



March 8, 2012

Board of Selectmen
Town of Chilmark
401 Middle Road
Chilmark, MA 02535

**Re: Annual Notice - 2012
Annual License Fee - YE 2011**

Dear Chairman and Members of the Board:

In accordance with Massachusetts cable regulations (207 CMR 10.01(2) and 10.02(6)), we are providing the following information: a sample subscriber bill, and rate & channel line-up information for your community. In addition, we are providing a copy of Comcast's policies and procedures, the customer Privacy Notice, information regarding changes to our residential service agreement, and customer information regarding equipment compatibility.

Also, in accordance with M.G.L.c.166A §9, enclosed please find the 2011 license fee payment for your Community. This payment is equal to \$0.50 per subscriber and reflects 678 subscribers as of December 31, 2011.

Please feel free to contact me with any questions at 508-477-7738.

Sincerely,

Mary O'Keefe

Mary O'Keefe
Sr. Manager of Government & Regulatory Affairs

Enclosures



**IMPORTANT PRICE ADJUSTMENT INFORMATION for Aquinnah, Chilmark,
Edgartown, Oak Bluffs, Tisbury & West Tisbury, MA**

Dear Valued Customer:

December 2011

As part of our commitment to provide you with the best entertainment and communications experience, we continue to invest in making your services even better. Here are just a few highlights:

More to Watch, More Ways—Anytime, Anywhere

- Now, over 60,000 On Demand TV shows and hit movies on TV and online—over half are free!
- Catch up and keep up with your favorite shows from all top networks & enjoy new movies On Demand—many the same day as DVD & a month before Netflix
- Watch from your TV or online, anytime, anywhere—even from your iPad or iPhone!

Faster Internet Speeds + Most Comprehensive Security = The Best Online Experience

- XFINITY is the fastest Internet provider in the nation according to PC Mag*
- Download speeds up to an incredible 105 Mbps, and now 25% faster on our most popular Internet tiers**
- Reliably fast: XFINITY delivers over 100% of its advertised download and upload speeds—even during the peak hours for Internet use***
- Comprehensive online protection with Constant Guard, including Norton Security, at no extra charge

* 2011 rating by PC Mag based on review of customer data from www.speedtest.net.

** 105 Mbps not available in all areas.

*** According to a recent government report from the FCC entitled 'Measuring Broadband America,' August, 2011

Comcast Customer Guarantee and Commitment to Service

- And with the Comcast Customer Guarantee, we promise to provide you a consistently superior experience, including 24/7 customer service and on time appointments—or we'll credit you \$20 or give you a free premium channel for three months.

While we continue to make these investments, we periodically need to adjust prices due to increases in programming and other business costs. Starting January 22, 2012, new prices will apply to certain video and Internet services and equipment as indicated in this notice. If you are currently receiving services on a promotional basis, under a minimum term agreement associated with a specific rate, or in the guaranteed period of one of our SurePrice™ plans, the prices for those specific services will not be affected during the applicable promotion, minimum term or SurePrice™ period.

We'd welcome the opportunity to help you find the perfect package that meets your needs. Our Triple Play packages offer exceptional value and can give you more of what you want, your way. Visit us at xfinity.com or call us at 1-800-XFINITY to learn more.

Thank you for being a Comcast customer. We look forward to continuing to serve you.

Prices shown are for residential service only and do not include federal, state and local taxes, FCC user and franchise fees or Regulatory Recovery fees or other related costs. Prices, services and features are subject to change. Not all services are available in all areas. ***Feature and content availability varies by service plan and market. Provisioned download speeds have increased 25% on Performance and Blast! tiers. Not all speed tiers and increases are available in all areas.

BASIC SERVICES	Current Price	New Price Eff. 01/22/12	DIGITAL SERVICES	Current Price	New Price Eff. 01/22/12
Aquinnah, Chilmark, Edgartown, Oak Bluffs, Tisbury & West Tisbury, MA			Digital Preferred plus One Premium ⁷	\$32.45	No Change
Limited Basic	\$23.50	No Change	Includes Digital Preferred and choice of HBO®, Showtime®, Starz®, Cinemax® or The Movie Channel®		
Expanded Basic ²³	\$45.69	\$47.40	Digital Preferred plus Two Premiums ⁷	\$43.45	No Change
Includes standard definition digital converter and remote for primary outlet			Includes Digital Preferred and choices of two of HBO®, Showtime®, Starz®, Cinemax® or The Movie Channel®		
Standard Cable	\$69.19	\$70.90	Digital Preferred Plus ⁷	\$43.45	No Change
Includes Limited Basic and Expanded Basic.			Includes Digital Preferred, HBO® and Starz®		
Effective 12/01/2008 not available for new subscriptions			Digital Premier ⁷	\$57.45	No Change
			Includes Digital Preferred, HBO®, Showtime®, Starz®, Cinemax® and Sports Entertainment Package		
			MultiLatino Plus	\$24.95	No Change
			Includes Limited Basic, MultiLatino, standard definition digital converter and remote for primary outlet		
			MultiLatino Extra	\$39.95	No Change
			Includes Digital Economy and MultiLatino		
			MultiLatino Max	\$59.95	No Change
			Includes MultiLatino Extra, MultiLatino Max channels, access to Pay-Per-View and On Demand programming		
			MultiLatino Ultra	\$76.90	No Change
			Includes MultiLatino Max and Digital Preferred		

BASIC AND DIGITAL ANCILLARY SERVICES	Current Price	New Price Eff. 01/22/12
HBO® 6	\$19.95	No Change
Showtime® 6	\$19.95	No Change
Starz® 6	\$19.95	No Change
Cinemax® 6	\$19.95	No Change
The Movie Channel® 6	\$19.95	No Change
Playboy® 6	\$19.95	No Change
Digital Preferred (Requires Digital Starter or MultiLatino Max)	\$17.95	No Change
MultiLatino 6	\$14.95	No Change
Sports Entertainment Package® 7	\$ 7.95	No Change
HD Technology Fee (whole house)	\$ 8.95	\$ 9.95
DVR Service 3, 10 (HD Technology Fee [whole house] is required at an additional charge)	\$ 7.00	No Change
Digital Additional Outlet Service Charge (per outlet)		
With Standard Definition Digital Converter	\$ 8.95	\$ 9.95
With HD Digital Converter	\$ 8.95	\$ 9.95
With CableCARD 8	\$ 6.45	\$ 7.45
Digital Adapter Additional Outlet Service (per outlet) 9		
(1st and 2nd additional outlet)	\$ 0.00	No Change
(3rd, 4th, 5th, etc. additional outlets)	\$ 1.99	No Change

INTERNATIONAL SELECTIONS 10	Current Price	New Price Eff. 01/22/12
Rai Italia (Italian)	\$ 9.95	
TV5 MONDE (French)	\$ 9.95	
TV Japan (Japanese)	\$25.00	
CCTV-4 (Chinese/Mandarin)	\$ 6.95	
TFC (Filipino)	\$11.95	
RTN (Russian)	\$14.95	
SET Asia (South Asian)	\$14.95	
Zee TV (South Asian)	\$14.95	
SIC (Portuguese)	\$ 9.95	
TV Globo (Portuguese/Brazilian)	\$19.95	

PAY-PER VIEW AND ON DEMAND SUBSCRIPTION SERVICES 10 (monthly except as noted)	Current Price	New Price Eff. 01/22/12
Bollywood Hits On Demand	\$12.99	
Howard Stern On Demand	\$10.99	
Howard Stern On Demand (one year subscription)	\$119.99	
WWE Classics On Demand	\$ 7.99	
here! TV On Demand	\$ 7.99	
Filipino On Demand	\$ 7.99	
Too Much for TV On Demand	\$14.99	
Disney Family Movies On Demand	\$ 5.99	
The Jewish Channel On Demand	\$ 6.99	
Pay-Per-View and On Demand Movies and Events (per title or event) 11	Prices Vary	

SPORTS PACKAGES 10, 13	Current Price	New Price Eff. 01/22/12
MLB Extra Innings, MLS Direct Kick, NHL Center Ice,		Call for pricing
NBA League Pass, ESPN Game Plan, ESPN Full Court		Call for pricing

VIDEO EQUIPMENT	Current Price	New Price Eff. 01/22/12
Limited Basic Only Converter	\$ 0.90	
Digital Converter	\$ 1.75	
Remote Control	\$ 0.20	
HD Digital Converter (Limited Basic Only)	\$ 2.25	
Digital Adapter (Limited Basic Only) 14		
(1st, 2nd, 3rd outlet)	\$ 0.00	
(4th, 5th, 6th, etc. outlet)	\$ 0.50	
CableCARD (first card in device)	\$ 0.00	
CableCARD (second card in same device)	\$ 1.50	
Customer-Owned Video Equipment Credit	\$ 2.50	

See www.comcast.com/equipmentpolicy for additional information

INSTALLATION FEES (per occurrence unless noted) 15	Current Price	New Price Eff. 01/22/12
Unwired Home (Standard Installation) 16		
at time of initial installation of service	\$29.00	
after initial installation of service	N/A	
Wired Home (Standard Installation) 16		
at time of initial installation of service	\$29.00	
after initial installation of service	N/A	
Two Product 17		
at time of initial installation of service	\$80.00	
after initial installation of service	N/A	
Three Product 18		
at time of initial installation of service	\$90.00	
after initial installation of service	N/A	
Installation of each Additional Outlet		
at time of initial installation of service	\$15.50	
after initial installation of service	\$25.50	
Activation of each Additional Outlet		
at time of initial installation of service	\$ 8.50	
after initial installation of service	\$17.00	
Relocate Additional Outlet		
at time of initial installation of service	\$15.00	
after initial installation of service	\$15.00	
Connection of VCR/DVD		
at time of initial installation of service	\$ 7.95	
after initial installation of service	\$16.00	
Upgrade/Downgrade of service (No in-home visit required)	\$ 1.99	
Upgrade Standard Definition DVR or HD DVR Service	\$16.00	
Upgrade of service (In-home visit required)	\$16.00	
Downgrade of service (In-home visit required)	\$11.50	
Hourly Service Charge (For custom installation work)	\$31.60	
In-Home Service Visit	\$28.50	

REACTIVATION FEES (No in-home visit required—per occurrence unless noted)	Current Price	New Price Eff. 01/22/12
Office reactivation for XFINITY Internet	\$ 5.00	
Office reactivation for XFINITY Voice	\$ 5.00	
Office reactivation for XFINITY TV	\$ 5.00	

MISCELLANEOUS FEES (per occurrence unless noted)	Current Price	New Price Eff. 01/22/12
Service Protection Plan (covers all products)	\$ 3.30	\$ 3.95
Field Collection Charge	\$20.00	No Change
Visit to customer's residence required to collect past due balance or unreturned equipment		
Returned Payment Item (each)	\$20.00	No Change
Late Fee (on overdue account balance)	5%	No Change
Name Change Fee	\$ 1.99	No Change
Convenience Fee — Agent	\$ 5.99	No Change
For payment made by phone with a Customer Care Representative		
Bill Statement Reprint — Agent	\$ 5.00	No Change
For bill statement copy requested by phone or in person with a Customer Care Representative		
Unreturned or Damaged Equipment Fees 19	Replacement Cost	Replacement Cost
Signal Amplifier	\$35.00	No Change
Self Install Kit 12	\$10.00	No Change
Self Install Kit Shipping and Handling (Standard Shipping)	\$10.00	No Change
Self Install Kit Shipping and Handling (Priority Shipping)	\$30.00	No Change
Shipping and Handling — Remotes (Separate Shipping)	\$ 5.95	No Change
TV Guide SM Weekly Magazine (per month)	\$ 4.20	No Change

XF TRIPLE PLAY PACKAGES ¹

	Current Price	New Price Eff. 01/22/12
Starter XF Triple Play Bundle	\$131.99/mo.	\$136.99/mo.
Includes Digital Starter for primary outlet, Performance Internet Service and Digital Voice Unlimited		
SurePrice ²	\$119.99/mo.	No Change
SurePrice ^{2*}	\$114.99/mo.	No Change
Preferred XF Triple Play Bundle	\$144.99/mo.	\$149.99/mo.
Includes Digital Starter for primary outlet, Digital Preferred, Performance Internet Service and Digital Voice Unlimited		
SurePrice ²	\$129.99/mo.	No Change
SurePrice ^{2*}	\$124.99/mo.	No Change
HD Preferred XF Triple Play Bundle	\$154.99/mo.	\$159.99/mo.
Includes Digital Starter for primary outlet, Digital Preferred, HD Technology Fee, Starz [®] , Performance Internet Service and Digital Voice Unlimited		
SurePrice ²	\$139.99/mo.	No Change
SurePrice ^{2*}	\$134.99/mo.	No Change
HD Preferred Plus XF Triple Play Bundle	\$174.99/mo.	\$179.99/mo.
Includes Digital Starter for primary outlet, Digital Preferred, HD Technology Fee, HBO [®] , Starz [®] , Blast! Internet Service and Digital Voice Unlimited		
SurePrice ²	\$159.99/mo.	No Change
SurePrice ^{2*}	\$154.99/mo.	No Change
HD Premier XF Triple Play Bundle	\$199.99/mo.	\$204.99/mo.
Includes Digital Starter and Digital Premier with HD DVR service for primary outlet, HD Technology Fee, Blast! Internet Service and Digital Voice Unlimited		
SurePrice ²	\$179.99/mo.	No Change
SurePrice ^{2*}	\$174.99/mo.	No Change
HD Complete XF Triple Play Bundle	\$229.99/mo.	\$234.99/mo.
Includes Digital Starter and Digital Premier with HD DVR service for primary outlet, one Digital Additional Outlet with HD DVR Service, two Digital Additional Outlets with HD digital converters and remotes, HD Technology Fee, The Movie Channel [®] , Blast! Internet Service, Wireless Gateway, Xfinity Signature Support, Wireless Network Support and Digital Voice Unlimited		
SurePrice ²	\$219.99/mo.	No Change
SurePrice ^{2*}	\$214.99/mo.	No Change

* For 12 month promotion customers subscribing before October 1, 2011.

MULTILATINO PAQUETE TRIPLE ¹

	Current Price	New Price Eff. 01/22/12
MultiLatino Max Paquete Triple	\$131.99/mo.	\$136.99/mo.
Includes MultiLatino Max for primary outlet, Performance Internet Service, and Digital Voice Unlimited		
SurePrice ²	\$119.99/mo.	No Change
SurePrice ^{2*}	\$114.99/mo.	No Change
MultiLatino Ultra Paquete Triple	\$144.99/mo.	\$149.99/mo.
Includes MultiLatino Ultra for primary outlet, Performance Internet Service, and Digital Voice Unlimited		
SurePrice ²	\$129.99/mo.	No Change
SurePrice ^{2*}	\$124.99/mo.	No Change
MultiLatino Ultra HD Paquete Triple	\$154.99/mo.	\$159.99/mo.
Includes MultiLatino Ultra for primary outlet, HD Technology Fee, Starz [®] , Performance Internet Service, and Digital Voice Unlimited		
SurePrice ²	\$139.99/mo.	No Change
SurePrice ^{2*}	\$134.99/mo.	No Change
MultiLatino Ultra HD Plus Paquete Triple	\$174.99/mo.	\$179.99/mo.
Includes MultiLatino Ultra for primary outlet, HD Technology Fee, HBO [®] , Starz [®] , Blast! Internet Service, and Digital Voice Unlimited		
SurePrice ²	\$159.99/mo.	No Change
SurePrice ^{2*}	\$154.99/mo.	No Change
MultiLatino Total HD Paquete Triple	\$199.99/mo.	\$204.99/mo.
Includes MultiLatino Ultra and HD DVR Service for primary outlet, HD Technology Fee, HBO [®] , Showtime [®] , Starz [®] , Cinemax [®] , Sports Entertainment Package, Blast! Internet Service, and Digital Voice Unlimited		
SurePrice ²	\$179.99/mo.	No Change
SurePrice ^{2*}	\$174.99/mo.	No Change

* For 12 month promotion customers subscribing before October 1, 2011.

TRIPLE PLAY AND DOUBLE PLAY PACKAGES ¹

	Current Price	New Price Eff. 01/22/12
Economy Triple Play	\$79.85	\$84.85
Includes Digital Economy for primary outlet, Economy Internet Service and Digital Voice Local With More		
Economy Double Play	\$54.90	\$59.90
Includes Digital Economy with standard definition digital converter and remote for primary outlet and Economy Internet Service		

XF TRIPLE PLAY PACKAGE / MULTILATINO PAQUETE TRIPLE REWARDS

	Regular Price	Starter XF/ MultiLatino Max	Preferred XF/ MultiLatino Ultra	HD Preferred XF/ MultiLatino Ultra HD	HD Preferred Plus XF/ MultiLatino Ultra HD Plus	HD Premier XF/ MultiLatino Total HD	HD Complete XF Triple Play Bundle
HBO® 6	\$19.95	\$15.00	\$15.00	\$15.00	Included	Included	Included
Showtime® 6	\$19.95	\$10.00	\$10.00	\$10.00	\$10.00	Included	Included
Starz® 6	\$19.95	\$10.00	\$10.00	Included	Included	Included	Included
Cinemax® 6	\$19.95	\$10.00	\$10.00	\$10.00	\$10.00	Included	Included
The Movie Channel® 6	\$19.95	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	Included
DVR Service 3, 10 HD Technology Fee (whole house) is required at an additional charge	\$7.00	\$7.00	\$7.00	\$7.00	\$7.00	Included	Included
Digital Additional Outlet Service	\$7.00	\$7.00	\$7.00	\$7.00	\$7.00	\$7.00	Included (up to 3)
HD Technology Fee	\$9.95	\$9.95	\$9.95	Included	Included	Included	Included
Blast! Speed Upgrade	\$58.95	\$10.00	\$10.00	\$10.00	Included	Included	Included
Extreme 50 Upgrade 4	\$99.95	\$50.00	\$50.00	\$50.00	\$40.00	\$40.00	\$40.00

Certain services available separately or as a part of other levels of service. Comcast service is 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 a video service customer and you own a compatible digital converter or CableCARD device, please call 1-800-XFINITY for pricing information or visit www.comcast.com/equipmentpolicy. After a notice of an increase in rates, you may change your level of service at no additional charge for a period of 30 days from the effective date of the change. Please refer to your billing statement for your Local Franchising Authority's name and address.

- 1 Requires a Voice/Data Modem, except for HD Complete Triple Play.
- 2 SurePrice only available for 12 months to XF Triple Play or MultiLatino Paquete Triple Play customers after 12 month promotional package.
- 3 Subject to availability.
- 4 Not available in all areas. May require installation and non-refundable installation charge.
- 5 Requires purchase of Limited Basic.
- 6 Requires digital converter or CableCARD and Limited Basic.
- 7 Requires Digital Starter.
- 8 Applicable with a subscription to any level of digital service. Includes a customer-owned video equipment credit. An additional charge will apply for additional CableCARDS in the same device.
- 9 Includes digital adapter and remote.
- 10 Requires digital converter and Limited Basic.

- 11 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.
 - 12 Does not apply to CableCARD Self Install Kit.
 - 13 Please call 1-800-XFINITY for current pricing.
 - 14 Not available to customers with Expanded Basic.
 - 15 Does not include installation charge, wireless networking, professional internet installation, Voice installation fees or activation fees.
 - 16 Standard installations include video 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.
 - 17 Includes any two product installations: XFINITY TV – Unwired or Wired Home Standard Installation, XFINITY Internet – Professional Internet Installation or XFINITY Voice – Standard Installation.
 - 18 Includes up to three outlets, XFINITY TV – Unwired or Wired Home Standard Installation, XFINITY Internet – Professional Internet Installation and XFINITY Voice – Standard Installation (does not include activation fee).
 - 19 Please contact 1-800-XFINITY for questions regarding equipment replacement charges.
 - 23 Senior discount of 20% off Expanded Basic available to qualified seniors age 62+ and head of household. Restrictions apply.
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XFINITY TV Channel Lineup

Limited Basic		Digital Starter (Includes Limited Basic and Expanded Basic)		MultiLatino Max	
2	WGBH-2 (PBS) Boston / HD 702	49	CNN Headline News	821	Style. HD
3	New England Cable News	50	CNN	825	G4 HD
4	WBZ-4 (CBS) Boston / HD 704	51	A&E	828	BET Network HD
5	WCVB-5 (ABC) Boston / HD 705	52	Comedy Central	831	H2 HD
6	WFXT-25 (FOX) Boston / HD 706	53	FX	832	Investigation Discovery HD
7	WHDH-7 (NBC) Boston / HD 707	54	TBS		
8	WLVI-56 (CW) Boston / HD 708	55	History		
9	WSBE-36 (PBS) Boston / HD 819	56	TV Land		
10	WWDP-DT	57	The Weather Channel		
11	WGBX-44 (PBS) Boston / HD 718	58	CNBC		
12	QVC	60	AMC		
13	Public Access	61	Turner Classic Movies		
14	Educational Access	62	Animal Planet		
15	Government Access	63	Syfy		
17	WSBK myTV38 (MyTV) Boston / HD 714	64	Fox News		
18	WBXP-68 (ION) / HD 803	65	Bravo		
19	WMFP-62 (IND) Lawrence	67	E! Entertainment TV		
20	WUNI-27 (UNI) Worcester / HD 712	69	Food Network		
21	WUTF-66 (Telefutura) / HD 713	70	BET Network		
22	WLNE-6 (ABC) Providence	71	Travel Channel		
24	WPRI-12 (FOX) Providence	77	MTV		
25	WBIN (IND) / HD 703	95	C-SPAN		
76	Leased Access	114	MSNBC		
96	WJAR-10 (NBC) Providence	133	Fox Business Network		
98	WNAC-64 (FOX)	138	Hallmark Channel		
99	HSN	163	Lifetime Movie Network		
112	Trinity Broadcasting Network	184	EWTN		
188	Jewelry TV	186	truTV		
189	Leased Access		Digital Economy (Includes Limited Basic)		
292	Universal Sports (via WBIN-DT)	12	QVC		
294	WSBE-Learn	30	Lifetime		
295	WBIN-COOL TV	32	USA Network		
297	WHDH-This TV	43	Cartoon Network		
298	WLVI-TCN	44	Discovery Channel		
316	WGBX-World	46	Spike TV		
317	WGBX-Create	47	Disney Channel		
318	WGBX-Kids	50	CNN		
324	WUNI-LATV	51	A&E		
	Expanded Basic	52	Comedy Central		
30	Lifetime	55	History		
31	RTPi	56	TV Land		
32	USA Network	57	The Weather Channel		
33	VERSUS	60	AMC		
34	The Golf Channel	62	Animal Planet		
35	ESPN	64	Fox News		
36	ESPN2	67	E! Entertainment TV		
37	Comcast SportsNet	69	Food Network		
38	NESN	95	C-SPAN		
39	TNT	99	HSN		
40	Home & Garden TV	138	Hallmark Channel		
41	VH1	156	C-SPAN2		
42	ABC Family	182	TV Guide Network		
43	Cartoon Network	183	CatholicTV		
44	Discovery Channel	184	EWTN		
45	The Learning Channel	186	truTV		
46	Spike TV		Digital Starter		
47	Disney Channel	104	Investigation Discovery		
48	Nickelodeon	109	BBC America		
		115	bio.		
		116	H2		
		119	style.		
		128	Bloomberg Television		
		129	G4		
		141	Hallmark Movie Channel		
		151	PBS Kids Sprout		
		156	C-SPAN2		
		159	Oxygen		
		182	TV Guide Network		
		183	CatholicTV		
		187	C-SPAN3		
		263	movieplex		
		333	XFINITY 3D ³		
		334	ESPN 3D ³		
		710	MSNBC HD		
		715	bio. HD		
		726	NECN HD		
		727	The Weather Channel HD		
		730	HGTV HD		
		734	Hallmark Channel HD		
		735	truTV HD		
		736	Turner Classic Movies HD		
		737	Lifetime HD		
		738	Hallmark Movie Channel HD		
		740	Travel Channel HD		
		741	QVC HD		
		743	Golf HD		
		746	Cartoon Network HD		
		747	Nick HD		
		749	Lifetime Movie Network HD		
		754	Comedy Central HD		
		755	Spike TV HD		
		756	E! Entertainment TV HD		
		759	CNN Headline News HD		
		760	CNN HD		
		761	TBS HD		
		762	History HD		
		763	USA HD		
		764	TNT HD		
		765	Discovery HD		
		769	Food Network HD		
		771	A&E HD		
		772	ESPN HD		
		773	NESN HD		
		774	VERSUS HD		
		775	Palladia		
		776	Velocity HD		
		778	ESPN2 HD		
		779	Comcast SportsNet HD		
		780	Animal Planet HD		
		781	Syfy HD		
		782	Universal HD		
		783	Disney HD		
		784	ABC Family HD		
		786	AMC HD		
		787	TLC HD		
		788	FX HD		
		789	Bravo HD		
		790	Fox News HD		
		791	Fox Business Network HD		
		792	CNBC HD		
		798	VH1 HD		
		799	MTV HD		
		804	HSN HD		
		821	Style. HD	148	Nick Jr.
		825	G4 HD	149	GAC
		828	BET Network HD	150	TV One
		831	H2 HD	152	TeenNick
		832	Investigation Discovery HD	153	Nick Too
				154	Nicktoons
				155	VH1 Soul
				160	MTV Hits
				162	Tr3s
				164	Sundance Channel
				168	BBC World
				170	TVG
				174	Nat Geo WILD
				175	CBS Sports Network
				179	Cooking Channel
				180	Do-It-Yourself Network
				181	LOGO
				185	MLB Network
				195	Centric
				235	Flix
				248	Encore
				250	Encore Love
				252	Encore Westerns
				254	Encore Suspense
				256	Encore Drama
				258	Encore Action
				260	Encore Family
				261	retroplex
				262	indieplex
				292	NBA TV
				293	ESPN
				332	Daystar
				339	Mnet
				340	ReelzChannel
				341	Ovation
				342	Jewish Life TV (JLTV)
				626	Mun2
				637	Galavisión
				728	CMT HD
				732	ESPNNews HD
				734	Hallmark Channel HD
				739	Planet Green HD
				744	IFC HD
				745	Fuse HD
				748	Encore HD
				770	National Geographic HD
				777	NFL Network HD
				785	Science Channel HD
				793	WE HD
				795	MLB Network HD
				796	NHL Network HD
				797	Disney XD HD
				817	NBA TV HD
				820	Ovation HD
				821	Style. HD
				822	ESPNU HD
				823	CBS Sports Network HD
				826	TV One HD
				829	HDNet
				830	GMC HD
				33	VERSUS
				34	The Golf Channel
				35	ESPN
				36	ESPN2
				37	ComcastSportsNet
				38	NESN
				39	TNT
				41	VH1
				45	The Learning Channel
				48	Nickelodeon
				54	TBS
				63	Syfy
				65	Bravo
				77	MTV
				151	PBS Kids Sprout
				163	Lifetime Movie Network
				743	Golf HD
				747	Nick HD
				749	Lifetime Movie Network HD
				761	TBS HD
				764	TNT HD
				772	ESPN HD
				773	NESN HD
				774	VERSUS HD
				778	ESPN2 HD
				779	Comcast SportsNet HD
				781	Syfy HD
				787	TLC HD
				789	Bravo HD
				798	VH1 HD
				799	MTV HD
					Digital Preferred
				101	The Hub
				102	The Science Channel
				103	Planet Green
				105	OWN (Oprah Winfrey Network)
				106	The Military Channel
				107	Current TV
				108	Game Show Network
				110	CMT
				111	fuse
				113	Halogen TV
				117	Disney XD
				118	SoapNet
				119	style.
				120	National Geographic Channel
				123	NHL Network
				124	NFL Network
				127	Outdoor Channel
				130	Discovery Fit and Health
				132	ESPNNews
				134	RLTV
				135	gmc
				137	MTV2
				138	Hallmark Channel
				139	MTV Jams
				140	Women's Entertainment
				143	CMT Pure Country
				144	VH1 Classic
				146	The Word Network
				147	Independent Film Channel

XFINITY TV Channel Lineup (continued)

Sports Entertainment Package

61	Turner Classic Movies
122	Speed Channel
123	NHL Network
124	NFL Network
125	Fox Soccer Channel
127	Outdoor Channel
131	ESPN Classic
132	ESPNews
158	Fox Movie Channel
170	TVG
171	FCS Atlantic
172	FCS Central
173	FCS Pacific
175	CBS Sports Network
176	Tennis Channel
185	MLB Network
289	Big Ten Network
291	NFL RedZone
292	NBA TV
293	ESPNU
343	Crime and Investigation
344	Military History Channel
394	Tennis Channel
395	SportsNet NY (OOM)
396	Comcast SportsNet Bay Area (OOM)
397	Comcast SportsNet Chicago (OOM)
398	Prime Ticket
399	Sun Sports
732	ESPNews HD
777	NFL Network HD
794	NFL RedZone HD
795	MLB Network HD
796	NHL Network HD
817	NBA TV HD
822	ESPNU HD
823	CBS Sports Network HD
824	Big Ten Network HD
827	Tennis Channel HD

Music Choice®

A minimum subscription to Digital Economy or Digital Starter is required to receive these channels.

401-446 Channel information available on musicchoice.com

Pay-Per-View

450	Penthouse TV
451	Playboy
452	Juicy
454	Hot Choice
457	TEN
460-462	IN DEMAND PPV
463	IN DEMAND HD
464	IN DEMAND PPV
700	IN DEMAND HD

Sports Pay-Per-View

501-506	ESPN Fullcourt/Gameplan
510-519	MLS - NBA TEAM 1-10
520	TEAM HD
531-544	NHL Center Ice MLB Extra Innings
545	GAME HD

Digital Premium

201	HBO
202	HBO2
203	HBO Signature
204	HBO Family
205	HBO Comedy
206	HBO Zone
207	HBO Latino
208	HBO West
218	Showtime Women
219	Showtime Family
220	Showtime Next
221	Showtime
222	Showtime 2
223	Showtime Showcase
224	Showtime Extreme
225	Showtime Beyond
231	The Movie Channel
232	TMC Xtra
235	Flix
241	Starz
243	Starz Edge
245	Starz Cinema
247	Starz InBlack
268	WMax
269	@Max
270	Cinemax
271	MoreMax
272	ActionMax
273	ThrillerMax
274	Cinemax West
278	5StarMax

279	OuterMax
453	Playboy Channel ¹
750	HBO HD
751	Showtime HD
752	Starz HD
753	Cinemax HD
802	Showtime 2 HD
810	TMC HD
811	TMC Xtra HD
812	HBO2 HD
813	HBO Zone HD
815	HBO Latino HD
816	Showtime Extreme HD

International Channels ²

680	TV Globo
851	SIC
852	Zee TV
854	RTN
855	TV Japan
856	CCTV-4
857	SET Asia
858	TV5MONDE
859	The Filipino Channel
860	Rai Italia

MultiLatino

600	TBN Enlace USA
601	Telefe Internacional
602	TV Chile
603	TV Colombia
604	VideoRola
605	Utilísima
606	TVE East
607	TV Venezuela
608	Telehit
609	Ritmoson Latino
610	Bandamax
611	De Película
612	De Película Clásico
613	SUR Perú
614	Canal SUR
615	Once México
616	Multimedios Televisión
617	Mexicanal
618	HTV
619	Gran Cine
620	EWTN Español
621	Ecuavisa Internacional
622	CB Tu Televisión Michoacán
623	Caracol TV
624	Canal 52MX

625	Supercanal Caribe
626	Mun2
627	Discovery en español
628	Cine Latino
629	FOX Deportes
630	CNN en Español
631	Tr3s
632	Viendo Movies
633	Cine Mexicano
634	Go!TV (English)
635	History en español
636	WAPA America
637	Galavisión
638	ESPN Deportes
639	Televisión Dominicana
640	Viendo Movies - West
641	Discovery Familia
642	Infinito
643	La Familia Cosmovision
644	HITN

Some restrictions apply. Not all programming is available in all areas. Digital capable equipment is required to receive any channel. High-definition capable equipment is required to receive high-definition channels. Additional equipment fees may apply.

¹ A subscription to Playboy Channel digital service is required to receive this channel.

² Available for individual purchase only.

³ A full HD/3D stereoscopic TV, manufacturer's specified 3D glasses and an RNG HD/3D converter is required to receive 3D channels.

**IMPORTANT PRICE ADJUSTMENT INFORMATION for Aquinnah, Chilmark,
Edgartown, Oak Bluffs, Tisbury & West Tisbury, MA**

Dear Valued Customer:

March, 2012

As part of our commitment to provide you with the best entertainment and communications experience, we continue to invest in making your services even better. Now you can enjoy even more On Demand choices and even faster Internet speeds along with our Comcast Guarantee, including 24/7 customer service and on-time appointments.

Periodically we need to adjust prices due to increases in programming and other business costs. Starting May 1, 2012, new prices will apply to certain video services, equipment and installation fees as indicated in this notice.

In addition, our CCTV-4 (Chinese/Mandarin) service will not be available for new subscriptions effective May 1, 2012. If you subscribe to CCTV-4 prior to May, 1, 2012 you will continue to receive CCTV-4 programming until you make a change to your account or you receive further notice.

We'd welcome the opportunity to help you find the perfect package that meets your needs. Visit us at xfinity.com or call us at 1-800-XFINITY to learn more.

Thank you for being a Comcast customer. We look forward to continuing to serve you.

Prices shown are for residential service only and do not include federal, state and local taxes, FCC user and franchise fees or Regulatory Recovery fees or other related costs. If you are currently receiving services on a promotional basis, under a minimum term agreement associated with a specific rate, or in the guaranteed period of one of our SurePrice™ plans, the prices for those specific services will not be affected during the applicable promotion, minimum term or SurePrice™ period. Prices, services and features are subject to change. Not all services are available in all areas.

INTERNATIONAL SELECTIONS ¹	Current Price	New Price Eff. 05/01/12
Rai Italia (Italian)	\$ 9.95	\$ 9.99
TV5 MONDE (French)	\$ 9.95	\$ 9.99
TV Japan (Japanese)	\$25.00	\$24.99
CCTV-4 (Chinese/Mandarin) (Not available for new subscription as of May 1, 2012)	\$ 6.95	\$ 9.99
TFC (Filipino)	\$11.95	\$11.99
RTN (Russian)	\$14.95	\$14.99
SET Asia (South Asian)	\$14.95	\$14.99
Zee TV (South Asian)	\$14.95	\$14.99
SIC (Portuguese)	\$ 9.95	\$ 9.99
TV Globo (Portuguese/Brazilian)	\$19.95	\$19.99

VIDEO EQUIPMENT	Current Price	New Price Eff. 05/01/12
Limited Basic Only Converter	\$ 0.90	\$ 0.60
Digital Converter	\$ 1.75	\$ 2.15
HD Digital Converter (Limited Basic Only)	\$ 2.25	\$ 2.15
CableCARD (second card in same device)	\$ 1.50	\$ 1.15

INSTALLATION FEES (per occurrence unless noted) ²	Current Price	New Price Eff. 05/01/12
Unwired Home (Standard Installation) ³		
at time of initial installation of service	\$29.00	\$32.00
Wired Home (Standard Installation) ³		
at time of initial installation of service	\$29.00	\$32.00
Installation of each Additional Outlet		
at time of initial installation of service	\$15.50	\$14.15
after initial installation of service	\$25.50	\$31.50
Activation of each Additional Outlet		
at time of initial installation of service	\$ 8.50	\$ 7.75
after initial installation of service	\$17.00	\$21.75
Relocate Additional Outlet		
at time of initial installation of service	\$15.00	\$13.60
after initial installation of service	\$15.00	\$13.60
Connection of VCR/DVD		
at time of initial installation of service	\$ 7.95	\$ 8.55
after initial installation of service	\$16.00	\$19.10
Upgrade Standard Definition DVR or HD DVR Service	\$16.00	\$20.05
Upgrade of service (In-home visit required)	\$16.00	\$20.05
Downgrade of service (In-home visit required)	\$11.50	\$12.05
Hourly Service Charge (For custom installation work)	\$31.60	\$33.60
In-Home Service Visit (Video)	\$28.50	\$33.55
In-Home Service Visit (Voice or Internet)	\$28.50	\$40.00

¹ Requires digital converter or CableCARD and Limited Basic.
² Does not include installation charge, wireless networking, professional internet installation, Voice installation fees or activation fees.
³ Standard installations include video 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.



Account Number	
Billing Date	02/12/12
Total Amount Due	\$73.42
Payment Due By	02/26/12
	Page 1 of 2

Contact us: www.comcast.com 1-800-XFINITY (1-800-934-6489)

For service at:

News from Comcast

Please ask us about our convenient and easy automated payment methods.

Monthly Statement Summary

Previous Balance	126.38
Total Payments	-126.38
New Charges - <i>see below</i>	73.42
Total Amount Due	\$73.42
Payment Due By	02/26/12

New Charges Summary

XFINITY TV	69.46
Taxes, Surcharges & Fees	3.96
Total New Charges	\$73.42

Thank you for being a valued Comcast customer!

Detach and enclose this coupon with your payment. Please write your account number on your check or money order. Do not send cash.



BOX 6505 CHELMSFORD MA 01824-0000

Account Number	
Payment Due By	02/26/12
Total Amount Due	\$73.42
Amount Enclosed	\$ _____

Make checks payable to Comcast

COMCAST
PO BOX 1577
NEWARK NJ 07101-1577



Service Details

Contact us: www.comcast.com 1-800-XFINITY (1-800-934-6489)

Account Number	
Billing Date	02/12/12
Total Amount Due	\$73.42
Payment Due By	02/26/12
Page 2 of 2	

Payments

Payment - 01/18/12 - Thank You	-84.88
Payment - 01/24/12 - Thank You	-41.50
Total Payments	-\$126.38



XFINITY TV

Digital Starter	02/19 - 03/18	69.13
Includes: Digital Starter Programming, Interactive Program Guide, And Music Choice, Expanded Basic Service, Limited Basic Service (\$11.56), Digital Converter & Remote.		
Franchise Related Cost	02/19 - 03/18	0.33
(Cost Associated With Local Access Programming, Facilities, Equipment Or Other Related License Requirements)		
Total XFINITY TV		\$69.46

Taxes, Surcharges & Fees

TV	
State Sales Tax	0.01
Access Fee	3.87
FCC Fee	0.08
Total Taxes, Surcharges & Fees	\$3.96

Important Account Information

Questions about your bill or service? Call Comcast at 1-888-633-4266 with any question about your bill or problems with any of your Comcast services.

Billing disputes must be received within six (6) months from the due date of this bill. After you have contacted us, 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@state.ma.us. The Local Franchise Authority for video service is the MA DTC at the above address.

The FCC ID for your town is: MA0078.

Closed Captioning Customers: For assistance call (800)266-2278 or go online for email or live chat at www.comcast.com/support. For written concerns contact: N. W. Patel, Comcast Closed Captioning Office, 1701 John F. Kennedy Blvd., Phila., PA 19103-2838, email: Closed_Captioning@Comcast.com, fax:(215)286-4700 or leave a message on our closed captioning line: (215)286-8000.

Hearing/Speech Impaired Call 711 for Customer Service

Moving? Call 1-800-XFINITY

Comcast has all the speed you need to do everything you want on the internet -- faster, including our Performance Starter tier, with speeds up to 6Mbps, for \$49.95 per month.

The Comcast Service Centers for your area are:
Lowell - 12 Washer St., M-F 8:30-5, Sat 9-1;
Wilmington - 2 Lowell St., M-F 9-5, Sat 9-1;
Saugus - Walnut Plaza, 188 Broadway, M-F 8:30-5, Sat 9-1, opens at 11AM on the 3rd Thursday of every month.

Important Notices To Our Customers

How to Use Your Cable Service
Notice to Customers Regarding
Equipment Compatibility
& Important Information

Comcast

Book 1 Revised 8/11_reg1 | X30840 8773-1000 (0010-4040) 8773-2000 (0810-1850) 8773-3000 (1300-1514)

HOW TO USE YOUR CABLE SERVICE

Congratulations on your choice of one of the world's best entertainment and information media - cable TV! We have designed our Comcast cable television service to be as simple to use as it is exciting to explore!

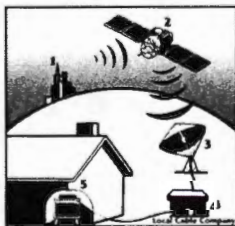
This information is provided to enable you to be more knowledgeable about your service and to answer any questions you may have about it.

HOW CABLE TELEVISION WORKS

Cable television brings you more channels and generally better reception than off-air reception of broadcast television because the television signals travel to your home by way of cable, rather than through the air. Because, television stations are brought into your home through miles of high-technology cable, your television reception is uninterrupted by trees, buildings and other surface obstacles.

In addition to certain local television stations, communications satellites allow you to receive many additional channels through cable television. A large selection of viewing choices is available from your cable company. Here is how these channels are received:

1. Individual television programs are produced in many locations around the world.
2. These programs are transmitted to communication satellites that orbit the earth. These satellites stay in a fixed position 22,300 miles above the earth, allowing them to transmit signals to your community.
3. Local satellite dishes receive these signals.
4. The cable television control center - the "head-end" - processes these satellite signals, along with the signals from your local television stations and other sources, so they can be transmitted over our cable system to your home.
5. These quality television programs are brought to your home by way of hundreds of miles of cable, either strung on poles or buried underground.



COMPLAINT PROCEDURES

If you have a complaint regarding your cable television service or your bill, please call the local customer service number listed below

or our toll-free telephone number which is available 24 hours a day, seven days a week. You can also visit our local business office listed on your billing statement. Alternatively, if you wish to put your comments in writing, your letter should be addressed to Comcast at the local address listed on your billing statement. We will promptly try to resolve your complaint. If we are unable to resolve your complaint, we will notify you that we are unable to do so and explain the reason why. If you are dissatisfied with our resolution of your complaint, or we are unable to resolve your complaint, you may contact the local franchising authority to discuss your complaint. Please refer to your monthly cable bill or call the local customer service number listed below for the name and address of your local franchising authority.

INSTALLATION

Someone over 18 years of age must be home during the installation of your cable television service. This will ensure a thorough and complete installation and will allow you to become more familiar with your cable service and equipment.

GENERAL DO'S AND DON'TS

We have installed cable in your home in a manner that is consistent with Federal Communications Commission ("FCC") rules. Here are a few tips to keep it operating safely and reliably:

1. During severe electrical storms you should unplug your television set and cable converter to avoid damage. Comcast and your set manufacturer are not responsible for damage which occurs due to acts of nature.
2. Your cable converter operates on 110 volts. Please take all the same precautions you would for any small appliance, such as checking the cord to make sure it is not worn or damaged.
3. For your own safety, do not attempt to open or otherwise tamper with your cable converter.
4. If you have someone other than Comcast install the inside wiring in your home, or if you do it yourself, you are responsible for ensuring that the installation
 - a. complies with all applicable governmental regulations (FCC signal leakage rules, for example), and
 - b. does not interfere with the normal operations of the cable system or any other communications systems, such as those used by police and fire departments.

BILLING

Your monthly cable bill not only gives you a listing of your current charges, payments and credits, but it may also contain special messages to our customers. Take time to review your bill to make sure your name, address and other information are correct. You generally will be billed at the same time each month unless you are notified otherwise.

Your first statement will include a monthly charge for the upcoming month. It may also include:

1. Your installation charge,
2. A partial charge for your first month's service if you are connected in the middle of a billing cycle; for example, if your monthly cable fee is \$24.00 and you connect to cable on the tenth day of a 30-day month, you would be billed for 2/3 of a month. The amount shown next to the line entry "prorate" or "partial month" would be \$16.00.
3. Your payment due date,
4. An address to send any written requests in a separate letter to Comcast, and
5. All prices for services (these may be subject to applicable franchise fees and taxes).

THEFT OF SERVICE

The Cable Act (47 USC § 533) created both civil and criminal penalties for manufacturers, suppliers and users of unauthorized cable devices. This federal theft-of-service law supplements any existing state or local laws, and provides a federal remedy against any person who, without authorization, intercepts or receives any communication service which is provided over a cable system.

This federal law prohibits the unauthorized interception or receipt of any communications service over a cable system. This would include the theft of audio, video, textual data or other service, including data transmitted to or from a customer over a system that has interactive capability. The law applies to both manufacturers and distributors of equipment, as well as individual subscribers.

The Cable Act provides both civil and criminal penalties for theft of cable services. Under this federal legislation, a cable operator may seek substantial monetary damages for the theft of its cable services. In addition, if the violations are willful and for commercial advantage or private financial gain, the court may award damages of up to \$50,000 in civil cases and a maximum of \$100,000 for certain criminal violations, in addition to a maximum of five years imprisonment for subsequent offenses.

Theft of service creates unfair burdens on cable subscribers who are forced to subsidize the benefits that other individuals are getting by receiving cable service without paying for it.

ABOUT YOUR CONVERTER

Many television sets cannot receive the large number of channels offered by cable television. In order to receive these channels, as well as to descramble certain optional premium or pay-per-view services, you may require an electronic channel selection device called a "converter." A converter and a remote control are available from Comcast on a lease basis or may be purchased at certain retail outlets, including consumer appliance or electronics stores.

Some television components like VCRs, cable-ready sets and remote-control devices may not be compatible with your cable television service. We encourage you to make certain components you purchase are compatible with your cable television service prior to making a purchase. For further information, please refer to the Equipment Compatibility section of this notification, or call your local Comcast office.

Converters that unscramble services also provide our customers with the option to use "parental control" to block channels they wish not to view.

It is easy to watch your television after connecting to cable using a converter. Just turn on both your television set and the converter. Make sure that your television is tuned to the output channel of your converter (Ch. 2, 3 or 4), and then select the channel you want to watch by using the controls on either the converter or the hand-held remote control device. To ensure reliable operation, make sure the converter is plugged into a "live" electrical outlet, rather than one controlled by a light switch. Loss of power to some converters may result in a temporary loss of cable service, even after the power is restored.

IF YOUR CONVERTER IS PROVIDED TO YOU BY COMCAST, YOU MUST RETURN IT ONCE YOU ARE NO LONGER A CUSTOMER.

IF YOU HAVE PROBLEMS

If you experience a problem with picture or signal quality, you should review your television and/or VCR owner's manual for proper adjustment or please try the troubleshooting information below. If your service problem does not clear up you should call the local customer service number listed below and describe the problem to a customer service representative.

In order to correct the problem, we may need access to your premises. If required, a service call will be scheduled at a time convenient to you. We will make all reasonable efforts to resolve any complaints you have concerning the quality of our signals promptly and efficiently. Excluding conditions beyond our control, we will respond to a service interruption no later than twenty-four hours after receipt of notification. We respond to other service problems no later than the next business day after notification. If our service technician is unable to correct the problem to your satisfaction we will, at your request, schedule a second service appointment. If we remain unable to correct the problem you will be notified of this fact and the reason why. If you are dissatisfied with our resolution of your service problem, you may contact the local franchising authority to discuss the problem with your service. Please refer to your monthly cable bill or call the local customer service number listed below for the name and address of your local franchising authority.

IMPORTANT: Is your television set dial set on the converter output channel (example: Ch. 2, 3 or 4)?

Wrong Channel

- Check television set dial and converter for channel setting.



Snow on Screen

- Check to make sure converter is plugged into a working outlet.



No Picture, No Sound

- Make sure the television set is plugged into a "live" electrical outlet, and not controlled by a wall switch.
- Push red "reset" button on back of television set, if your set has one.
- Adjust "brightness" control on television set, if your set has one.



Picture Shrinks

- May be an overloaded circuit in your television set, or
- Electric company power cutback.



No Picture

- Check channel setting on converter and television set.
- Check listing to make sure channel is broadcasting during this time slot.
- Wait for the television station announcement of difficulty.
- Check other channels to compare reception.



CABLE AND YOUR VCR, DVD PLAYER, DVD RECORDER

If you are a VCR, DVD Player, DVD Recorder owner, you can use your VCR, DVD Player, DVD Recorder to receive additional enjoyment from your cable television service.

Comcast wants to help you understand how to make your VCR, DVD Player, DVD Recorder and cable television service compatible entertainment components. With your cable service VCR, DVD Player, DVD Recorder combination, you can record your favorite movies and cable programs for later viewing. We want you to have maximum flexibility in watching what you want, when you want to watch it.

VCR, DVD Player, DVD Recorder-Cable Hookup Warnings

1. Additional equipment, such as coaxial cables, signal splitters or A/B switches, may cause picture distortion if it does not meet Comcast systems' standards. Please call our repair department before you purchase additional hookup equipment.
2. We recommend against cutting cable wire connectors. An improperly cut cable may cause picture distortion.
3. All cable connections must be fitted "wrench tight."

Installing Your VCR, DVD Player, DVD Recorder

Installation of your VCR, DVD Player, DVD Recorder can be completed through a variety of different methods depending upon your viewing and recording requirements. The various options available for connecting your VCR, DVD Player, DVD Recorder are described below.

To Record What You View

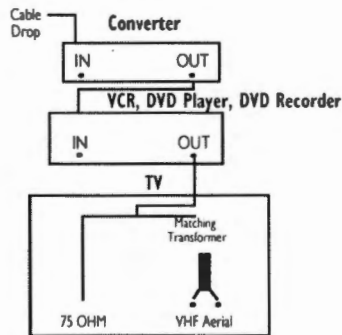
The diagram below shows how to install your VCR, DVD Player, DVD Recorder so you may view and record the same channel. When using this option, be sure you have both your TV and VCR, DVD Player, DVD Recorder set to the proper channel.

Step 1: The coaxial cable from the wall connects to the "in" terminal on the converter.

Step 2: A coaxial cable is connected from the converter "out" terminal to the "in" terminal on your VCR, DVD Player, DVD Recorder.

Step 3: A second coaxial cable is connected from the "out" terminal of your VCR, DVD Player, DVD Recorder to the back of your television set.

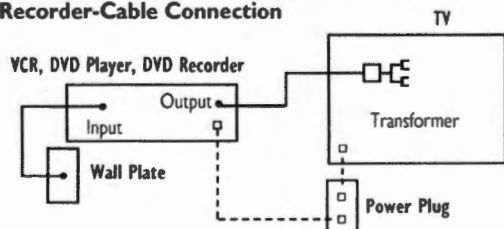
Step 4: The coaxial cable is then either attached to the 75 OHM input terminal if you have a cable-ready television, or a "matching transformer" is installed on the end of the cable connector, and the transformer is then attached to the VHF aerial terminals.



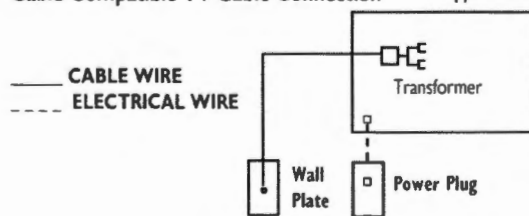
True Cable Compatibility

Please refer to the Equipment Compatibility section in this notice regarding cable compatibility, or call your Comcast office if you have questions. If your service level and your equipment are compatible, then generally you can be hooked up to cable service according to the following diagrams:

Cable-Compatible TV & VCR, DVD Player, DVD Recorder-Cable Connection



Cable-Compatible TV Cable Connection



Installing Digital Cable Service

Upon request for an upgrade to Comcast Digital Cable, self-installation kits and manuals for Digital Consumer Terminals ("DCT") are available from your local Comcast cable office for a separate charge. The installation and other instructions relating to DCTs differ from those set forth above due to the uniqueness of the DCT and the digital and other services and functions that may be received through it. Contact your local Comcast cable office for further details.

A BRIEF NOTE ABOUT THE SERVICES WE OFFER

Not all services are available in all areas. Please call your local Comcast office for details.

Basic Service

Basic Service is one of our most viewed levels of service. Basic Service may include off-air broadcast stations and franchise-required public, educational and government access channels. All such programming varies on a community-by-community basis and is subject to change at any time. Currently, our cable customers must subscribe to Basic Service in order to subscribe to any tiers of video service offered by Comcast.

Expanded Basic Service

Expanded Basic Service is the level of service that generally carries all non-premium cable channels, such as The Discovery Channel, Lifetime, ESPN, A&E, USA, TNT and, where available, regional sports services. All such programming varies on a community-by-community basis and is subject to change at any time.

Expanded Basic Service, where available, is an optional level of service above and beyond Basic Service. A customer must receive Basic Service in order to be eligible to receive Expanded Basic Service.

Premium Services

Premium Services are generally available to customers who receive Basic Service. Customers typically do not need to receive Expanded Basic Service in order to get premium channels. Premium channels generally include Home Box Office (HBO), Showtime, Cinemax, STARZ!, and Encore. All premium services may not be available in all areas. There is a separate monthly charge for each premium channel a customer receives.

Digital Cable Services

Many of our customers have chosen Comcast Digital Cable. It provides a special interest and other channels, digital music channels and access to multiple pay-per-view channels and multiplexed services, among other features, in addition to the analog service our customers already receive.

In addition, interactive television services may be available in some areas.

Other Optional Services

In addition to these programming services, we may also offer our customers the option of renting converters or remotes for an additional monthly charge; the Cable Guide, Pay-Per-View or other services, including ordering and downloading pay-per-view services; and optional interactive television services, such as e-mail and access to the Internet.

We may also have available Comcast High-Speed Internet Service for personal computers that offers content-enhanced access to the Internet; full motion video; national, regional, and local content; e-mail; personalized browsers; and other exciting features at unprecedented speed and convenience. Comcast High-Speed Internet service may not be available in all areas and is subject to certain terms and conditions.

A NOTE ABOUT PROGRAMMING

We receive programming from various non-cable and cable networks. We are not responsible for the content of programs aired by these networks. Programming complaints or questions should be directed to the particular cable or broadcast networks.

MOVING

BEFORE YOU MOVE, please call Comcast. This is the best way for us to disconnect your service, recover your converter and arrange for cable television service in your new home. Call us in advance, and we will schedule a new installation if your new home is in our service area.

If you decide to disconnect your cable television service, converters, remote control devices and any other equipment provided by Comcast should be returned to us *immediately*. Customers are liable for these items and will continue to be billed until the equipment is returned, or, if you have lost it or are otherwise unable to return it, paid for.

EMERGENCIES

Emergencies such as fallen utility lines, violent storms or sub-freezing weather may interfere with reception of cable service. We will promptly have one of our crews correct an emergency situation as soon as it is safely possible.

IMPORTANT NOTICE TO OUR CUSTOMERS REGARDING EQUIPMENT COMPATIBILITY

"CABLE READY" AND "CABLE COMPATIBLE EQUIPMENT"

Many subscribers currently rent or own set-top converters to receive our cable services. Because a set-top converter functions as the channel tuner on your television or VCR, it may prevent you from using some of the special features and functions of your television or VCR. For example, you may not be able to view one program while recording another, record two or more consecutive programs that appear on different channels, use advanced picture generation and display features such as "picture in picture," channel review or use other features that necessitate channel selection by the television set or VCR. Some of these problems may be resolved by the use of A/B switches, signal splitters, and/or other supplemental equipment that can be purchased from Comcast 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.

In order to enable you to utilize special features, which your television and VCR may have, we will make available, upon your request, equipment which will allow for simultaneous reception of two or more scrambled or encrypted signals and for tuning to alternative channels on a pre-programmed schedule. This equipment could include for example, set-top converters and multiple descrambler/decoders and/or timers (or if such devices are not available, multiple set-top devices will be provided), and signal bypass switches.

If you plan to purchase cable services that we scramble or encrypt, such as premium, pay-per-view or digital services, you should make sure that any set-top converter, or navigation device or Digital-cable-ready television (which can receive digital cable services using a device that we must provide called a CableCard in place of a converter) that you purchase from a retail outlet is compatible with our system or Note: CableCards will not support two-way, interactive services such as On Demand, pay-per-view and the Comcast interactive program guide. Sets capable of supporting two-way services will be available in the future, and Comcast is committed to supporting that technology when it becomes available.

Upon your request, we will provide you with the necessary technical parameters necessary for any set-top converter rented or acquired from retail outlets to operate with our cable system. If you see advertisements for set-top converters that have descramblers in them, you should understand that these devices may be illegal to use. Because of the need to protect our scrambled services, we will not authorize the use of any converter/descrambler which does not conform to all required signal security specifications. People who

use illegal converters/descramblers may be subject to prosecution for theft of cable service. It is unlawful to alter or tamper with any device belonging to a cable operator in order to receive, intercept or assist in receiving or intercepting any communications service offered over a cable system. People who take such actions may be subject to fines or imprisonment.

AVAILABILITY OF SPECIAL BY-PASS EQUIPMENT

Some of the channels offered on the Comcast cable system may also be scrambled and viewed only if a set-top converter is used. However, as described above, a converter may limit your ability to use certain advanced features on your television set VCR, DVD Player, DVD Recorder. If you use a converter and you have problems using the special features, additional special equipment may be necessary to regain some or all of these features. Comcast will consult with you in order to determine what specific equipment may be available to solve your particular situation. This equipment may include an additional converter, or, if you have a receiver that can tune our cable channels, possibly a switch (or a special converter with a switch) that will enable you to by-pass the converter and tune all unscrambled channels with your television set VCR, DVD Player, DVD Recorder.

Please contact Comcast regarding your needs, and we will be happy to discuss alternative solutions with you and give you a schedule of applicable charges. In addition, you may purchase by-pass switches and additional converters at retail outlets. Cable converters that have descramblers in them (so-called "pirate boxes" or "black boxes") may be illegal to sell or use, unless authorized by Comcast. Because of the need to protect our scrambled services, we will not authorize the use of any converter descramblers which does not conform to all required signal security specifications.

PAY-PER-VIEW PROGRAMMING

Comcast may not have the right to distribute pay-per-view programming to commercial establishments, and you may not order or request pay-per-view programming for receipt, exhibition or taping in a commercial establishment. You may neither exhibit nor assist in the exhibition of pay-per-view programming in a commercial establishment unless explicitly authorized to do so in advance, by Comcast and our program provider. If you fail to abide by this restriction, you will be held liable for any claims made against you or Comcast on account of any unauthorized commercial exhibition.

REMOTE CONTROLS

If you use a converter with remote control capability, Comcast provides remote control devices for a monthly charge. In some areas, you may also be able to buy them from us. It is also possible the remote control that came with your TV or VCR is capable of controlling the converter box. In that case, please feel free to use it. Finally, you may choose to buy a "universal" remote control device capable of working with our converters at retail outlets, including many appliance or consumer electronics stores. Examples of compatible universal remote control devices include: Zenith, including Gemini's "Rabbit" series; the Mac-10 and the Mac-20; Mentek Memorex CP-8; Universal Electronics One Four All III; and Tandy Corporation 15902. Others may be available as well.

Any or all of the above remote control devices may not be compatible with the DCT's required for optional services voluntarily requested by you.

We hope this information has been useful. If you have any questions, please contact us. The phone number of your Comcast office is contained on your monthly bill, or in your monthly billing mailing.

IMPORTANT INFORMATION

SERVICE AREA(S)
MA/NH/ME

PHONE NUMBERS

BILLING/REPAIR
1-800-COMCAST (266-2278)

NEW SERVICES/SALES
1-800-COMCAST (266-2278)

AFTER-HOURS REPAIR
1-800-COMCAST (266-2278)

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 St., Ste. 820
Boston, MA 02118

Office of the Attorney General
Consumer Protection and Antitrust Bureau
33 Capital St.
Concord, NH 03301

Office of the Attorney General
Consumer Information and Mediation Service
6 State House Station
Augusta, ME 04333

Important Information

comcast.

This notice provides important information regarding your cable television service.

We may change this information in the future. We will send you a written, electronic or other appropriate notice informing you of any changes and the effective date. If you find the change unacceptable, you have the right to cancel your service. However, if you continue to receive our service after the effective date of the change, we will consider this your acceptance of the change.

For those customers receiving service through commercial accounts, bulk rate arrangements or similar arrangements, some of the policies, procedures and services described in this notice may not apply. Please call us at the local customer service number listed in this notice to speak to one of our customer service representatives for further information.

Customer Complaint Procedures

If you have a complaint regarding your cable television service or your bill, please call us at 1-800-COMCAST (266-2287). Alternatively, if you wish to put your comments in writing, your letter should be addressed to Comcast at P.O. Box 6505, Chelmsford, MA 01824. We will promptly try to resolve your complaint. If we are unable to resolve your complaint, we will notify you that we are unable to do so and explain the reason why. If you are dissatisfied with our resolution of your complaint, or we are unable to resolve your complaint, you may contact the local franchising authority to discuss your complaint. Please refer to your monthly cable bill or call us at the local customer service number 1-800-COMCAST (266-2287) for the name and address of your local franchising authority.

Service Problems

If you experience a problem with picture or signal quality, you should review your television and/or VCR owner's manual for proper adjustment. If the problem does not clear up, you should call us at the local customer service number 1-800-COMCAST (266-2287) and describe the problem to a customer service representative.

In order to correct the problem, we may need access to your premises. If required, a service call will be scheduled at a

time convenient to you. We will make all reasonable efforts to resolve any complaints you have concerning the quality of our signals promptly and efficiently. Excluding conditions beyond our control, we will respond to a service interruption no later than twenty-four hours after receipt of notification. We respond to other service problems no later than the next business day after notification. If our service technician is unable to correct the problem to your satisfaction we will, at your request, schedule a second service appointment. If we remain unable to correct the problem you will be notified of this fact and the reason why. If you are dissatisfied with our resolution of your service problem, you may contact the local franchising authority to discuss the problem with your service. Please refer to your monthly cable bill or call us at the local customer service number 1-800-COMCAST (266-2287) for the name and address of your local franchising authority.

Moving

Before you move, please call us at the local customer service number 1-800-COMCAST (266-2287). 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

In the event your service is terminated, the set-top converter, remote control and any other equipment provided by us, should be returned to our local business office. You will continue to be billed for the equipment until it is returned. If you have lost or are otherwise unable to return the equipment you will be billed for the equipment.

Identification

Our employees and designated contractors are required to carry a photo-identification card while working. Feel free to ask for identification from anyone who claims to be our employee or representative.

Previews

During the course of the year, we may offer a "Free Preview" of a premium channel. If you find any of the programming objectionable, you may call us and we will block out the Free Preview channel.

Broadcast Channels

Please be advised that the following broadcast channels can not be viewed without compatible set-top converter from Comcast.

Not Applicable

Equipment Compatibility

Television and VCR Compatibility

Many newer television sets and videocassette recorders (VCRs) are labeled "cable ready." Typically, a cable ready television or VCR is one which, when connected directly to cable service, can receive all unscrambled, non-premium channels (premium channels include such channels as HBO and Showtime). Older televisions and VCRs are more likely to be non-cable ready, which means they generally receive only some numbered channels (usually channels 2-13). Even if you have an older television or VCR that was advertised as being "cable ready" or "cable compatible," the equipment may not perform as you expected when connected directly to our cable system. This is because there previously were no standards applicable to television set manufactures governing the reception of cable channels. According to new federal regulations, televisions and VCRs sold in the United States as of July 1997 cannot be called "cable ready" or "cable compatible" unless they comply with the new technical requirements adopted by the FCC, including the ability to properly tune cable channels. Existing equipment may meet some but not all of these standards, and connecting our cable service directly to such equipment may cause signal degradation or interference. If you are not sure whether your television or VCR is "cable ready", you should review the equipment manual and instructions, or contact the manufacturer.

If your equipment is not fully cable ready, you can still receive all standard cable channels offering non-scrambled or non-encrypted programming by renting or purchasing a single set-top converter without descrambling or decryption capabilities. We rent set-top converters to our customers for a low monthly fee that will be compatible with the services you purchase from us. You may also purchase set-top converters at electronic stores or other retail outlets in your area.

Compatibility of Set-Top Converters and CableCards

Many subscribers currently rent or own set-top converters to receive our cable services. Because a set-top converter functions as the channel tuner on your television, VCR or DVD recorder, it may prevent you from using some of the special features and functions of your television, VCR or DVD recorder. For example, you may not be able to view one program while recording another, record two or more consecutive programs that appear on different channels, use advanced picture generation and display features such as "picture in picture," channel review or use other features that necessitate channel selection by the television set, VCR or DVD recorder. Some of these problems may be resolved by the use of A/B switches, signal splitters, and/or other supplemental equipment that can be purchased from Comcast 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. In order to enable you to utilize special features, which your television and VCR may have, we will make available, upon your request, equipment which will allow for simultaneous reception of two or more scrambled or encrypted signals and for tuning to alternative channels on a pre-programmed schedule. This equipment could include for example, set-top converters and multiple descrambler/decoders and/or timers (or if such devices are not available, multiple set-top devices will be provided), and signal bypass switches. If you plan to purchase cable services that we scramble or encrypt, such as premium, pay-per-view or digital services, you should make sure that any set-top converter, or navigation device or Digital-cable-ready television (which can receive digital cable services using a device that we must provide called a CableCard in place of a converter) that you purchase from a retail outlet is compatible with our system. (Note: CableCards will not support two-way, interactive services such as ON DEMAND, pay-per-view and the Comcast interactive program guide. Sets capable of supporting two-way services will be available in the future, and Comcast is committed to supporting that technology when it becomes available.)

Upon your request, we will provide you with the necessary technical parameters necessary for any set-top converter

rented or acquired from retail outlets to operate with our cable system. If you see advertisements for set-top converters that have descramblers in them, you should understand that these devices may be illegal to use. Because of the need to protect our scrambled services, we will not authorize the use of any converter/descrambler which does not conform to all required signal security specifications. People who use illegal converters/descramblers may be subject to prosecution for theft of cable service. It is unlawful to alter or tamper with any device belonging to a cable operator in order to receive, intercept or assist in receiving or intercepting any communications service offered over a cable system. People who take such actions may be subject to fines or imprisonment.

Remote Control Units

We rent remote control units to subscribers to access set-top converter features remotely. Currently, we provide subscribers with set-top converters with compatible remote control units. Although we rent remote control units at a nominal fee, subscribers 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 include: Sony RMV402, RCA RCU600WMS, and Philips PHL PMDVR8. A list of additional compatible remotes may be obtained from your local Comcast office. Although these remote control units are compatible with the set-top converters that we currently offer, these remotes may not be functional if we change the type of set-top converters we offer to subscribers. If you have any questions regarding whether a particular remote control unit would be compatible with our equipment, please contact us.

Notice of Availability of Converters for Additional Outlets

Subscribers who install their own additional receiver connections may not be able to receive all broadcast stations carried on the cable system without additional equipment. For those television sets that are not truly compatible with the cable system, television broadcast stations located above Channel 13 may not be receivable without additional equipment. The equipment necessary to

receive all broadcast stations carried on the cable system is for (lease) and/or (sale) from your cable company and may be available from retail stores within your community. Instructions for installation of this equipment are also available upon request. Please contact us at 1-800-COMCAST (266-2287) for complete details.

Service Changes and Installation

Standard installations are generally completed within seven (7) business days. If you initiate a change in the services you receive, you may be subject to the applicable installation or change of service charge. Please refer to the service rate information we have supplied to you for details. A list of our services and charges is provided to our customers annually in a mailing or bill insert. You may obtain additional information about our current services, fees and prices by calling us during normal business hours.

Other Services and Information

In addition to our Limited Basic and Expanded Basic, we also offer optional video and audio programming services, including individual premium channels (Home Box Office (HBO), Showtime, Cinemax, Starz and The Movie Channel), and pay-per-view services which deliver individual movies, sporting events and special events.

We also offer Digital Service packages and High Speed Cable Modem Service in selected service areas where our cable plant has been rebuilt or upgraded. For some optional services you must have a compatible addressable set-top converter or a cable modem. Please call us at 1-800-COMCAST (266-2287) to talk to one of our customer service representatives about our products and services, or go to our Internet website, www.comcast.com to see the latest information on our services.

We may change this information in the future. We will send you a written, electronic or other appropriate notice informing you of any changes and the effective date. If you find the change unacceptable, you have the right to cancel your service. However, if you continue to receive our service after the effective date of the change, we will consider this your acceptance of the change. 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-COMCAST (266-2287) to talk to one of our customer service representatives for further information.



Comcast Privacy Notice for Cable Television, High-Speed Internet and Phone Services

Why is Comcast providing this notice to me?

As a subscriber to cable service or other services provided by Comcast, you are entitled under Section 631 of the federal Cable Communications Policy Act of 1984, as amended, (the "Cable Act") to know the following:

- the limitations imposed by the Cable Act upon cable operators in the collection and disclosure of personally identifiable information about subscribers;
- the nature of personally identifiable information we collect;
- the nature of the use of personally identifiable information;
- under what conditions and circumstances we may disclose personally identifiable information and to whom;
- the period during which we maintain personally identifiable information;
- the times and place at which you may have access to your personally identifiable information; and
- your rights under the Cable Act concerning personally identifiable information and its collection and disclosure.

Personally identifiable information is information that identifies a particular person; it does not include aggregate data that does not identify a particular person or persons. This notice is also provided to you in accordance with applicable California law, which only applies to our customers located in California who are served by a cable television corporation.

In addition, Section 702 of the federal Telecommunications Act of 1996, as amended, (the "Telecommunications Act") provides additional privacy protections for certain information related to our phone services:

- information about the quantity, technical configuration, type, destination, location, and amount of your use of the phone services; and
- information contained on your telephone bill concerning the phone services you receive.

That phone information, when matched to your name, address, and telephone number is known as customer proprietary network information or CPNI for short. This notice, which includes our CPNI Policy, describes what CPNI information we obtain, how we protect it, and how it may be used. If you are a customer of our phone services, you have the right, and Comcast has a duty, under the Telecommunications Act, to protect the confidentiality of CPNI. We will also honor any restrictions applied by state law, to the extent applicable. **WE EXPLAIN BELOW UNDER "HOW DO I GIVE OR WITHHOLD MY APPROVAL FOR COMCAST TO USE CPNI TO MARKET ADDITIONAL PRODUCTS AND SERVICES TO ME?" HOW YOU CAN APPROVE OUR USE OF CPNI OR WITHDRAW YOUR APPROVAL.**

Special Note: Our CPNI Policy applies to the communications-related services provided by Comcast Business Communications, Comcast Digital Phone, Comcast Digital Voice, and Comcast Long Distance.

In this notice, the terms "Comcast," "we," "us," or "our" refer to the operating company subsidiary or subsidiaries of Comcast Corporation that (i) owns and/or operates the cable television system in your area pursuant to a cable television franchise with the local franchising authority, or (ii) is operating in your area as Comcast Business Communications, Comcast Digital Phone, Comcast Long Distance, or Comcast Digital Voice. The term "you" refers to you as a subscriber to one or more of our cable service and other services.

I. Collection

What kind of information does this notice apply to?

The Cable Act applies to personally identifiable information that you have furnished to Comcast, or that Comcast has collected using the cable system, in connection with the provision of cable service or other services. The Telecommunications Act applies to CPNI related to our regulated phone services, and certain orders of the Federal Communications Commission apply the CPNI rules to our interconnected voice over Internet protocol communications services. This notice applies to our cable television service, our high-speed Internet service, and our phone services as provided for by applicable law and except as otherwise noted.

Special Note: This notice only covers information that is collected by Comcast in connection with the provision of our cable television service, our high-speed Internet service, and our phone services to you as a subscriber to one or more of these services. It does not cover information that may be collected through any other products, services, or websites, even if accessed through our services and even if co-branded with them. You should read the privacy policies for these other products, services, and websites to learn how they handle your personal information.

For what purposes may Comcast collect personally identifiable information and CPNI?

The Cable Act authorizes Comcast as a cable operator to use the cable system to collect personally identifiable information concerning any subscriber for the following purposes:

- in order to obtain information necessary to render our cable service or other services to our subscribers; and
- to detect unauthorized reception of cable communications.

The Cable Act prohibits us from using the cable system to collect personally identifiable information concerning any subscriber for any purposes other than those listed above without the subscriber's prior written or electronic consent.

The Telecommunications Act authorizes us to use, disclose, or permit access to individually identifiable CPNI in our provision of:

- the telecommunications service from which this information is derived; or
- services necessary to, or used in, the provision of these services, including the publishing of directories.

The Telecommunications Act prohibits us from using CPNI for any purposes other than those listed above except as permitted or required by law or with your approval.

What kind of personally identifiable information and CPNI does Comcast collect?

Comcast collects information from you at several different points when you initiate and use our services. Some of this information is personally identifiable information, but much of it is not. We collect certain personally identifiable information that our subscribers furnish to us in connection with the provision of cable service or other services. In order to provide reliable, high quality service to you, we keep regular business records containing information about you that may constitute personally identifiable information. These records include some, but typically not all, of the following information:

- your name;
- service address;
- billing address;
- e-mail address;
- telephone number;
- driver's license number;
- social security number;
- bank account number;
- credit card number; and
- other similar account information.

With respect to phone services, examples of CPNI include information typically available from telephone-related details on your monthly bill, such as:

- location of service;
- technical configuration of service;
- type of service;
- quantity of service;
- amount of use of service;
- calling patterns; and
- other information contained on your bill for local and long distance services.

CPNI does not include your name, address, and telephone number, because the Telecommunications Act classifies that information as "subscriber list information" which is not subject to the protections applicable to CPNI. However, that information is also subject to certain protections as described below under "To whom may Comcast disclose personally identifiable information?"

We also collect and maintain certain other information about your account. For example, this information may include:

- billing, payment, and deposit history;
- additional service information;
- customer correspondence and communications records;
- maintenance and complaint information;
- records indicating the number of television sets, set-top boxes, modems, or telephones connected to our cable system; and
- additional information about the service options you have chosen.

Some of our services permit you to establish secondary accounts, and if you do so we collect similar information in order to establish and service the secondary accounts. During the initial provisioning of our services, and during any subsequent changes or updates to our services, Comcast may collect technical information about your televisions, any set-top boxes, computer hardware and software, cable modems, telephones, and/or other cable or other service-related devices, and customization settings and preferences. Additionally, if you rent your residence, we may have a record of whether landlord permission was required prior to installing our cable facilities as well as your landlord's name and address.

What kind of information do you collect if I use interactive or transactional services or television viewing controls?

When you use our interactive or other transactional services such as video on demand, for example, our systems may automatically collect certain information about your use of these services. Most of this information is not personally identifiable information and it is simply used, for example, to carry out a particular request you make using your remote control, set-top box, or other equipment. This may include information required to change your television channel, review listings in an electronic program guide, pause or fast forward through certain on demand programs, or invoke a calling feature, among other things. It may also include other in-

formation such as the time you actually use our services and the use of other features of our services, and which menus and menu screens are used most often and the time spent using them.

In order to carry out a particular request you make to watch a pay-per-view program or purchase a product, service, or feature, for example, our system may collect certain personally identifiable information. This information typically consists of account and billing-related information such as the pay-per-view programs or other products, services, or features ordered so that you may be properly billed for them. Follow your program guide commands or any special instructions on your video screen when you make these transactional requests. These commands and instructions will explain your choices so that you can complete or cancel your requests as you wish.

What kind of information do you collect and use to improve your cable services and deliver relevant advertising?

Our cable systems may collect anonymous and/or aggregate information using set-top boxes and other equipment. We use this information to determine which programs are most popular, how many people watch a program to its conclusion, and whether people are watching commercials, for example. As described below under "How does Comcast use personally identifiable information and CPNI?", we may provide subscriber lists or certain anonymous and/or aggregate information to third parties working on our behalf such as audience measurement or market research firms, for example. These firms may combine this information with other aggregated or non-aggregated demographic information (such as census records) to provide us with audience analysis data though we will require them to remove personally identifiable information about our subscribers from this data. We use this information to improve our cable television service and other services and make programming and advertising more relevant to our subscribers. We may also use this information to distribute and deliver relevant programming and advertising to you without disclosing personally identifiable information about you to programmers or advertisers. In addition to this privacy notice, we may provide additional notices to you regarding specific advertising or other initiatives. These notices will describe the initiatives in greater detail and may, as appropriate, contain information you can use to choose to participate, or not participate, in these initiatives.

II. Use

How does Comcast use personally identifiable information and CPNI?

We collect, maintain, and use personally identifiable information and CPNI as permitted by the Cable Act and the Telecommunications Act and other applicable laws. We use this information primarily to conduct business activities related to providing you with our cable service and other services, and to help us detect theft of service. Generally speaking, we use personally identifiable information in connection with:

- billing and invoicing;
- administration;
- surveys;
- collection of fees and charges;
- marketing;
- service delivery and customization;
- maintenance and operations;
- technical support;
- hardware and software upgrades; and
- fraud prevention.

More specifically, we also use personally identifiable information to:

- install, configure, operate, provide, support, and maintain our cable service and other services;
- confirm you are receiving the level(s) of service requested and are properly billed;
- identify you when changes are made to your account or services;
- make you aware of new products or services that may be of interest to you;
- understand the use of, and identify improvements to, our services;
- detect unauthorized reception, use, or abuse of our services;
- determine whether there are violations of any applicable policies and terms of service;
- manage the network supporting our services;
- configure cable service and other service-related devices; and
- comply with law.

The Telecommunications Act further permits Comcast to use, disclose, and permit access to CPNI obtained from our customers, either directly or indirectly, to:

- initiate, render, bill, and collect for telecommunications services;
- protect our rights and property, and protect our users of these services and other carriers from fraudulent, abusive, or unlawful use of, or subscription to, these services;
- provide any inbound telemarketing, referral, or administrative services to you for the duration of the call, if you initiated the call and you approve of the use of this information to provide these services; and
- to provide call location information concerning the user of a commercial mobile phone service.

With respect to phone services, unless we obtain your approval in accordance with our policies described below under "How do I give or withhold my approval for Comcast to use CPNI to market additional products and services to me?" Comcast may not use CPNI to market products and services to you other than the phone services.

Comcast transmits, and may collect and store for a period of time, personally identifiable and non-personally identifiable information about you when you use our high-speed Internet and phone services to:

- send and receive e-mail, video mail, and instant messages;
- transfer and share files;
- make files accessible;
- visit websites;
- place or receive calls;
- leave and receive voice mail messages;
- use the SmartZone Communications Center or Comcast Digital Voice Center, as applicable;
- establish custom settings or preferences;
- communicate with us for support; or
- otherwise use the services and their features.

Our transmission, collection, and storage of this information is necessary to render the services. In certain situations, third-party service providers may transmit, collect, and store this information on our behalf to provide features of our services. These third parties are not permitted to use your personally identifiable information except for the purpose of providing these features. We may also combine personally identifiable information, which we collect as described in this notice as part of our regular business records, with personally identifiable information obtained from third parties for the purpose of creating an enhanced database or business records. We may use this database and these business records in marketing and other activities related to our cable service and other services. We also maintain records of research concerning subscriber satisfaction and viewing habits, which are obtained from subscriber interviews and questionnaires.

III. Disclosure

Under what circumstances may Comcast disclose personally identifiable information to others?

Comcast considers the personally identifiable information contained in our business records to be confidential. The Cable Act authorizes Comcast as a cable operator to disclose personally identifiable information concerning any subscriber for the following purposes if the disclosure is:

- necessary to render, or conduct a legitimate business activity related to, the cable service or other services provided to the subscriber;
- required by law or legal process (described below under "When is Comcast required by law to disclose personally identifiable information and CPNI by law?"); or
- of the names and addresses of subscribers for "mailing list" or other purposes (subject to each subscriber's right to prohibit or limit this disclosure and the CPNI Policy described below under "How do I place myself on Comcast's 'do not call' and 'do not mail' lists?").

The Cable Act prohibits us from disclosing personally identifiable information concerning any subscriber for any purposes other than those listed above without the subscriber's prior written or electronic consent.

To whom may Comcast disclose personally identifiable information?

We may disclose personally identifiable information as provided for in the Cable Act when it is necessary to render, or conduct a legitimate business activity related to, the cable service or other services we provide to you. These kinds of disclosures typically involve billing and collections, administration, surveys, marketing, service delivery and customization, maintenance and operations, and fraud prevention, for example. We may also collect, use, and disclose information about you in non-personally identifiable or aggregate formats, such as ratings surveys and service usage and other statistical reports, which do not personally identify you, your particular viewing habits, or the nature of any transaction you have made over the cable system. The frequency of any disclosure of personally identifiable information varies in accordance with our business needs and activities. The Cable Act authorizes Comcast as a cable operator to disclose limited personally identifiable information to others, such as charities, marketing organizations, or other businesses, for cable or non-cable "mailing list" or other purposes. From time to time we may disclose your name and address for these purposes. However, you have the right to prohibit or limit this kind of disclosure by contacting us by telephone at 1-800-COMCAST or by sending us a written request as described below under "How do I contact Comcast?" Any "mailing list" and related disclosures that we may make are limited by the Cable Act to disclosures of subscriber names and addresses where the disclosures do not reveal, directly or indirectly, (i) the extent of any viewing or other use by the subscriber of a cable service or other service provided by us; or (ii) the nature of any transaction made by the subscriber over our cable system.

We may sometimes disclose personally identifiable information about you to our affiliates or to others who work for us. We may also disclose personally identifiable information about you to outside auditors, professional advisors, service providers and vendors, potential business merger, acquisition, or sale partners, and regulators. We make these disclosures as provided for in the Cable Act. Typically, we make these disclosures when the disclosure is necessary to render, or conduct a legitimate business activity related to, the cable service or other services we provide to you. We may be required by law or legal process to disclose certain personally identifiable information about you to lawyers and parties in connection with litigation and to law enforcement personnel.

If we (or our parent company) enter into a merger, acquisition, or sale of all or a portion of our assets, subscribers' personally identifiable information 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 a transaction like that, you should refer below under "Will Comcast notify me if it changes this notice?"

We may also use or disclose personally identifiable information about you without your consent to protect our customers, employees, or property, in emergency situations, to enforce our rights under our terms of service and policies, in court or elsewhere, and as otherwise permitted by law.

When may Comcast disclose personal information to others in connection with phone service?

Comcast may disclose to others personally identifiable information 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, 888, 877, or 866 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.

When is Comcast required to disclose personally identifiable information and CPNI?

We make every reasonable effort to protect subscriber privacy as described in this notice. Nevertheless, we may be required by law to disclose personally identifiable information or individually identifiable CPNI about a subscriber. These disclosures may be made with or without the subscriber's consent, and with or without notice, in compliance with the terms of valid legal process such as a subpoena, court order, or search warrant.

For subscribers to our cable television service, the Cable Act requires Comcast as a cable operator to disclose personally identifiable information to a third-party or governmental entity in response to a court order. If the

court order is sought by a non-governmental entity, we are required to notify the subscriber of the court order. If the court order is sought by a governmental entity, the Cable Act requires that the cable subscriber 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.

For subscribers to our high-speed Internet and phone services, the Cable Act requires Comcast to disclose personally identifiable information and individually identifiable CPNI to a private third party in response to a court order, and we are required to notify the subscriber of the court order. The Cable Act requires us to disclose personally identifiable information and individually identifiable CPNI about subscribers to high-speed Internet and phone services to a government entity in response to a subpoena, court order, or search warrant, for example. We are usually prohibited from notifying the subscriber of any disclosure of personally identifiable information to a government entity by the terms of the subpoena, court order, or search warrant.

How does Comcast protect personally identifiable information?

We follow industry-standard practices to take such actions as are necessary to prevent unauthorized access to personally identifiable information by a person other than the subscriber or us. However, we cannot guarantee that these practices will prevent every unauthorized attempt to access, use, or disclose personally identifiable information.

How long does Comcast maintain personally identifiable information?

Comcast maintains personally identifiable information about you in our regular business records while you are a subscriber to our cable service or other services. We also maintain this information for a period of time after you are no longer a subscriber 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 the information according to our internal policies and procedures.

IV. Customer Access and Choice

How can I see my personally identifiable information or CPNI and correct it, if necessary?

You may examine and correct, if necessary, the personally identifiable information regarding you that is collected and maintained by Comcast in our regular business records. In most cases, the personally identifiable information contained in these records consists solely of billing and account information. We will correct our records if you make a reasonable

showing that any of the personally identifiable information we have collected about you is inaccurate.

If you have Internet access, you can view and change certain information yourself as follows:

- For accounts you have established at the Comcast.com website, use the Sign In or My Account (or similar) feature at www.comcast.com;
- For high-speed Internet accounts, use the Sign In or My Account (or similar) feature at www.comcast.net;
- For Comcast Digital Voice accounts, use the SmartZone Communications Center or Comcast Digital Voice Center, as applicable, using the Sign In or My Account (or similar) feature at www.comcast.net/digitalvoicecenter.

You may also examine the records containing your personally identifiable information at your local Comcast office upon reasonable prior notice to us and during our regular business hours. If you wish to examine these records, please contact us by mail or telephone at 1-800-COMCAST, giving us a reasonable period of time to locate and, if necessary, prepare the information for review, and to arrange an appointment. You will only be permitted to examine records that contain personally identifiable information about your account and no other account.

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

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

How do I give or withhold my approval for Comcast to use CPNI to market additional products and services to me?

In addition to Comcast Digital Phone and Comcast Digital Voice, various direct and indirect subsidiaries of Comcast Corporation offer many communications-related services, such as Comcast High-Speed Internet services. From time to time we would like to use the CPNI information we

have on file to provide you with information about our communications-related products and services or special promotions. Our use of CPNI may also enhance our ability to offer products and services tailored to your specific needs.

We would like your approval so that we, our agents, affiliates, joint venture partners, and independent contractors may use this CPNI to let you know about communications-related services other than those to which you currently subscribe that we believe may be of interest to you. If you approve, you must affirmatively tell us by opting in to this use of CPNI. You may approve (and later deny or withdraw a prior approval) our right to use your CPNI for this purpose by calling the numbers listed below. Our CPNI Policy contained in this notice is effective December 8, 2007.

Service	Call this Number
Comcast Digital Phone & Comcast Digital Voice	1-800-COMCAST
Comcast Business Communications & Comcast Long Distance	1-888-262-7300

Comcast also offers various other services that are not related to the services to which you subscribe. Under CPNI rules, some of those services, such as Comcast cable television services, are considered to be non-communications related products and services. Occasionally, you may be asked during a telephone call with one of our representatives for your oral consent to Comcast's use of your CPNI for the purpose of providing you with an offer for non-communications related products and services. If you provide your oral consent for Comcast to do so, Comcast may use your CPNI only for the duration of that telephone call 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. Any denial or restriction of your approval remains valid until your services are discontinued or you affirmatively revoke or limit such approval or denial.

How do I place myself on Comcast's "do not call" and "do not mail" lists?

You may contact Comcast at 1-800-COMCAST to ask us to put your name on our internal company "do not call" and "do not mail" lists so that you do not receive marketing or promotional telephone calls or postal mail from us or made at our request. You also have the right to prohibit or limit disclosure of your personally identifiable information for "mailing list" or other purposes as described above in this notice by contacting us at 1-800-COMCAST.

Comcast's use of your account information for marketing and promotional activities is also subject to your right to limit or restrict us from making those offers as described above in "How do I give or withhold my approval for Comcast to use CPNI to market additional products and services to me?" in this notice.

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 you can be reached in the event we have any questions about your request. The written request should be signed by the person who is identified in our billing records as the subscriber. If you have a joint account, a request by one party will apply to the entire account. If you have multiple accounts, your notice must separately identify each account covered by the request.

What e-mail communications will Comcast send to me and how do I manage them?

We may send a welcome e-mail and sometimes other information to new subscribers to our cable service and other services (including each new secondary account holder, where applicable). We may also send service-related announcements to our subscribers from time to time. For example, we may send you an e-mail announcement about a pricing change, a change in operating policies, a service appointment, or new features of one or more of the cable service or other services you receive from us. You may not opt-out of these service-related communications. If you fail to check your primary e-mail address for service-related announcements, you may miss important information about our services, including legal notices, for example.

We reserve the right to send you promotional or commercial e-mail as permitted by applicable law. You can manage the promotional or commercial e-mails Comcast may send to you by following the instructions contained in the e-mails or by going to the web page located at www.comcast.com/preferences and following the directions there. We may ask for additional information on this preferences page such as your zip code, for example. By providing this additional information to us we will be able to better inform you of the availability of special offers and promotions in your area. If you no longer wish to receive these e-mails you may opt-out of receiving them by going to the same page and changing your contact preferences.

What can I do if I think my privacy rights have been violated?

If you believe that you have been aggrieved by any act of ours in violation of the Cable Act, 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 lit-

igation costs. Other rights and remedies may be available to you under federal or other applicable laws as well.

Will Comcast notify me if it changes this notice?

As required by the Cable Act, we will provide you with a copy of this customer 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 by law. You can view the most current version of this notice by going to www.comcast.com, searching for "privacy policy," and selecting the appropriate link.

We may modify this notice at any time. We will notify you of any material changes through written, electronic, or other means and as otherwise permitted by law. If you find the changes to this notice unacceptable, you have the right to cancel your service. If you continue to use the service following notice of the changes, we will consider that to be your acceptance of and consent to the changes in the revised privacy notice. This includes your consent for any personally identifiable information that we may collect and use starting on the effective date of the revised notice, as well as for any personally identifiable information that we have collected prior to the effective date of the revised notice. However, we will only consider your continued use of the service to be your acceptance of and consent to changes in the revised privacy notice for changes made after December 31, 2006.

How do I contact Comcast?

If you have any questions or suggestions regarding this privacy notice, or wish to contact us about your personal information, please reach us as follows:

Phone: 1-800-COMCAST
Web site: www.askcomcast.com/contactus.asp
Mail: Comcast Cable Communications, LLC
Attn: Law Department - Customer Privacy Notice
One Comcast Center
Philadelphia, PA 19103-2838

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