basic, Kids & Family, Entertainment, Sports & News, Digital Premier Tier, HD programming and Streampix for primary outlet, 10 Hour DVR Service, Blast! Internet and Netflix Standard HD Plan \$169.99  
 - with Netflix Premium UHD Plan upgrade add \$3.00  
 - with Extreme Pro Internet upgrade add \$25.00  
 - with Gig Internet upgrade add \$30.00  
 - with Gig Pro Internet upgrade add<sup>27</sup> \$238.00

**XFINITY TV<sup>1</sup>**

**BASIC SERVICES**

Limited Basic<sup>11</sup> \$15.00  
 Broadcast TV Fee<sup>29</sup> \$9.75  
 Franchise Related Cost<sup>12</sup> \$0.32  
 Expanded Basic<sup>4</sup> \$52.27

**XFINITY TV SERVICES**

Choice TV<sup>34</sup> Includes Limited Basic, Streampix and HD programming \$30.00

**Genre Packs<sup>35</sup> Choose up to 2 packs**

**Kids & Family** Includes kid and family-friendly channels including Cartoon Network, Disney Channel, Nickelodeon and Universal Kids \$10.00  
**Entertainment** Includes entertainment channels including A&E, AMC, Bravo, Food Network, FX, TNT and VH1 \$15.00  
**Sports & News** Includes sports and news channels including CNBC, CNN, ESPN, Golf, MSNBC and NBC Sports \$28.25

**Digital Starter<sup>8</sup>** Includes Limited Basic, Expanded Basic for primary outlet, additional digital channels, MoviePlex, access to Pay-Per-View and On Demand programming and Music Choice \$67.27

**Digital Preferred Tier<sup>13</sup>** Includes over 65 channels including CBS College Sports, Destination America, Disney XD, Encore and Science Channel \$17.95

**Digital Preferred Tier plus One Premium** Includes Digital Preferred Tier and choice of Showtime®, Starz®, Cinemax® or The Movie Channel® \$29.95

**Digital Preferred Tier with HBO®** Includes Digital Preferred Tier and HBO® \$32.95

**Digital Premier Tier** Includes Digital Preferred Tier, HBO®, Showtime®, Starz®, Cinemax® and The Movie Channel® \$64.95

**Sports Entertainment Package<sup>5</sup>** Includes over 14 channels including NFL Red Zone and CBS Sports Network \$9.95

Refer to the last page for additional information. For information about Xfinity policies and terms of service, go to [xfinity.com/policies](http://xfinity.com/policies).

<b>Deportes<sup>4</sup></b> Includes over 6 deportes channels including ESPN Deportes, FOX Deportes and NBC Universo With Choice TV Double Play or Standard, Select, Signature, Super Double or Triple Play Packages	\$7.00 \$5.00
<b>Xfinity TV Latino<sup>4</sup></b> Includes over 50 channels of Spanish language programming With Choice TV Double Play or Standard, Select, Signature, Super Double or Triple Play Packages	\$17.95 \$10.00
<b>HBO<sup>4</sup></b>	\$15.00
<b>Showtime<sup>4</sup></b>	\$12.00
<b>Starz<sup>4</sup></b>	\$12.00
<b>Cinemax<sup>4</sup></b>	\$12.00
<b>The Movie Channel<sup>4</sup></b>	\$12.00
<b>Epix<sup>36</sup></b>	\$5.99
<b>Playboy<sup>4</sup></b>	\$15.00
<b>HD Technology Fee<sup>10</sup></b>	\$9.95
<b>DVR Service<sup>6</sup></b>	\$10.00
<b>AnyRoom DVR Service<sup>7</sup></b>	\$10.00
<b>Service to Additional TV<sup>9</sup></b>	\$9.95
with DVR Service <sup>6</sup>	\$19.95
with AnyRoom DVR Service	\$19.95
with AnyRoom DVR Service (Client)	\$9.95
with CableCARD <sup>14</sup>	\$7.27
<b>Service to Additional TV with TV Adapter<sup>16</sup></b>	\$6.99

#### INTERNATIONAL SELECTIONS<sup>37</sup>

<b>ART: Arabic</b>	\$9.99
<b>TV Globo: Brazilian</b>	\$19.99
<b>Brazilian 2 Pack</b> Includes TV Globo and PFC	\$24.99
<b>Brazilian 4 Pack</b> Includes TV Globo, PFC, Band Internacional and Record TV	\$34.99
<b>Mandarin 2 Pack</b> Includes Phoenix Info News and Phoenix North America	\$6.99
<b>Mandarin 4 Pack</b> Includes CTI Zhong Tian, CCTV4, Phoenix Info News and Phoenix North America	\$19.99
<b>Filipino 2 Pack</b> Includes GMA Pinoy w/ GMA Video On Demand and GMA Life	\$14.99
<b>Filipino 3 Pack</b> Includes GMA Pinoy w/ GMA Video On Demand, GMA Life and TFC	\$22.99
<b>TV5MONDE: French</b> With Cinema On Demand	\$9.99
<b>DW Deutsche +: German</b>	\$9.99
<b>Antenna: Greek</b>	\$14.99
<b>The Israeli Network</b>	\$19.99
<b>Rai Italia: Italian</b>	\$9.99
<b>Italian 2 Pack</b> Includes Rai Italia and Mediaset	\$14.99
<b>TV JAPAN</b> Includes TV JAPAN On Demand	\$24.99
<b>TV Polonia: Polish</b>	\$19.99
<b>SIC: Portuguese</b>	\$9.99
<b>Portuguese 2 Pack</b> Includes RTP1 and SIC	\$14.99
<b>Impact TV: Russian Add-on</b> With any International package	\$6.99
<b>Russian 2 Pack</b> Includes Channel One Russia and NTV America	\$14.99
<b>Russian 4 Pack</b> Includes Channel One Russia, RTN, TV1000 Russian Kino and NTV America	\$26.99
<b>Russian 5 Pack</b> Includes Channel One Russia, RTVi, NTV America, RTR-Planeta and Rossiya 24	\$26.99
<b>Russian 8 Pack</b> includes Channel One Russia, RTN, RTVi, TV1000 Russian Kino, NTV America, RTR-Planeta, Rossiya 24 and CTC	\$34.99
<b>Willow: Cricket Add-on</b> With any International package	\$6.99
<b>Willow: Cricket</b>	\$14.99
<b>Zee TV: Hindi</b>	\$14.99
<b>SET: Hindi</b>	\$14.99
<b>Hindi 2 Pack</b> Includes Zee TV and SET	\$24.99
<b>Hindi Pack</b> Includes Zee TV, SET, TV Asia, NDTV 24x7 and NDTV Good Times	\$29.99
<b>Hindi Plus Pack</b> Includes Zee TV, SET, TV Asia, NDTV 24x7, NDTV Good Times, Eros Now and Willow	\$39.99
<b>SBTN: Vietnamese</b>	\$14.99

#### PAY-PER-VIEW AND ON DEMAND SUBSCRIPTION SERVICES<sup>15</sup>

<b>Eros Now On Demand</b>	\$12.99
<b>Eros Now On Demand</b> w/a South Asian international selection	\$9.99
<b>here! TV On Demand</b>	\$7.99
<b>Filipino On Demand</b>	\$7.99
<b>Filipino On Demand</b> w/a Filipino international selection	\$5.99
<b>The Jewish Channel On Demand</b>	\$6.99
<b>Disney Family Movies On Demand</b>	\$5.99
<b>Gaiam TV Fit &amp; Yoga On Demand</b>	\$6.99
<b>Lifetime Movie Club On Demand</b>	\$3.99
<b>History Vault On Demand</b>	\$4.99
<b>Kidstream On Demand</b>	\$4.99
<b>Grokker Yoga Fitness On Demand</b>	\$6.99
<b>UP Faith and Family On Demand</b>	\$4.99
<b>Anime Network On Demand</b>	\$6.99
<b>Stingray Karaoke On Demand</b>	\$6.99
<b>DOGTV On Demand</b>	\$4.99
<b>Gala On Demand</b>	\$9.99
<b>AMC Premiere On Demand</b>	\$4.99
<b>FX+ On Demand</b>	\$5.99
<b>Stingray Classica On Demand</b>	\$6.99
<b>TumbleBooksTV On Demand</b>	\$4.99
<b>FitFusion On Demand</b>	\$6.99
<b>CuriosityStream On Demand</b>	\$5.99
<b>PlayKids On Demand<sup>33</sup></b>	\$6.99
<b>Daily Burn On Demand<sup>33</sup></b>	\$14.99
<b>Xive TV On Demand<sup>33</sup></b>	\$4.99
<b>Quark On Demand<sup>33</sup></b>	\$4.99
<b>Lion Mountain TV On Demand<sup>33</sup></b>	\$3.99
<b>Touchfit TV On Demand<sup>33</sup></b>	\$4.99
<b>Disney Story Central On Demand</b>	\$4.99
<b>Acorn TV On Demand</b>	\$4.99
<b>Stephens Drum Shed On Demand<sup>33</sup></b>	\$4.99
<b>Pro Guitar Lessons On Demand<sup>33</sup></b>	\$4.99
<b>MagellanTV History On Demand<sup>33</sup></b>	\$5.99
<b>Blueprint TV On Demand</b>	\$7.99
<b>Urban Movie Channel On Demand</b>	\$4.99
<b>The Great Courses Signature On Demand<sup>33</sup></b>	\$7.99
<b>Pantaya On Demand</b>	\$5.99
<b>DJAZZ On Demand<sup>33</sup></b>	\$6.99
<b>Ride TV On Demand<sup>33</sup></b>	\$4.99
<b>Outside TV Features On Demand<sup>33</sup></b>	\$4.99
<b>The Reading Corner On Demand<sup>33</sup></b>	\$3.99
<b>Hopster On Demand<sup>33</sup></b>	\$6.99
<b>Brown Sugar On Demand<sup>33</sup></b>	\$3.99
<b>Echoboom Sports On Demand<sup>33</sup></b>	\$5.99
<b>Stingray Qello On Demand<sup>33</sup></b>	\$7.99
<b>Revolution Golf+ On Demand<sup>33</sup></b>	\$6.99
<b>Hallmark Movies Now On Demand<sup>33</sup></b>	\$5.99
<b>Dove Channel On Demand<sup>33</sup></b>	\$4.99
<b>Kocowa On Demand<sup>33</sup></b>	\$6.99
<b>WHAM On Demand<sup>33</sup></b>	\$2.99
<b>Gravitas Movies On Demand<sup>33</sup></b>	\$4.99
<b>MHz Choice On Demand<sup>33</sup></b>	\$7.99
<b>Hi-YAH! On Demand<sup>33</sup></b>	\$2.99
<b>Streampix<sup>18</sup></b>	\$4.99
<b>Pay-Per-View and On Demand Movies and Events<sup>17</sup></b> (per title or event)	Prices Vary
<b>Vivid On Demand Subscription<sup>19</sup></b>	\$19.99
<b>Hustler On Demand Subscription<sup>19</sup></b>	\$19.99



<b>Brazzers On Demand<sup>19</sup></b>	\$19.99
<b>TEN On Demand Subscription<sup>19</sup></b>	\$19.99
<b>Girlfriends Films On Demand<sup>19</sup></b>	\$19.99
<b>Too Much for TV On Demand</b>	\$14.99
<b>Wicked On Demand<sup>19</sup></b>	\$19.99
<b>Urban Fantasy On Demand<sup>19</sup></b>	\$19.99
<b>Falcon On Demand<sup>19</sup></b>	\$19.99
<b>Homegrown Amateur On Demand<sup>19</sup></b>	\$19.99
<b>Evil Angel On Demand<sup>19</sup></b>	\$19.99
<b>Mature Lust On Demand<sup>19</sup></b>	\$19.99
<b>Penthouse On Demand<sup>19</sup></b>	\$19.99
<b>XTSY On Demand<sup>19</sup></b>	\$19.99

#### SPORTS PACKAGES<sup>15</sup>

<b>MLB Extra Innings<sup>®</sup></b>	Call 1-800-XFINITY for pricing
<b>NHL<sup>®</sup> Center Ice<sup>®</sup></b>	Call 1-800-XFINITY for pricing
<b>NBA League Pass</b>	Call 1-800-XFINITY for pricing

#### XFINITY TV EQUIPMENT

<b>TV Box Limited Basic</b>	\$2.50
<b>TV Box</b>	\$2.50
<b>Remote</b>	\$0.18
<b>HD TV Box Limited Basic</b>	\$2.50
<b>TV Adapter (Limited Basic — Primary TV)</b>	\$0.00
<b>TV Adapter (Limited Basic — 1st and 2nd Additional TVs)</b>	\$0.00
<b>TV Adapter (Limited Basic — 3rd Additional TV)</b>	\$0.50
<b>CableCARD (first card in device)</b>	\$0.00
<b>CableCARD (second card in same device)</b>	\$0.00

<b>INSTALLATION</b> (PER OCCURRENCE UNLESS NOTED)	<b>Initial Installation of Service</b>	<b>After Initial Installation of Service</b>
<b>Professional Installation<sup>20,21</sup></b>	\$79.99	N/A
<b>In-Home Service Visit<sup>22</sup></b>	N/A	\$40.00
<b>Hourly Service Charge<sup>20</sup></b> (For custom installation work)	\$50.00	\$50.00
<b>Xfinity Internet Gigabit Pro Professional Installation</b> (per occurrence)		\$500.00
<b>Wireless Networking On-Site Professional Set-Up</b> (Separate trip, per occurrence)		\$99.95
<b>Wireless Networking On-Site Professional Set-Up</b> (each additional device over 4 devices per occurrence)		\$29.95

#### REACTIVATION

<b>(NO IN-HOME VISIT REQUIRED—PER OCCURRENCE UNLESS NOTED)</b>	
<b>Reactivation - TV</b>	\$6.00
<b>Reactivation - Internet</b>	\$6.00
<b>Reactivation - Voice</b>	\$6.00

#### MISCELLANEOUS (PER OCCURRENCE UNLESS NOTED)

<b>Customer-Owned Video Equipment Credit</b> See <a href="http://www.xfinity.com/equipmentpolicy">www.xfinity.com/equipmentpolicy</a> for additional information	\$2.50
<b>Regional Sports Fee<sup>31</sup></b> (per month)	\$8.25
<b>Field Collection Charge</b> Visit to customer's residence required to collect past due balance or unreturned equipment	\$30.00
<b>Returned Payment Item</b> (each)	\$20.00
<b>Late Fee</b>	5% of overdue balance
<b>Agent Assisted Payment</b> For payment made by phone with a Customer Care Representative	\$5.99
<b>Unreturned or Damaged Equipment Fees<sup>23</sup></b> (per piece)	Replacement Cost

<b>Self Install Kit Shipping and Handling</b> (Standard Shipping)	\$15.00
<b>Self Install Kit Shipping and Handling</b> (Priority Shipping)	\$29.95
<b>Accessory Shipping and Handling</b>	\$5.95
<b>TV Guide<sup>®</sup> Weekly Magazine</b> (per month)	\$4.20

## XFINITY INSTANT TV<sup>1,30</sup>

#### BASIC SERVICE

<b>Xfinity Instant TV</b> Includes Limited Basic for simultaneous streaming on two devices, and 20 hours of Cloud DVR service	\$10.00
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#### XFINITY INSTANT TV ADDITIONAL SERVICES<sup>32</sup>

<b>Kids &amp; Family</b> Includes 13 kid and family-friendly channels including Cartoon Network, Disney Channel, Nickelodeon and Universal Kids	\$10.00
<b>Entertainment</b> Includes 22 entertainment channels including A&E, AMC, Bravo, Food Network, FX, TNT and VH1	\$15.00
<b>Sports &amp; News</b> Includes 14 sports and news channels including CNBC, CNN, ESPN, Golf, MSNBC and NBC Sports	\$28.25
<b>Deportes</b> Includes over 6 deportes channels including ESPN Deportes, FOX Deportes and NBC Universo	\$7.00
<b>Latino</b> Includes 13 latino channels including Cine Latino, Discovery en Espanol, Galavision, Viendo Movies and VME Kids	\$5.00
<b>HBO<sup>®</sup></b>	\$15.00
<b>Starz<sup>®</sup></b>	\$12.00
<b>Streampix</b>	\$4.99

## XFINITY VOICE<sup>1,24</sup>

<b>Xfinity Voice—Unlimited With TV and Internet Service</b>	\$44.95 \$39.95
<b>Xfinity Voice—Local with More With TV or Internet Service</b>	\$34.95 \$24.95

## XFINITY INTERNET<sup>1,25</sup>

	<b>Xfinity Internet Service Only</b>	<b>with Xfinity TV or Voice Service<sup>28</sup></b>
<b>Performance Starter</b>	\$49.95	\$49.95
<b>Performance</b>	\$74.95	\$61.95
<b>Performance Plus</b>	\$84.95	N/A
<b>Performance Pro</b>	\$89.95	\$76.95
<b>Blast!</b>	\$94.95	\$81.95
<b>Extreme Pro<sup>26</sup></b>	\$99.95	\$86.95
<b>Gigabit<sup>26</sup></b>	\$104.95	\$91.95
<b>Gigabit Pro<sup>26,27</sup></b>	\$299.95	\$299.95
<b>Modem Rental</b>		\$13.00
<b>Wireless Adapter</b> (each, one-time charge)		\$30.00
<b>Gigabit Pro Activation Fee</b> (per occurrence)		\$500.00
<b>Unreturned or Damaged Equipment Fees<sup>23</sup></b> (per piece, per occurrence)		Replacement Cost

<sup>1</sup> Certain services available separately or as a part of other levels of service. Xfinity services are subject to Comcast's standard terms and conditions of service. Unless otherwise specified, prices shown are the monthly charge for the corresponding service, equipment or package. Prices shown do not include applicable taxes, franchise fees, FCC fees, Regulatory Recovery Fee, Public Access fees, other state or local fees or other applicable charges (e.g., per-call toll or international charges). Prices, services and features are subject to change. If you are an Xfinity TV customer and you own a compatible TV Box or CableCARD device, please call 1-800-XFINITY for pricing information or visit [www.xfinity.com/equipmentpolicy](http://www.xfinity.com/equipmentpolicy). ©2019 Comcast. All rights reserved.

- 2 Requires a Modem and TV Box with remote, CableCARD or compatible customer owned device.
- 3 Secure requires minimum term agreement with early termination fee. Early termination fee applies if all Xfinity services are terminated during the agreement term. For additional information go to <http://www.xfinity.com/home-security.html>.
- 4 Requires Limited Basic, TV Box, CableCARD or compatible customer owned device.
- 5 Requires Digital Starter.
- 6 Requires HD Technology Fee. Service to Additional TV with TV Box required for DVR Service on additional TVs. Not available to customers with Limited Basic only.
- 7 Sold only with Service to Additional TV with TV Box for up to 3 TVs, maximum 3 clients per household. Requires HD Technology Fee and professional installation. Not available to customers with Limited Basic only.
- 8 Discount of \$2.00 off of Digital Starter available to seniors who qualify for discount. Age and income restrictions apply. Call 1-800-XFINITY for more information.
- 9 Not available to Limited Basic only customers. Digital service tier on additional TV corresponds to digital service tier on primary outlet.
- 10 Not available to customers with Limited Basic only. Must subscribe to HD Technology Fee to receive HD programming.
- 11 Requires TV Box, TV Adapter, CableCARD or compatible customer owned device.
- 12 Franchise Related Costs are costs associated with providing public, educational and/or government access facilities and equipment and/or other related costs in your community.
- 13 Requires Digital Starter.
- 14 Not available to customers with Limited Basic only. Includes a customer-owned video equipment credit. An additional charge will apply for additional CableCARDS in the same device.
- 15 Requires Limited Basic, TV Box with remote or compatible customer owned device. Sports Package subscriptions can be billed at once or in 4 total payments. Restrictions may apply.
- 16 Includes TV Adapter and remote. Digital service tier on additional TV corresponds to digital service tier on primary outlet. Does not include access to On Demand content, premium channels or channel numbers above 1000 unless otherwise noted on the channel lineup. Not available to customers with Limited Basic only.
- 17 Price of Pay-Per-View and On Demand Movie or Event is displayed prior to the completion of the Pay-Per-View or On Demand ordering process.
- 18 Requires Limited Basic and TV Box and remote or compatible customer owned device. Requires HD Technology Fee to receive HD programming. Streaming to device requires Xfinity TV app, Internet service with bandwidth of at least 600 Kbps and to Limited Basic. Streaming to laptop/computer requires equipment meeting minimum requirements posted at <https://www.xfinity.com/support/internet/requirements-to-run-xfinity-internet-service/>, Internet service with bandwidth of at least 600Kbps and to Limited Basic.
- 19 One month minimum purchase required. Not available in all areas.
- 20 Standard installations include installations up to 125 feet from existing Comcast plant, unless noted differently in the local franchise agreement. Custom installations include installations which require in-wall wiring or installations in extensive drop ceilings, basements, or crawl spaces.
- 21 Includes standard installation of Xfinity TV, Xfinity Internet and/or Xfinity Voice and installation of additional outlets and wireless networking set-up if requested at time order is placed. Does not include installations of Xfinity Home or Xfinity Gigabit Pro Internet.
- 22 Applies to installation, relocation and activation of additional outlets as well upgrade/downgrades of service after initial installation of service and in-home visits. Does not cover installation or in-home visits for Xfinity Home.
- 23 Contact 1-800-XFINITY for questions regarding equipment replacement charges.
- 24 Requires a Modem. Unlimited Local and Long Distance package pricing applies only to direct dialed calls from home to locations included in the plan. Plans do not include other international calls. For more information regarding Xfinity Voice pricing go to <https://www.xfinity.com/Corporate/About/PhoneTermsOfService/ComcastDigitalVoice/cdvresidential>.
- 25 A Modem is required. For more information regarding Xfinity Internet go to <http://www.xfinity.com/internet-service.html>.
- 26 Not available in all areas. May require installation and non-refundable installation charge.
- 27 Requires 2 year contract. Monthly rental of Gigabit Pro compatible cable modem/router additional. Activation and professional installation fees additional. Gigabit Pro does not qualify for Comcast 30-day money back guarantee.
- 28 Xfinity Internet discount does not apply to Xfinity Instant TV.
- 29 Applies to Limited Basic and Xfinity Instant TV.
- 30 Requires Xfinity Internet.
- 31 Applies to Digital Starter and above, and Xfinity Instant TV Sports & News.
- 32 Requires Xfinity Instant TV.
- 33 Requires Limited Basic with X1 TV Box and Xfinity Internet service.
- 34 Requires TV Box, CableCARD or compatible customer owned device with Xfinity Internet service. Up to 10 hours of cloud DVR service available with either X1 TV Box (eligible with minimum subscription to one Genre Pack) with Xfinity Internet service or compatible customer owned device with Xfinity Internet service.
- 35 Requires Choice TV. Cannot be combined with Limited Basic or Digital Starter.
- 36 Requires Limited Basic, HD Technology Fee and TV Box, CableCARD or compatible customer owned device.
- 37 Requires Limited Basic with X1 TV Box or compatible customer owned device and Xfinity Internet service.
- 38 Netflix activation of subscription requires X1 equipment.
- 39 Cannot be combined with the Sports & News genre pack.
- 40 10 Hour DVR Service requires Xfinity Internet Service and either an X1 TV Box or a compatible customer owned device.

**Xfinity Home License Numbers:**

AL: 001484, 001504; AR: 12-030; AZ: ROC 280515, BTR 18287-0; CA: CSLB 974291, ACO 7118; CT: ELC 0189754-C5; DE: FAL-0299, FAC-0293, SSPS 11-123; FL: EF0000921, EF20001002, EF0001095; GA: LVU406303, LVU406264, LVU406190, LVU406354; IL: PACA 127-001503; LA: F1691; MA: SS-001968; MD: 107-1776; ME: LM50017039; MI: 3601206217; MN: TS674412; NC: 2335-CSA, 29443-SP-FA/LV; NJ: Burglar and Fire Alarm Business Lic. # 34BF00047700; NM: 373379; NY: licensed by the N.Y.S. Department of State 12000305421; OH: LIC# 53-89-1732; OR: CCB 192945; SC: BAC-13497, FAC-13440; TN: ACL 1597, ACL 1604; TX: ACR-1672104,-1818, B16922, B02571; UT: 8226921-6501; VA: 2705145289, DCJS 11-7361; VT: ES-02366; WA: COMCABS892DS; WASHINGTON, DC: ECS 902687, BBL 60251200005; WV: WV049211.

**MS: 15018010**

Valid 4/19/17. See [www.xfinity.com/home-security](http://www.xfinity.com/home-security) for current list.

87731000: 2560

UN0000057

**Woburn, MA**  
Burlington, Reading & Wilmington, MA

**LIMITED BASIC**

2 WGBH (PBS)  
3 HSN  
4 WBZ (CBS)  
5 WCVB (ABC)  
6 NECN  
7 WHDH  
9,22 Government Access  
10 WBTS (NBC)  
12 WLVI (CW)  
13 WFXT (FOX)  
14 WSBK (MyTV)  
15 WBPX (ION)  
16 WGBX (PBS)  
17 WUTF (UMAS)  
18,1050 WWJE (IND)  
19 WNEU (TEL)  
20 WMFP (IND)  
21 WUTF (UNV)  
23,1657 Daystar  
44,1128 C-SPAN  
48,1032 Jewelry TV  
58,1058 WDPX  
81 WWDP (IND)  
82 QVC  
89,861,1052 EVINE Live  
98,3217 RTPi (Portuguese)  
99,1070 Public Access  
183,1067 Jewelry FL  
184,640 Xfinity Latino Entertainment Channel  
229,1661 TBN  
268,1669 CatholicTV  
283,1097 Leased Access  
501-550 Music Choice  
724,986,1195 WUTF LATV  
791,1034 QVC HD  
801,1044 WGBX HD (PBS)  
802,1002 WGBH HD (PBS)  
803,1068 WBPX HD (ION)  
804,1004 WBZ HD (CBS)  
805,1005 WCVB HD (ABC)  
806,1025 WFXT HD (FOX)  
807,1007 WHDH HD  
808,1056 WLVI HD (CW)  
810,1010 WBTS HD (NBC)  
813,1062 WMFP HD (IND)  
814,1038 WSBK HD (MyTV)  
815,1060 WNEU HD (TEL)  
816,1066 WUNI HD (UMAS)  
817,1027 WUTF HD (UNV)  
818,1046 WWDP HD (IND)  
840,1127 NECN HD  
906,1015 HSN HD  
930,1165 WBZ Start TV  
935,1171 WBTS-CoziTV  
936,1174 WHDH ThisTV  
939,1177 WLVI Buzzr  
942,1180 WCVB MeTV  
948,1186 WFXT-Escape  
949,1187 WFXT Laff TV  
956,1146 WGBH World (PBS)

958,1147 WGBX Kids (PBS)  
959,1148 WGBX Create (PBS)  
983,1192 WNEU TeleXitos  
1084-1085 Government Access

**KIDS & FAMILY**

(INCLUDED IN STANDARD, SELECT, SIGNATURE AND SUPER DOUBLE AND TRIPLE PLAY PACKAGES)  
24 Disney Channel  
25 Nickelodeon  
26 Freeform  
28 MTV  
38 TLC  
60 Cartoon Network  
71,208 Hallmark Channel  
83,234,1655 INSP  
210 National Geographic Channel  
218 Universal Kids  
821,1473 National Geographic HD  
824,1715 Disney Channel HD  
825,1728 Nickelodeon HD  
826,1742 Freeform HD  
827,1606 MTV HD  
860,1734 Cartoon Network HD  
867,1450 TLC HD  
907,1458 Hallmark Channel HD  
927,1707 Universal Kids HD

**ENTERTAINMENT**

(INCLUDED IN STANDARD, SELECT, SIGNATURE AND SUPER DOUBLE AND TRIPLE PLAY PACKAGES)  
27,186 truTV  
29 VH1  
30 FX  
31 TBS  
32 HGTV  
33 TNT  
34 E!  
35 USA Network  
36 Lifetime  
37 A&E  
39 Discovery  
40 Food Network  
57 Bravo  
59 AMC  
61 Comedy Central  
62 Syfy  
63 Animal Planet  
66 HISTORY  
68 BET  
88,1049 HSN2

199 Hallmark Movies & Mysteries  
200,1757 MoviePlex  
214 TV One  
216 Oxygen  
226 OWN (Oprah Winfrey Network)  
241 BBC America  
256 FXX  
270 LMN  
788,1456 LMN HD  
790,1459 Hallmark Movies & Mysteries HD  
794,1463 Bravo HD  
823,1449 Discovery HD  
828,1612 MTV Live HD  
829,1607 VH1 HD  
830,1409 FX HD  
831,1434 TBS HD  
832,1492 HGTV HD  
833,1404 TNT HD  
834,1466 E! HD  
835,1403 USA Network HD  
836,1455 Lifetime HD  
837,1402 A&E HD  
854,1484 Food Network HD  
857,1464 OWN HD (Oprah Winfrey Network)  
858,1435 Comedy Central HD  
859,1405 AMC HD  
862,1411 Syfy HD  
863,1471 Animal Planet HD  
872,1478 HISTORY HD  
902,1430 truTV HD  
905,1625 BET HD  
912,1626 TV One HD  
920,1418 BBC America HD  
921,1465 Oxygen HD  
924,1410 FXX HD

**SPORTS & NEWS**

(INCLUDED IN STANDARD, SELECT, SIGNATURE AND SUPER DOUBLE AND TRIPLE PLAY PACKAGES)  
41 FOX News Channel  
42 CNN  
43 HLN  
45 Bloomberg TV  
46 CNBC  
47 The Weather Channel  
49 ESPN  
50 ESPN2  
51 NESN  
52 NBC Sports Boston  
53,251 MSNBC  
65 NBC Sports Network  
69 Golf Channel  
84 NESN+  
85,1256 NBC Sports Boston Overflow  
247,1129 C-SPAN2

249,1130 C-SPAN3  
250 FOX Sports 1  
266 Tennis Channel  
284 FOX Business Network  
789,1123 FOX Business Network HD  
795,1121 CNBC HD  
838,1224 Tennis Channel HD  
839,1243 MotorTrend Network  
841,1110 FOX News Channel HD  
842,1111 CNN HD  
843,1112 HLN HD  
844,1122 Bloomberg TV HD  
847,1102 The Weather Channel HD  
848,1223 Golf Channel HD  
849,1205 ESPN HD  
850,1206 ESPN2 HD  
851,1250 NESN HD  
852,1251 NBC Sports Boston HD  
865,1207 NBC Sports Network HD  
894,1255 NESN+ HD  
901,1113 MSNBC HD  
925,1208 FOX Sports 1 HD  
1115 Newsmax TV HD

**EXPANDED BASIC**

(DIGITAL STARTER INCLUDES LIMITED BASIC AND EXPANDED BASIC)  
24 Disney Channel  
25 Nickelodeon  
26 Freeform  
27,186 truTV  
28 MTV  
29 VH1  
30 FX  
31 TBS  
32 HGTV  
33 TNT  
34 E!  
35 USA Network  
36 Lifetime  
37 A&E  
38 TLC  
39 Discovery  
40 Food Network  
41 FOX News Channel  
42 CNN  
43 HLN  
45 Bloomberg TV  
46 CNBC  
47 The Weather Channel  
49 ESPN  
50 ESPN2  
51 NESN  
52 NBC Sports Boston  
53,251 MSNBC

56,238,1668 EWTV  
57 Bravo  
59 AMC  
61 Comedy Central  
62 Syfy  
63 Animal Planet  
64,1426 TV Land  
65 NBC Sports Network  
66 HISTORY  
68 BET  
69 Golf Channel  
71,208 Hallmark Channel  
83,234,1655 INSP  
84 NESN+  
85,1256 NBC Sports Boston Overflow  
88,1049 HSN2  
96 Travel Channel  
124,1420 WGN America  
199 Hallmark Movies & Mysteries  
200,1757 MoviePlex  
210 National Geographic Channel  
214 TV One  
215 WE tv  
216 Oxygen  
218 Universal Kids  
226 OWN (Oprah Winfrey Network)  
235 UP  
241 BBC America  
247,1129 C-SPAN2  
249,1130 C-SPAN3  
250 FOX Sports 1  
252 Investigation Discovery  
256 FXX  
267,1425 GSN  
270 LMN  
284 FOX Business Network  
784,1488 Travel Channel HD  
788,1456 LMN HD  
789,1123 FOX Business Network HD  
790,1459 Hallmark Movies & Mysteries HD  
794,1463 Bravo HD  
795,1121 CNBC HD  
799,1428 WE tv HD  
821,1473 National Geographic HD  
823,1449 Discovery HD  
824,1715 Disney Channel HD  
825,1728 Nickelodeon HD  
826,1742 Freeform HD  
827,1606 MTV HD  
828,1612 MTV Live HD  
829,1607 VH1 HD  
830,1409 FX HD

831,1434 TBS HD  
832,1492 HGTV HD  
833,1404 TNT HD  
834,1466 E! HD  
835,1403 USA Network HD  
836,1455 Lifetime HD  
837,1402 A&E HD  
839,1243 MotorTrend  
Network  
841,1110 FOX News  
Channel HD  
842,1111 CNN HD  
843,1112 HLN HD  
844,1122 Bloomberg TV HD  
847,1102 The Weather  
Channel HD  
848,1223 Golf Channel HD  
849,1205 ESPN HD  
850,1206 ESPN2 HD  
851,1250 NESN HD  
852,1251 NBC Sports  
Boston HD  
854,1484 Food Network HD  
857,1464 OWN HD (Oprah  
Winfrey Network)  
858,1435 Comedy  
Central HD  
859,1405 AMC HD  
862,1411 Syfy HD  
863,1471 Animal Planet HD  
865,1207 NBC Sports  
Network HD  
867,1450 TLC HD  
872,1478 HISTORY HD  
894,1255 NESN+ HD  
901,1113 MSNBC HD  
902,1430 truTV HD  
905,1625 BET HD  
907,1458 Hallmark  
Channel HD  
908,1457 UP HD  
909,1444 Investigation  
Discovery HD  
912,1626 TV One HD  
920,1418 BBC America HD  
921,1465 Oxygen HD  
924,1410 FXX HD  
925,1208 FOX Sports 1 HD  
927,1707 Universal  
Kids HD  
1115 Newsmax TV HD

**DIGITAL PREFERRED**  
(INCLUDED IN SELECT,  
SIGNATURE AND SUPER DOUBLE  
AND TRIPLE PLAY PACKAGES)

55 Paramount Network  
56,238,1668 EWTN  
60 Cartoon Network  
64,1426 TV Land  
96 Travel Channel  
123,1627 ASPIRE  
125,1114 Newsy Live  
137 SEC Network  
138,1322 SEC Network  
Overflow  
176 Ovation  
182,1427 POP  
187,1637 Revolt  
190,1117 BBC World News

191,1709 BabyFirst  
Americas  
193,1477 Smithsonian  
Channel  
196,1685 Jewish Life  
Television (JLTV)  
197,1741 STARZ ENCORE  
Family  
198,1429 ReelzChannel  
201,1440 SundanceTV East  
202,366,1771 FLIX East  
203,1775 STARZ ENCORE  
Action East  
204,1779 STARZ ENCORE  
Classic East  
205,1782 STARZ ENCORE  
Suspense East  
206,1758 IndiePlex  
207,1784 STARZ ENCORE  
Westerns East  
212 IFC  
213 TCM  
220,1727 Nicktoons  
221,1714 Discovery  
Family Channel  
222 Disney XD  
223,1702 Nick Jr.  
224,1740 TeenNick  
225,1756 RetroPlex  
227 Science  
228,1729 Nick 2  
230,1497 Discovery Life  
232 Nat Geo WILD  
233 Destination America  
236,1682 The Impact  
Network  
239,1485 Cooking Channel  
240,1493 DIY Network  
242 VICELAND  
243 fyi  
244,1701 Disney Junior  
248 ESPNews  
253,1480 American Heroes  
Channel  
254 FOX Sports 2  
255,1236 Outdoor Channel  
257,599 NBA TV  
259 NHL Network  
260,1246 TVG  
261 CBS Sports Network  
265,715 NFL Network  
266 Tennis Channel  
267,1425 GSN  
269 MLB Network  
272,1615 Nick Music  
273,1639 MTV2  
274,1628 BET Her  
275,1630 BET Soul  
276,1619 CMT Music  
277,1614 MTV Classic  
278,1766 FX Movie Channel  
279,1620 Great American  
Country (GAC)  
280,1633 BET Jams  
281,1439 Logo  
286 ESPN  
326 STARZ ENCORE East  
666 HITN  
686 Mnet  
705,1232 NBC Universo

710,1229 Univision  
Deportes Network  
711 MTV TR3s  
719 Galavisión  
783,1613 AXS TV  
784,1488 Travel  
Channel HD  
785,1773 STARZ ENCORE  
East HD  
792,1716 Disney XD HD  
796,1210 ESPNews HD  
797,1486 fyi HD  
798,1438 IFC HD  
822,1217 NHL Network HD  
838,1224 Tennis  
Channel HD  
846,1222 Olympic  
Channel HD  
853,1215 NFL Network HD  
855,1412 Paramount  
Network HD  
856,1303 CBS Sports  
Network HD  
860,1734 Cartoon  
Network HD  
866,1451 Science HD  
900,1301 ESPNU HD  
903,1755 TCM HD  
910,1436 VICELAND HD  
911,1487 Destination  
America HD  
913,1218 NBA TV HD  
914,1219 MLB Network HD  
915,1462 Ovation HD  
922,1472 Nat Geo WILD HD  
923,1209 FOX Sports 2 HD  
928,1321 SEC Network HD  
1118 i24 News HD  
1495 Z Living HD

**DEPORTES**

678 Latin American Sports  
705 NBC Universo  
708,1230 FOX Deportes  
710,1229 Univision  
Deportes Network  
720,1231 ESPN Deportes

**XFINITY TV LATINO**

641 TBN Enlace  
642 Telefe  
643 TeleFormula  
644 Pasiones  
645 TV Chile  
646 Nuestra Tele  
647 Video Rola  
648 FOX Life  
649 TVE Internacional  
650 TV Venezuela  
652 Telehit  
653 Ritmoson  
654 Bandamax  
655 De Pelicula  
656 De Pelicula Clasico  
657 SUR Peru  
658 Vme Kids  
659 SUR TV  
660 Once Mexico  
661 Multimedios  
662 Mexicana

666 HITN  
667 Cinema Dinamita  
668 EWTN en Espanol  
670 Ecuavisa  
673 Caracol TV  
674 Canal 52MX  
675 Cine Sony  
678 Latin American Sports  
704 Supercanal  
705,1232 NBC Universo  
706 Discovery en Espanol  
707 Cinelatino  
708,1230 FOX Deportes  
709 CNN en Espanol  
710,1229 Univision  
Deportes Network  
711 MTV TR3s  
712 ViendoMovies  
713 Cine Mexicano  
716 HISTORY en Espanol  
717 WAPA America  
718 Telemicro  
Internacional  
719 Galavisión  
720,1231 ESPN Deportes  
722 BabyFirst Americas -  
Spanish  
723 Centroamerica TV  
725 Discovery Familia  
727 UniMás Alt  
728 Univision Alt  
757 TV Dominicana

**SPORTS**

**ENTERTAINMENT  
PACKAGE**

(INCLUDED IN SUPER TRIPLE  
PLAY PACKAGE)

126,1445 Crime &  
Investigation  
127,1479 Military  
History Channel  
135,1302 ESPN  
GoalLine/Bases Loaded  
136,1237 Sportsman  
Channel  
194,1329 Pac-12 Network  
213 TCM  
248 ESPNews  
255,1236 Outdoor Channel  
257,599 NBA TV  
259 NHL Network  
260,1246 TVG  
261 CBS Sports Network  
265,715 NFL Network  
269 MLB Network  
282 CMT  
285 BTN  
286 ESPN  
287 NFL RedZone  
796,1210 ESPNews HD  
822,1217 NHL Network HD  
853,1215 NFL Network HD  
856,1303 CBS Sports  
Network HD  
864,1608 CMT HD  
882,1313 BTN HD  
899,1216 NFL RedZone HD  
900,1301 ESPNU HD  
903,1755 TCM HD

913,1218 NBA TV HD  
914,1219 MLB Network HD

**PREMIUM CHANNELS**  
(SHOWTIME AND STARZ  
CHANNELS INCLUDED WITH  
SIGNATURE DOUBLE AND  
TRIPLE PLAY PACKAGES; HBO,  
SHOWTIME, STARZ, CINEMAX  
AND THE MOVIE CHANNELS  
INCLUDED WITH SUPER DOUBLE  
AND TRIPLE PLAY PACKAGES)  
202,366,1771 FLIX East  
301 HBO East  
302 HBO2 East  
303 HBO Signature East  
304,1808 HBO Family East  
305,1810 HBO Comedy East  
306 HBO Zone East  
307 HBO Latino East  
321 STARZ East  
322 STARZ Edge East  
323,1872 Starz In Black  
East  
324 STARZ Kids & Family  
East  
325,1876 STARZ Cinema  
East  
327 STARZ Comedy  
338,1830 5StarMAX  
339,1832 OuterMAX  
340,1828 MovieMax  
341 CINEMAX East  
342,1822 MoreMAX East  
343,1824 ActionMAX East  
344,1826 ThrillerMax East  
361 Showtime East  
362 Showtime 2 East  
363,1846 Showtime  
Showcase East  
364 Showtime Extreme East  
365,1844 Showtime Beyond  
East  
381 The Movie Channel  
East  
382 The Movie Channel  
Xtra East  
451,1886 Playboy  
771,1806 HBO Signature  
HD East  
773,1814 HBO Latino HD  
East  
775,1812 HBO Zone HD East  
868,1820 CINEMAX HD East  
870,1802 HBO HD East  
871,1804 HBO2 HD East  
873,1870 STARZ Edge HD  
874,1874 STARZ Kids &  
Family HD  
875,1868 STARZ East HD  
876,1878 STARZ Comedy HD  
877,1840 Showtime HD East  
878,1842 Showtime 2 HD  
East  
880,1848 Showtime  
Extreme HD  
883,1860 The Movie  
Channel HD East  
884,1862 The Movie  
Channel Xtra East HD  
885,1790 Epix HD (East)

**INTERNATIONAL SELECTIONS**

134,685,3285 Willow Plus  
679,3280 RAI  
International  
680,3293 TV Globo  
681,3216 SIC  
International  
682,3210 Premiere  
Futebol Clube  
688,3294 TV5 Monde  
701,3287 ZeeTV  
702,3138 CTI Zhong Tian Channel  
703,3226 RTN (Russian)  
3101 Willow Plus HD  
3102 TV Asia HD  
3103 ZeeTV HD  
3106 SET HD  
3109 NDTV 24X7  
3110 NDTV (Good)  
3135 CCTV4  
3137 Phoenix Info News  
3139 Phoenix NA  
3180 TV JAPAN HD  
3185 Saigon Broadcasting Television Network  
3194 The Filipino Channel  
3195 GMA Pinoy TV  
3196 GMA Life TV  
3203 TV Polonia  
3211,3291 Bandeirantes TV  
3212 RecordTV Europa HD  
3213 TV Globo HD  
3225 RTVI (Russian)  
3227 Russian Kino  
3228 NTV America  
3229 Channel One Russia  
3230 Impact TV  
3232 RTR PLAN  
3233 ROSSIYA  
3234 CTC  
3245 ART Network  
3250 The Israeli Network  
3260 DW Deutsche +  
3265 TV5 Monde HD  
3275 Antenna TV  
3281 Mediaset Italia  
3286 TV Asia  
3289 SET  
3290 TV JAPAN  
3292 RecordTV

**PAY-PER-VIEW**

257,599 NBA TV  
399,800,1201 IN DEMAND PPV HD  
400 IN DEMAND PPV BARKER  
401 IN DEMAND PPV  
402 IN DEMAND PPV 7  
435,1888 Penthouse Block  
452,1893 Juicy  
453,1887 Vivid TV  
457,1894 TEN

458,1891 XTSY  
459,1890 Hustler TV  
601-610 NBA/MLS PPV  
612 NBA/MLS PPV HD  
621-634 MLB/NHL PPV  
635,1370 INDEMAND  
MLB/NHL HD  
636,1371 INDEMAND  
MLB/NHL 2 HD  
913,1218 NBA TV HD  
1372-1385 MLB/NHL PPV  
1387-1397 NBA/MLS PPV

**ON DEMAND**

1,1000 Xfinity On Demand  
404,1751 Free Movies On Demand  
405,1801 HBO On Demand  
406 HD On Demand  
407 Free HD Channels On Demand  
408,1800 HD Premium Channels On Demand  
409 HD Music On Demand  
410,1750,1880,1899 Movies On Demand  
434,460,1884,1895 PARENTAL  
450,1885 Adult On Demand  
886-893 Searchlight On Demand  
929 Red Sox On Demand  
1881,1898 TV On Demand  
1882,1897 Music On Demand  
1883,1896 SPORTS On Demand

**XFINITY INSTANT TV LATINO**

644 Pasiones  
658 Vme Kids  
667 Cinema Dinamita  
675 Cine Sony  
706 Discovery en Espanol  
707 Cinelatino  
709 CNN en Espanol  
712 ViendoMovies  
713 Cine Mexicano  
716 HISTORY en Espanol  
719 Galavisión  
722 BabyFirst Americas - Spanish  
725 Discovery Familia

*A subscription to Limited Basic is required to receive video services unless otherwise indicated. TV Box, TV Adapter, CableCARD or compatible customer owned device is required to receive video services. Channel lineup for outlets with TV Adapters is same as the primary outlet with the following exceptions: premium channels are not available and only the following HD channels with channel numbers above 1000 are available: The Weather Channel, Fox News, CNN, HLN, MSNBC, CNBC, Bloomberg, Fox Business, CSPAN, CSPAN2, CSPAN 3, and your local news stations. Except for Limited Basic only customers, HD programming requires subscription to HD Technology Fee and HD compatible equipment. Channel lineup subject to change. Additional restrictions may apply. See Services & Pricing card for additional information. © 2019 Comcast. All rights reserved.*

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**For more information visit [xfinity.com/support/local-channel-lineup](http://xfinity.com/support/local-channel-lineup).**

# Comcast Customer Privacy Notice

## For Subscribers of Cable Video, Internet, Voice, and Home Security Services



Privacy English 2018\_ebill

### Overview

Comcast knows our customers care about how Comcast uses, maintains, and shares the information we collect about them, and the choices they have regarding that use and sharing. Comcast holds customer privacy in the highest regard, and we are committed to protecting your privacy as we describe in this Privacy Notice. We value the trust you place in us as a customer when you subscribe to one or more of the Services described below.

This Comcast Customer Privacy Notice (the "Privacy Notice" or "Notice") describes: (1) the types of information Comcast collects when you subscribe to, use, and/or access our Services; (2) how we use, share, and protect that information; (3) how long we retain that information; and (4) the legal limitations imposed on our collection, use, and sharing of information that personally identifies you.

This Notice also provides you with information about how to access, review, and correct information that personally identifies you, how to set privacy preferences and opt out of certain uses and sharing of information, and your rights under federal law and this Notice concerning your personally identifiable information.

### Entities Covered

In this Notice, the terms "Comcast," "we," "us," or "our" refer to the operating company, subsidiary, or affiliate of Comcast Cable Communications, LLC that (1) owns and/or operates the cable television system in your area, and (2) delivers one or more of the Services. The term "you" refers to you as a subscriber to one or more of the Services.

### Services Covered

This Privacy Notice applies to the Comcast-provided Xfinity® cable video ("video"), Internet, and voice services delivered over our cable system (including the services provided when you use the Xfinity Stream app and [tv.xfinity.com](http://tv.xfinity.com) to access Xfinity video as a cable service in your residence and when you subscribe to Internet service and use the Xfinity Wi-Fi service). This Privacy Notice also applies to Comcast-provided home security service. Collectively, these are referred to as the "Services" throughout this Privacy Notice.

This Notice does not apply to other Comcast services or offerings, such as Xfinity Mobile, or other Comcast® and Xfinity-branded websites, applications, or streaming services, except as described above. These services, websites, and applications have their own privacy policies, which we post at <https://www.xfinity.com/mobile/policies/privacy-policy> and <http://my.xfinity.com/privacy/>.

### Information Covered

This Privacy Notice also does not apply to (1) information that may be collected through any other products, services, websites, or applications, even if you access those other products, services, websites, or applications through our Services and even if they are co-branded with Comcast brands or the brands or logos of our affiliated companies; (2) information collected by devices, such as a "smart TV," or through a third-party (non-Xfinity) mobile application, where the manufacturer or application owner has enabled information-gathering capabilities including automatic content recognition that we do not control; or (3) interactions with third-party content providers that you may access through the Services, such as online video providers you may reach through our set-top boxes. You should read the privacy policies for these other products, services, websites, and applications to understand whether and how they apply to you and the data they collect about you.

Please read this entire Privacy Notice to understand our privacy policies and practices. You can also find answers to your specific questions quickly by using the links below.

### I. Collection of Information

This section describes the types of information Comcast collects when you subscribe to, use, and/or access one or more of the Services. Some of our Services permit you to establish secondary accounts, and if you do so we collect similar information in order to establish and maintain those accounts. When you allow others to use or access the Services through your account, we collect information about their use, as well.

#### Information You Provide to Us

We collect information that you provide to us when you create an account with us or when you call us, use online account tools (for example, when you access My Account or chat online with an agent), report service issues, complete customer surveys, enter contests and promotions, or otherwise communicate with us. This information includes:

- name and contact information (for example, billing address, service address, email address, and phone numbers);
- payment information, such as your payment card or bank account information;
- information related to a credit application for the Services, which may include your Social Security number, driver's license number, or other government issued identifiers;
- information you provide to authenticate your access to the Services, such as passwords, images, voice recordings, or other personal identifiers;
- information you provide when you establish custom settings or preferences; and
- customer correspondence and other communications records, including records of calls and chats with our customer service representatives.

### **Information We Collect When You Use the Services**

We also collect information about your account and your use of the Services, which may include:

- your account number;
- billing, payment, and deposit history;
- maintenance information;
- the types of Services to which you subscribe;
- the device identifiers and network addresses of equipment used with your account;
- voice commands;
- video and audio recordings;
- records indicating the number and types of devices connected to our network;
- technical information about your Service-related devices, including customization settings and preferences;
- network traffic data;
- information about your use of the Services and their features, including video activity data, as well as Internet or online information such as web addresses and other activity data in order to render Internet service; and
- additional information about the Service options you have chosen.

When you use the Services, our cable system automatically generates, transmits, and collects much of this information as part of providing the Services to you. For example, we receive information about the use of set-top boxes, remote controls, program guides, video players, applications, and other devices and software connected to our cable system ("video activity data"). The video activity data includes, for example, which channels, programs, and advertisements are viewed and for how long. It may also include information about navigation through program guides and applications, and use of devices like remote controls and tablets. If you select various features of our equipment, such as voice commands or search, we also will collect and process the data needed to fulfill your requests.

### **Location Information**

We may collect information from the devices you use to access the Services that tells us where you are at a specific point in time. For instance, we may know that you are at home when you chat with us through your Xfinity Internet service.

### **Information Provided by Third Parties**

We also obtain data and information about you from third parties. For example, when you request new or additional Services or features from us, we may obtain credit information from credit reporting agencies. Additionally, if you rent your residence, we may have a record of whether landlord permission was required prior to installing our cable services as well as your landlord's name and address.

We may obtain additional information about you from third parties such as demographic data (for example, gender, age, and census records, etc.), location data (for example, designated market area, zip code, etc.), interest data (for example, sports, travel, and other recreational activities, shopping preferences, etc.), or purchase data (for example, public records, loyalty programs, etc.). We may combine the data we collect from third parties with information in our business records, including information about your use of the Services. We may also combine information about your use of the Services with information we obtain from your use of other products, services, websites, and applications from Comcast. We use this combined data as described in the "Use of Information" section below.

## **II. Use of Information**

We use the information we collect to provide and improve the Services and our network, to communicate with you, to deliver relevant advertising, to create measurement and analytics reports, and to provide additional features and offerings. Sometimes we use information that personally identifies you, such as when we are authenticating your account or communicating with you. We also maintain and use information in de-identified or aggregated forms that do not identify you.

### **To Provide and Improve the Services**

We use the information we collect to conduct business activities related to providing you with the Services, including:

- establishing your account
- measuring credit and payment risk;
- billing and invoicing;
- authenticating access to your account;
- account administration;
- service delivery;
- maintenance and operations, including management of the network and devices supporting our service and our systems;
- technical support;
- hardware and software upgrades for devices and systems;
- understanding the use of our services;
- improving our services and identifying and developing new products and new services;
- marketing and advertising;

- detecting the unauthorized reception, use, or abuse of the Services and to protect our customers from fraudulent, abusive, or unlawful use of, or subscription to, the Services;
- collecting fees and charges;
- protecting our rights, our personnel, and our property; and
- complying with applicable law.

We also use the information we collect to measure and analyze how our customers are using the Services. For video, this includes assessing which programs are most popular, how many people watch a program to its conclusion, whether people are watching advertisements, and what programming and video content we will carry on the Services. It also includes determining how our customers prefer to view certain kinds of programming when they use our video service, such as whether they like to watch certain programs live, or if they prefer to view them on demand, on mobile devices, or online.

When we provide you access to third-party content providers through our set-top boxes, we may measure how often and how long you use such services, but your use of those third-party providers are controlled by the terms and privacy policies of those providers. For Internet and voice services, we similarly analyze customer usage data, such as the amount of bandwidth that is being used, the peak times of usage, or the types of services that are being used.

#### **To Communicate with You**

We also use the information we collect to deliver and personalize our communications with you. For example, we may use the contact information you provide to inform you of Service updates or the status of a service request or outages, to invite you to participate in a survey, to collect amounts you owe, or in connection with other activities related to the Service. We will provide you with service-related announcements, such as a pricing change, a change in operating policies, a service appointment, or new features of one or more of the Services you receive from us through emails, texts, calls, Comcast-provided equipment, and other communications methods. You may select the manner in which you prefer to receive many of these communications by visiting the customer preference center at <https://customer.xfinity.com/#/users/me/notifications>.

#### **To Provide Recommendations and Deliver Relevant Advertising and Marketing**

We may also use information about you and/or your use of the Services or other services we provide to determine which movies or television shows to recommend to you and to send you promotional communications for the Services and other products and services we think may be of interest to you. We may also use this information to help third-party advertisers and programmers deliver more relevant advertising.

These promotional communications and advertisements may be directed to you because you subscribe to one or more of the Services, because of the way you use the Services, because you live in a certain geographic area, or based on demographic and interest information that we collect or obtain from other companies. These communications may be subject to your consent, as described in Section IV of this Notice ("Your Choices"). In no event will Comcast give your name or other personally identifying information to an advertiser without your consent.

#### **To Create Analytics and Measurement Reports**

We and service providers who work on our behalf may use and combine data from our business records – including account information, video activity data, and other usage data – with data from third parties to create measurement and analytics reports. These reports do not contain any information that personally identifies you and instead contain de-identified or aggregate information.

We use these reports for many of the purposes described above, such as for improving the Services, creating and delivering more relevant advertising on behalf of Comcast and other third parties, determining whether and how an advertiser's messages are viewed, and analyzing the effectiveness of certain advertisements on the Comcast platforms and services and other platforms and services. We also use these reports to work with academic or research groups, and for other uses that help us develop and fund improvements in services and infrastructure. We may share these reports with programmers, advertisers, or others. To learn about the choices you have with respect to our use of your information for these purposes, see Section IV of this Notice ("Your Choices").

### **III. Sharing & Disclosures of Information**

We limit the information we share and disclose to others as described below.

#### **Service Providers**

In order to provide and support the Services, sometimes we use third-party companies as service providers that work on our behalf to transmit, collect, process, or store information for us. We require these service providers to treat the information we share with them as confidential and to use it only for the purpose of providing the services for which they have been engaged. These engagements typically include services such as billing and collections, administration, auditing and accounting, professional advice and consulting, surveys, marketing, service delivery and customization, maintenance and operations, security incident verification and response, service notifications, fraud prevention, and services to improve our programming and advertising offerings. For example, Comcast uses service providers to process payments for us and we may share your payment information with those billing processors when you make a payment. Or, Comcast may use a service provider to obtain information about you to assess your credit and payment status.

#### **The Comcast Family of Businesses**

Comcast may share the information it collects with its affiliates that offer other Xfinity and Comcast-branded products, services, and applications. For example, if you use your Xfinity Service account information to create an Xfinity Mobile Service account, we may share your Service account information with the Comcast company that offers that service. We do this so that these companies can provide services to you and to make it easier for you to use Xfinity Mobile Service and other Xfinity services. We may also share information about you with other Comcast companies (including NBCUniversal-branded companies and other non-Comcast or non-Xfinity-branded affiliates) for marketing and advertising purposes when we have any required consent to do so.



### **Account Owners and Users**

Comcast may disclose any information about a customer's account and use of the Services and their features to the primary account owner after appropriate authentication. The primary account owner may also authorize other users to access information on the account, and that may include data about you and your use of the Services.

### **Third Parties for Marketing Purposes**

We will not share, sell, license, rent, or otherwise permit access to information that personally identifies you to an unaffiliated third party for that third party to market its products or services to you, unless we have the required consent to do so. Unless we have your affirmative "opt-in" consent, we will not sell or share any of your personally identifiable web browsing information, video activity data, sensitive information (such as financial account information or Social Security number), or call detail records that we collect from our cable system. We may, however, share de-identified or aggregate information with third parties for their own uses when those third parties commit to not re-identify that information or share it with others who may attempt to do so.

As permitted by federal law, we may disclose your name and address to non-governmental entities, such as charities or businesses, so long as such disclosure does not reveal, directly or indirectly, the extent of your use of the Services or the nature of any transaction you make over our cable system. You have the right to prohibit or limit this kind of disclosure by asking to be placed on our "do not disclose" list, as described in Section IV of this Notice ("Your Choices").

### **Other Third Parties**

If you subscribe to our voice service, Comcast may disclose information about you to others 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 and similar 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.

If we (or our parent company) enter into a merger, acquisition, or sale of all or a portion of our assets, information about you and your subscription, including information that personally identifies you, 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 such a transaction, you should refer below under "Changes to the Privacy Notice."

### **When Required by Law or To Protect Comcast and Others**

There are times when we may be required by law to disclose information about you to third parties. These disclosures may be made with or without your consent, and with or without notice, in compliance with the terms of valid legal process such as a subpoena, court order, or search warrant.

If you subscribe to our Xfinity video service, Comcast may be required to disclose information that personally identifies you to a governmental entity in response to a court order. In this case, the Cable Act (defined below in Section V) requires that you 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.

If you subscribe to the Xfinity Internet, voice, or home security services, Comcast may be required to disclose information that personally identifies you to a governmental entity in response to a subpoena, court order, or search warrant, depending on the type of information sought. We are usually prohibited from notifying you of any such disclosures by the terms of the legal process. We may also seek your consent to disclose information in response to a governmental entity's request when that governmental entity has not provided the required subpoena, court order, or search warrant.

A non-governmental entity, such as a civil litigant, can seek information that personally identifies you or your use of the Xfinity video, Internet, or voice services only pursuant to a court order and we are required by the Cable Act to notify you of such court order. If Comcast is required to disclose information that personally identifies you to a private third party in response to a civil court order, we will notify you prior to making such disclosure unless legally prohibited from doing so.

We may also disclose information that personally identifies you as permitted by law and without your consent when it is necessary to protect our customers, employees, or property; in emergency situations; or to enforce our rights under our terms of service and policies.

## IV. Your Choices

In many instances, you have choices about how we communicate with you and how we use and share your information.

### Opting Out of Certain Marketing Communications

For your convenience, we have created a customer preference center where you can manage:

- your account communications and notifications;
- your marketing calls, texts, and direct mail preferences;
- your preference for door-to-door sales calls;
- promotional or commercial emails Comcast may send to you; and
- targeted advertising for third-party products and services based on your interests.

To manage your preferences, please visit our customer preference center at <https://customer.xfinity.com/#/users/me/notifications>. Once you sign in, you can review your options, get more information about the types of marketing activities you can opt out of, and make your choices. If you change your mind, you can return any time to update your preferences.

We understand that sometimes you may want to speak to a Comcast representative who can assist you with these choices. You can contact Comcast at 1-800-XFINITY and ask us to put your name on our internal company "do not call," "do not mail," or "do not knock" list. You may also contact us at this number and ask to be placed on the "do not disclose" list, which will let us know that you do not want us to share your name and address with third parties, as described above.

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 we can reach you. The person who is identified in our billing records as the customer should sign the written request. If you have a joint account, a request by one party will apply to the entire account; for multiple accounts, your notice must separately identify each account covered by the request. If you are writing to opt-out of marketing calls, you must state the phone numbers or addresses that you wish to be placed on the relevant lists.

### Opting In to the Use of CPNI to Market Additional Products and Services to You

If you subscribe to Xfinity voice service, when you are interacting with one of our customer service representatives, such as on a call, in our offices, or during an online chat session, we may ask you for your oral consent to the use of your customer proprietary network information or "CPNI" for the purpose of reviewing your account and providing you with an offer for other products and services. If you provide consent, Comcast may use your CPNI only for the duration of that telephone call or discussion 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.

## V. Your Rights under Federal and State Law

This Notice is designed to comply with federal and state law requirements, including California law, which is applicable to our customers located in California who are served by a cable television corporation.

### The Cable Act and Personally Identifiable Information

This Privacy Notice is designed to comply with Section 631 of the federal Cable Communications Policy Act of 1984, as amended, (the "Cable Act"). The Cable Act permits Comcast to use the cable system to collect personally identifiable information about you. Personally identifiable information is information that identifies you specifically; it does not include de-identified, anonymous, aggregate, or other data that does not identify you. We may collect personally identifiable information when it is necessary to render cable services or other services to you and to detect unauthorized reception or use of the services. We may use the cable system to collect personally identifiable information about you for additional purposes with your prior written or electronic consent. The Cable Act also permits Comcast to disclose personally identifiable information if the disclosure is necessary to render, or conduct a legitimate business activity related to, the cable service or other services provided to you; required by law or legal process; or limited to your name and address, subject to your opt-out consent. The frequency of any disclosure of personally identifiable information varies in accordance with our business needs and activities as described in this Notice.

If you believe that you have been aggrieved by any act of ours in violation of the Cable Act or other applicable laws, 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.

This Privacy Notice neither supersedes, enhances, nor modifies any arbitration agreement to which you may be bound as a subscriber to one or more of the Services.

### The Communications Act and CPNI

Section 222 of the Communications Act of 1934, as amended (the "Communications Act"), provides additional privacy protections for information about the quantity, technical configuration, type, destination, location, and amount of your use of telecommunications services, as well as Xfinity voice services, and the information about those services contained on your bill. This information is known as customer proprietary network information or "CPNI." CPNI does not include your name, address, and telephone number, which is defined by the Communications Act as "subscriber list information." However, that information is otherwise considered personally identifiable information.

If you are a customer of Xfinity voice service or another Service that is subject to these requirements, you have the right, and Comcast has a duty, under the Communications Act and other applicable laws, to protect the confidentiality of your CPNI. In addition, the FCC's rules provide additional privacy protections and choices regarding use and sharing that are specific to our voice services that we describe in this Notice.

## **VI. Accessing and Correcting Information**

It is important that your account records contain accurate information. You may correct or update information about your account as described below. We will correct our records upon reasonable verification that the changes you request are proper.

If you have Internet access, you can view and change certain information yourself by going to [www.xfinity.com](http://www.xfinity.com) and signing in with your Comcast username and password to access the My Account feature. If you are a home security customer, you can go to the subscriber portal at [www.xfinity.com/xhportal](http://www.xfinity.com/xhportal). You may also call 1-800-XFINITY and speak to a customer service representative.

If you would like to examine your own personally identifiable information, you may do so at your local Comcast office upon reasonable prior notice to us and during our regular business hours. To do so, please contact us by mail at the address below 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 need to provide proper identification and you will only be permitted to examine the personally identifiable information in your account and no other account.

If you make an affirmative, written request for a copy of your Xfinity voice CPNI, we will disclose to you the relevant information we have 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 Xfinity voice services should be aware that we generally do not provide them with records of any inbound or outbound calls or other records that we do not 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 that are not owned by us.

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

## **VII. Other Important Information**

### **Protecting the Information We Collect**

We follow industry-standard practices to secure the information we collect to prevent the unauthorized access, use, or disclosure of information about our customers. These security practices include technical, administrative, and physical safeguards, which may vary, depending on the type and sensitivity of the information. Although we take the responsibility of safeguarding your information seriously, we cannot guarantee that these practices will prevent every unauthorized attempt to access, use, or disclose your information.

### **Data Retention**

Comcast maintains information that personally identifies you in our regular business records while you subscribe to one or more of the Services. We also maintain this information for a period of time after you no longer subscribe to a Service 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, de-identify, or anonymize the information according to our internal policies and procedures.

### **Changes to the Privacy Notice**

As required by the Cable Act, we will provide you with a copy of the current 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 or required by law.

We may modify this Notice at any time. You can view the most current version of this Notice by going to [http://www.xfinity.com/Corporate/Customers/Policies/Privacy.html](http://www.xfinity.com/Corporate/Customers/Policies/Privacy/Privacy.html). If we make material changes to this Privacy Notice, then we will provide you at least 30 days' notice and will also notify you by e-mail, direct mail, bill messaging, or other reasonable methods that we select. If you continue to use the service following notice of the changes, we will deem that to be your acceptance of and consent to the changes in the revised Privacy Notice. If we make material changes that will result in a new use, disclosure, or permission of access to previously collected information that personally identifies you, we will obtain your opt-in consent before implementing those specific changes.

### **How Do I Contact Comcast?**

If you have any questions or suggestions regarding this Privacy Notice, or wish to contact us about your personally identifiable information, please reach us as follows:

Phone: 1-800-XFINITY

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

Mail: Comcast Cable Communications, LLC

Attn: Law Department - Customer Privacy Notice

One Comcast Center

Philadelphia, PA 19103-2838

Revised and effective: January 1, 2018

# IMPORTANT INFORMATION FOR XFINITY TV CUSTOMERS

## SERVICE PROBLEMS

You will find helpful information for troubleshooting TV picture or signal quality issues at [www.xfinity.com/support](http://www.xfinity.com/support). If the problem does not clear up, please feel free to chat with us at [www.xfinity.com/support/contact-us](http://www.xfinity.com/support/contact-us) or call us at 1-800-XFINITY, and a customer service representative will attempt to address that issue. We will try to resolve any complaints you have concerning the quality of our signals promptly and efficiently. We will respond to your report of a service interruption no later than 24 hours after you notify us, except in extraordinary circumstances or where conditions are beyond our control. We will respond to your report of other service problems no later than the next business day after you notify us. We may need access to your home in order to correct a service related issue. If a service call is required it will be scheduled at a time convenient to you. If you are dissatisfied with our resolution of your service problem, you may contact your local franchising authority to discuss the problem with your service. If your local franchise authority information is not listed on your bill, please call us at 1-800-XFINITY for the name and address of your local franchising authority.

## SERVICE OR BILLING COMPLAINTS

Information regarding your Xfinity services and billing is available through My Account at [www.xfinity.com](http://www.xfinity.com). You also may download the Xfinity My Account app to your smartphone or other device for quick access to up to date information on your account. If you have a complaint regarding your Xfinity TV service or your bill, you will find information on contacting us through chat or by phone at <https://www.xfinity.com/support/contact-us>. Also, you can visit us at one of our Xfinity store locations. Visit <https://www.xfinity.com/support/service-center-locations/> to find the Xfinity store closest to you. If you wish to put your comments in writing, your letter should be addressed to us at the local address listed on the How To Reach Us insert. We will try to resolve your complaint promptly. If you are dissatisfied with our resolution of your complaint, or we are unable to resolve your complaint, you may contact your local franchising authority to discuss your complaint. If your local franchise authority information is not listed on your bill, please call us at 1-800-XFINITY for the name and address of your local franchising authority.

If you have a complaint regarding closed captioning please email us at [accessibility@comcast.com](mailto:accessibility@comcast.com) or call us at 1-855-270-0379.

## MOVING

Before you move, please call us at 1-800-XFINITY. This is the best way for us to arrange for your service to be disconnected and to schedule an installation at your new home, if your new home is in our service area.

## EQUIPMENT COMPATIBILITY

Xfinity TV service is encrypted and requires a TV Box, TV Adapter, CableCARD or other navigation device that is compatible with our system for each television you wish to use with our service. You may not be able to use special features or functions of your television, VCR or DVD player/recorder with Xfinity TV service. Some of these problems may be resolved by the use of signal splitters, and/or other supplemental equipment that can be purchased from us 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.

If you have a TiVo digital cable-ready DVR, you can access switched digital video services by obtaining a "tuning adapter" device. If you have a TiVo DVR or other digital cable-ready devices, you will need a TV Box, TV Adapter, or CableCARD from us to access switched digital video and other two-way cable services. Upon your request, we will provide you with the technical parameters necessary for a navigation device rented or acquired from retail outlets to operate with our system. Because of the need to protect our Xfinity TV service, we will not authorize the use of a navigation device that does not conform to all required signal security specifications. For information regarding other navigation devices, please go to <https://www.xfinity.com/support>.

## REMOTE CONTROL UNITS

If you rent a TV Box or TV Adapter from us we will provide a compatible remote control. Also, you may purchase compatible remotes at local electronic stores or other retail outlets. A representative list of compatible remote control models currently available from local retailers includes: Philips PHL PMDVR8, RCA RCR612, and Sony RM-V202. A list of additional compatible remotes may be obtained from your local Xfinity store. Although these remote control units are compatible with the TV Box or TV Adapter that we currently offer, these remotes may not be functional if we change the type of TV Box or TV Adapter we rent. If you have any questions regarding whether a particular remote control unit would be compatible with our equipment, please contact us.

## SERVICE CHANGES AND INSTALLATION

Standard installations are generally completed within 7 business days. If you change the services you receive, you may be subject to an installation or change of service charge. You may obtain additional information about our current services, fees and prices online at [www.xfinity.com](http://www.xfinity.com) or by calling us at 1-800-XFINITY.

## OTHER INFORMATION

Information on upcoming programmer contract expirations can be found at [www.xfinitytv.com/contractrenewals](http://www.xfinitytv.com/contractrenewals) or by calling 866-216-8634. For those of our customers receiving service through commercial accounts, bulk rate arrangements or similar arrangements, some of the policies, procedures and services herein may not apply. Please call us at 1-800-XFINITY to talk to one of our customer service representatives for further information.



**SERVICE AREA**

MA, NH & ME

**PHONE NUMBERS**

**Billing/Repair**

**New Services/Sales**

1-800-266-2278

**OFFICE HOURS**

Please check your monthly billing statement for the location and hours of operation of the nearest customer service office.

**MAILING/OFFICE ADDRESS**

Comcast

1 Comcast Center

Philadelphia, PA 19102

**PUBLIC INFORMATION OFFICES/  
FRANCHISE AUTHORITIES /**

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

August, ME 04333



Account Number  
XXXXXXXXXXXX

Billing Date  
Jan 08, 2019

Services From  
Jan 15, 2019 to Feb 14, 2019

Page  
1 of 3

- SAMPLE CUSTOMER BILL -

# Hello

Thank you for choosing XFINITY from Comcast.

<b>Your bill at a glance</b>		
For XXXXXXXX LAWRENCE, MA, 01843-3720		
Previous balance		\$98.44
Payment - thank you	Dec 21	-\$98.44
<b>Balance forward</b>		<b>\$0.00</b>
Regular monthly charges	Page 3	\$98.10
Taxes, surcharges & fees	Page 3	\$3.78
<b>New charges</b>		<b>\$101.88</b>
<b>Amount due Jan 22, 2019</b>		<b>\$101.88</b>

← Your bill explained

- This page gives you a quick summary of your monthly bill. A detailed breakdown of your charges begins on page 3.
- Any payments received or account activity after Jan 08, 2019 will show up on your next bill. View your most up-to-date account balance at [XFINITY.com/myaccount](http://XFINITY.com/myaccount)

Need help?

- Visit [xfinity.com/customersupport](http://xfinity.com/customersupport) or see page 2 for other ways to contact us.

Detach the bottom portion of this bill and enclose with your payment

Please write your account number on your check or money order



P.O. BOX 21828  
EAGAN MN 55121-0828

XXXXXXXXXXXX  
LAWRENCE, MA 01843-3720

Account number XXXX XX XXX XXXXXXXX

Payment due Jan 22, 2019

**Please pay \$101.88**

Amount enclosed \$

Make checks payable to Comcast  
Do not send cash

COMCAST  
P.O. BOX 70219  
PHILADELPHIA PA 19176-0219

## Pay your bill anytime, on any device with the Xfinity My Account app.

With the My Account app, you can manage your account from anywhere. Make a payment, opt into text alerts, check your equipment status, schedule a callback, and more.

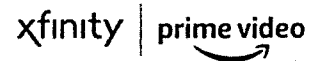
Don't have the app? Download it today on the App Store or Google Play.



## Amazon Prime Video is now on Xfinity X1.

Prime members can fall in love with award-winning and critically-acclaimed Prime Originals like *Tom Clancy's Jack Ryan*. Just say "Prime Video" into your X1 Voice Remote.

Learn more at [xfinity.com/primevideo](http://xfinity.com/primevideo)



Restrictions apply. Not available in all areas. To access Amazon Prime Video on Xfinity X1 requires an eligible X1 TV box with Xfinity TV and Xfinity Internet service. Limited to Amazon Prime Video members who are residential Xfinity customers. Amazon Prime Video on X1 uses your Internet service and will count against any Xfinity data plan. Amazon Prime Subscription required.

## Contact

We're here to help when you need us.

**By chat**  
Visit [xfinity.com/chat](http://xfinity.com/chat)

**Social**  
Tweet us @comcastcares

**By app**  
Download the My Account app at [xfinity.com/apps](http://xfinity.com/apps)

**By phone**  
Call 1-800-XFINITY (1-800-934-6489)

**In store**  
At your nearest XFINITY store  
find one at [xfinity.com/storelocator](http://xfinity.com/storelocator)

## Additional information

### Your nearest Service Center:

Your nearest Xfinity Store is Methuen, 70 Pleasant Valley Street, Mon-Sat 9am-8pm, Sun 11am-4pm.

### Accessibility:

If you are hearing impaired, call 711. For issues affecting customers with disabilities, call 1-855-270-0379, chat live at [support.xfinity.com/accessibility](http://support.xfinity.com/accessibility), email [accessibility@comcast.com](mailto:accessibility@comcast.com), fax 1-866-599-4268 or write to Comcast at 1701 JFK Blvd., Philadelphia, PA 19103-2838 Attn: M. Gifford.

## Ways to pay

- ✓ **Looking to shorten your to-do list?**  
Set up automatic monthly payments and never worry about remembering to pay your bill again. Enrolling is fast, easy, and free at [xfinity.com/autopay](http://xfinity.com/autopay).

- Hello paperless billing, goodbye clutter**  
With paperless billing, you can pay and view your bill online. It's faster, easier and helps cut down the clutter, not the trees! Visit [xfinity.com/ecobill](http://xfinity.com/ecobill) to go green.

## Additional billing information

### Other ways to pay

Visit [xfinity.com/myaccount](http://xfinity.com/myaccount)  
Use the My Account app

To avoid a late fee, we have to receive payment of your balance before the due date. If your service is disconnected, a reactivation fee will be applied to reactivate your account.

**Regular monthly charges \$98.10**

Your XFINITY package	\$67.22
<b>TV: Digital Starter</b> Includes Limited Basic And Expanded Basic.	\$67.27
<b>TV: HD Technology Fee</b>	\$9.95
Loyalty Discount	-\$10.00

<b>Equipment &amp; services</b>	<b>\$12.63</b>
TV Box + Remote	\$2.68
Service To Additional TV With TV Box And Remote	\$9.95


<b>Other charges</b>	<b>\$18.25</b>
Broadcast TV Fee	\$10.00
Regional Sports Fee	\$8.25

**Taxes, surcharges & fees \$3.78**

<b>Service fees</b>	<b>\$3.70</b>
Franchise Fee	\$3.51
MA License Fees	\$0.19

<b>Taxes &amp; surcharges</b>	<b>\$0.08</b>
FCC Regulatory Fee	\$0.06
State Sales Tax	\$0.02

What's included?

 **TV: 140+ Channels**

Visit [xfinity.com/myaccount](http://xfinity.com/myaccount) for more details

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You've saved \$10.00 this month with your loyalty discount.

## Additional information

For residential customers, 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@mass.gov](mailto:consumer.complaints@mass.gov). Local Franchising Authority: (the MA DTC at the above address). The FCC ID for your town is: MA0056.

You have 120 days from the date of this bill to dispute any charges included on this bill.

**Moving?** Visit [xfinity.com/moving](http://xfinity.com/moving) today to help you stay connected to all of your XFINITY services.

Regional Sports and Broadcast networks fees look to recover a portion of the increasing costs from local programmers. These are not government mandated or required fees and will increase from time to time. Visit [xfinity.com/fees](http://xfinity.com/fees) for more information.

**Xfinity TV Updates:** Information on upcoming programmer contract expirations can be found at <https://my.xfinity.com/contractrenewals/> or by calling 866.216.8634.



**SAMPLE WORK ORDER**

02/04/2019 12:31

Job Receipt (516082)

WoNum: [REDACTED]  
Job Number: [REDACTED]  
SchdDate: 02/04/2019  
Account: [REDACTED]  
Phone #: [REDACTED]  
Customer: [REDACTED]  
Address: [REDACTED]

**Services:**

Install Codes: \$39.99 2P TV-XI INS  
\$20.00 2P TV-XI INS  
\$0.00 1 TV INS \$0  
\$0.00 X1 FAILEDSIK  
\$0.00 FSIK XI-XV

Tech: 5826

Equip at Location: [REDACTED]  
[REDACTED]  
[REDACTED]

Equip Added:  
Equip Removed:  
Payments:  
Deposits:  
Cust Satisfaction:

This notice is required by the Rules of the Federal Communications Commission. Comcast Digital Voice service (CDV) may have the 911/E911 limitations listed below. I understand and agree to the following: In order for my 911 to be properly directed to emergency services, Comcast must have my correct service address. If I move CDV to a different address without Comcast's approval, 911 calls may be directed to the wrong emergency authority, may transmit the wrong address, and/or CDV (including 911) may fail altogether. CDV uses the electrical power in my home. If there is an electrical power outage, 911 calling may be interrupted if the battery back-up in the associated multimedia terminal adapter is not installed, fails or is exhausted after several hours. Calls, including calls to 911, may not be completed if there is a problem with the network facilities, including network congestion, network/equipment/power failure, or another technical problem. Prior to changing my address, or if I have any 911-related questions, I will call 1-800-Comcast. Comcast will need several business days to update my service address in the E911 system. USE OF CDV AFTER DELIVERY OF THIS DOCUMENT CONSTITUTES YOUR ACKNOWLEDGEMENT OF THE E911 NOTICE ABOVE. By signing below, I represent that I am at least 18 years old; I am the owner of, or tenant in, the premises at the above address and that the installation, repair or other work provided has been satisfactorily completed. If this work order relates to the initial installation of

services, I acknowledge receipt of the Comcast Welcome Kit which contains the Comcast Residential Customer Agreement, the Comcast Cable Subscriber Policy Notice and other important information about the services. I agree to be bound by the Comcast Customer Agreement which constitutes the agreement between Comcast and me for the services as well as any applicable Comcast acceptable use policies. If other non-installation work was provided, I agree to be bound by the current Comcast Customer Agreement as well as any applicable Comcast acceptable use policies. I authorize Comcast to obtain a credit report from a consumer credit agency in connection with the provision of the services I am receiving. IF I SUBSCRIBE TO COMCAST DIGITAL VOICE, I ACKNOWLEDGE MY RECEIPT AND UNDERSTANDING OF THE E911 NOTICE ABOVE.

Signature: