



March 10, 2015

Board of Selectmen
Town of Chilmark
401 Middle Road
P.O. Box 119
Chilmark, MA 02535

Re: Annual License Fee & Annual Notice

Dear Chairman and Members of the Board:

In accordance with M.G.L.c.166A §9, **enclosed please find the 2014 license fee payment** for your Community. This payment is equal to \$0.50 per subscriber and reflects 736 subscribers as of December 31, 2014.

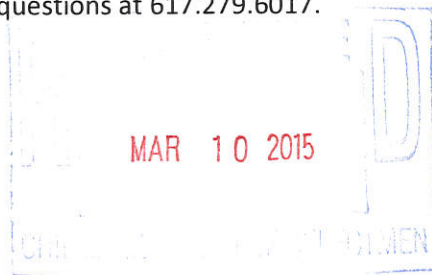
Also, in accordance with Massachusetts cable regulations (207 CMR 10.01(2) and 10.02(6)), enclosed is a copy of Comcast's policies and procedures, sample subscriber bill and rate & channel line-up information for your community.

Please do not hesitate to contact me with any questions at 617.279.6017.

Sincerely,

Mary O'Keeffe

Mary O'Keeffe, Sr. Manager
Government & Regulatory Affairs



Enclosures

Ellen - please credit the Comcast Annual license fee to the Selectmen's acct.

OK total \$368.-

CHANNEL LINEUP
EFFECTIVE MARCH 1, 2015
1-800-XFINITY | xfinity.com



AQUINNAH, CHILMARK, EDGARTOWN, OAK BLUFFS, TISBURY & WEST TISBURY, MA (C-154)

LEGEND

Limited Basic
Expanded Basic
Family Tier
Digital Economy
XFINITY TV 300 Latino

XFINITY TV 450 Latino
Digital Preferred
Sports Entertainment Package
Music Choice
Pay-Per-View

Sports Pay-Per-View
Digital Premium
International Channels
XFINITY TV Latino
HD Channels

LIMITED BASIC

2 WGBH 2 (PBS) Boston
3 NECN
4 WBZ-4 (CBS) Boston
5 WCVB-5 (ABC) Boston
6 WFTX-25 (FOX) Boston
7 WHDH-7 (NBC) Boston
8 WLVI-56 (CW) Boston
9 WSBE-36 (PBS) Boston
10 WWDP-EVINE Live
11 WGBX-44 (PBS) Boston
12 QVC
13 Public Access
14 Educational Access
15 Government Access
16 WNEU-60 (Telemundo)
17 WSBK myTV38 (MyTV) Boston
18 WBPX-68 (ION)
19 WMFP-62 (IND) Lawrence
20 WUNI-27 (UNI) Worcester
21 WUTF-66 (UniMas)
22 WLNE-6 (ABC) Providence
23 WYDN-48 (Daystar)
24 WPRI-12 (FOX) Providence
25 WBIN (IND)
26 HSN
29 Jewelry Television
95 C-SPAN
96 WJAR-10 (NBC) Providence
112 Trinity Broadcasting Network
156 C-SPAN2
183 CatholicTV
188 Jewelry Television
189 Leased Access
190 XFINITY Latino
294 WBIN-Antenna TV
295 WBIN-GRIT TV
298 WLVI-TCN
300 WHDH This TV
306 WCVB MeTV
310 WFXZ-24 (Mundo Fox)
311 WFTX-MOVIES!
312 WSBE-Learn
313 WSBE-VME
316 WGBH World
317 WGBX Create
318 WGBX Kids
324 WUNI-LATV
329 WNEU-Exitos
351 WGN America
590 XFINITY Latino
598 WFXZ-24 (Mundo Fox)

599 WUNI-LATV
702 WGBH-2 (PBS) Boston HD
703 WBIN (IND) HD
704 WBZ-4 (CBS) Boston HD
705 WCVB-5 (ABC) Boston HD
706 WFTX-25 (FOX) Boston HD
707 WHDH-7 (NBC) Boston HD
708 WLVI-56 (CW) Boston HD
710 NECN HD
711 WGBX-44 (PBS) Boston HD
712 WUNI-27 (UNI) Worcester HD
713 WUTF-66 (UniMas) HD
714 WSBK myTV38 (MyTV) Boston HD
716 WNEU-60 (Telemundo) HD
718 WWDP-EVINE Live HD
720 WMFP-62 (IND) HD
741 QVC HD
803 WBPX-68 (ION) HD
804 HSN HD
819 WSBE-36 (PBS) Boston HD

EXPANDED BASIC

30 Lifetime
31 RTPI
32 USA
33 NBC Sports Network
34 Golf Channel
35 ESPN
36 ESPN2
37 Comcast SportsNet
38 NESN
39 TNT
40 HGTV
41 VH1
42 ABC Family
43 Cartoon Network
44 Discovery Channel
45 TLC
46 Spike TV
47 Disney Channel
48 Nickelodeon
49 CNN Headline News
50 CNN
51 A&E
52 Comedy Central
53 FX
54 TBS
55 History
56 TV Land
57 The Weather Channel
58 CNBC

60 AMC
61 Turner Classic Movies
62 Animal Planet
63 Syfy
64 Fox News
65 Bravo
67 E!
68 Oxygen
69 Food Network
70 BET
71 Travel Channel
74 Hallmark Channel
77 MTV
78 EWTN
88 HSN2
104 Investigation Discovery
108 GSN
109 BBC America
114 MSNBC
115 FYI
116 H2
119 Esquire Network
120 National Geographic
122 Fox Sports 1
125 FXX
128 Bloomberg TV
133 Fox Business Network
135 UP
138 Hallmark Channel
140 WE tv
141 Hallmark Movies & Mysteries
151 Sprout
159 Oxygen
163 Lifetime Movie Network
182 POP
184 EWTN
186 truTV
187 C-SPAN3
263 MoviePlex
715 FYI HD
726 MSNBC HD
727 The Weather Channel HD
730 HGTV HD
734 Hallmark Channel HD
735 truTV HD
736 Turner Classsic Movies HD
737 Lifetime HD
738 Hallmark Movies & Mysteries HD
740 Travel Channel HD
743 Golf Channel HD
746 Cartoon Network HD

747 Nick HD
749 Lifetime Movie Network HD
754 Comedy Central HD
755 Spike TV HD
756 E! 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
770 National Geographic HD
771 A&E HD
772 ESPN HD
773 NESN HD
774 NBC Sports Network 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
793 WE tv HD
798 VH1 HD
799 MTV HD
821 Esquire Network HD
828 BET HD
830 UP HD
831 H2 HD
832 Investigation Discovery HD
833 Bloomberg TV HD
834 BBC America HD
840 FXX HD
841 Fox Sports 1 HD

FAMILY TIER

40 HGTV
47 Disney Channel
48 Nickelodeon
49 CNN Headline News

58 CNBC
69 Food Network
101 Discovery Family Channel
102 Science Channel
117 Disney XD
120 National Geographic
151 Sprout
152 TeenNick
180 DIY
730 HGTV HD
747 Nick HD
759 CNN Headline News HD
769 Food Network HD
770 National Geographic HD
783 Disney HD
785 Science Channel HD
797 Disney XD HD

DIGITAL ECONOMY (INCLUDES LIMITED BASIC)

30 Lifetime
32 USA
43 Cartoon Network
44 Discovery Channel
47 Disney Channel
50 CNN
51 A&E
52 Comedy Central
55 History
56 TV Land
57 The Weather Channel
60 AMC
62 Animal Planet
64 Fox News
67 E!
69 Food Network
70 BET
74 Hallmark Channel
78 EWTN
116 H2
138 Hallmark Channel
156 C-SPAN2
184 EWTN
186 truTV
727 The Weather Channel HD
734 Hallmark Channel HD
735 truTV HD
754 Comedy Central HD
760 CNN HD
762 History HD
763 USA HD

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.

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

**Available for individual purchase only.

Music Choice - A minimum subscription to Limited Basic and a digital converter required to receive these channels. Channel Lineup subject to change. © 2015 Comcast. All rights reserved.

An interactive channel lineup is available at comcast.com/channellineup.

765 Discovery HD
769 Food Network HD
771 A&E HD
780 Animal Planet HD
783 Disney HD
786 AMC HD
828 BET HD
831 H2 HD

XFINITY TV 300 LATINO

40 HGTV
 41 VH1
 42 ABC Family
 45 TLC
 46 Spike TV
 48 Nickelodeon
 49 CNN Headline News
 53 FX
 58 CNBC
 61 Turner Classic Movies
 63 Syfy
 65 Bravo
 71 Travel Channel
 77 MTV
 88 HSN2
 105 OWN
 109 BBC America
 114 MSNBC
 119 Esquire Network
 125 FXX
 133 Fox Business Network
 140 WE tv
 146 The Word Network
 150 TV One
 151 Sprout
 163 Lifetime Movie Network
 263 MoviePlex
 351 WGN America
 643 Encore Español
726 MSNBC HD
730 HGTV HD
740 Travel Channel HD
747 Nick HD
749 Lifetime Movie Network HD
755 Spike TV HD
759 CNN Headline News HD
775 Palladia
776 Velocity HD
781 Syfy HD
782 Universal HD
784 ABC Family HD
787 TLC HD
788 FX HD
789 Bravo HD
791 Fox Business Network HD
792 CNBC HD
793 WE tv HD
798 VH1 HD
799 MTV HD
821 Esquire Network HD
826 TV One HD
834 BBC America HD
840 FXX HD

XFINITY TV 450 LATINO (INCLUDES DIGITAL ECONOMY, XFINITY TV 300 LATINO AND XFINITY TV LATINO)

33 NBC Sports Network
 34 Golf Channel
 35 ESPN
 36 ESPN2
 37 Comcast SportsNet
 38 NESN
 39 TNT
 54 TBS
 122 Fox Sports 1
743 Golf Channel HD
761 TBS HD
764 TNT HD
772 ESPN HD
773 NESN HD
774 NBC Sports Network HD
778 ESPN2 HD
779 Comcast SportsNet HD
841 Fox Sports 1 HD

DIGITAL PREFERRED

101 Discovery Family Channel
 102 Science Channel
 103 Destination America
 105 OWN
 106 American Heroes Channel

107 Al Jazeera America
 110 CMT
 111 fuse
 113 pivot
 117 Disney XD
 118 Disney Junior
 122 Fox Sports 1
 123 NHL Network
 124 NFL Network
 127 Outdoor Channel
 130 Discovery Life Channel
 132 ESPNNews
 134 RLTV
 137 MTV2
 139 MTV Jams
 143 CMT Pure Country
 144 VH1 Classic
 146 The Word Network
 147 IFC
 148 Nick Jr.
 149 Great American Country
 150 TV One
 152 TeenNick
 153 Nick Too
 154 Nicktoons
 155 VH1 Soul
 158 FX Movie Channel
 160 MTV Hits
 162 Tr3s
 164 SundanceTV
 168 BBC World
 170 TVG
 174 Nat Geo WILD
 175 CBS Sports Network
 177 Fox Sports 2
 179 Cooking Channel
 180 DIY
 181 LOGO
 185 MLB Network
 193 Smithsonian Channel
 194 Revolt
 195 Centric
 196 BabyFirst TV Americas
 235 Flix
 248 Encore
 250 Encore Classic
 252 Encore Westerns
 254 Encore Suspense
 256 Encore Black
 258 Encore Action
 260 Encore Family
 261 retroplex
 262 indieplex
 292 NBA TV
 293 ESPN
 339 Mnet
 340 REELZ
 341 Ovation
 342 Jewish Life TV (JLTV)
 346 SEC Network
 626 NBC Universo
 637 Galavision
 655 Univision Deportes Network
728 CMT HD
732 ESPNNews HD
739 Destination America HD
744 IFC HD
745 Fuse HD
748 Encore HD
777 NFL Network HD
785 Science Channel HD
795 MLB Network HD
796 NHL Network HD
797 Disney XD HD
817 NBA TV HD
820 Ovation HD
822 ESPN HD
823 CBS Sports Network HD
826 TV One HD
829 AXS TV
837 Oxygen HD
838 Nat Geo Wild HD
842 SEC Network HD

SPORTS ENTERTAINMENT PACKAGE

61 Turner Classic Movies
 123 NHL Network
 124 NFL Network
 127 Outdoor Channel
 131 ESPN Classic
 132 ESPNNews
 136 ESPN Goal Line
 158 FX Movie Channel

170 TVG
 171 FCS Atlantic
 172 FCS Central
 173 FCS Pacific
 175 CBS Sports Network
 176 Tennis Channel
 178 The Sportsman Channel
 185 MLB Network
 289 Big Ten Network
 291 NFL RedZone
 292 NBA TV
 293 ESPN
 337 PAC 12
 338 Outside TV
 343 Crime and Investigation
 344 Military History Channel
 345 beIN Sports (English)
 394 Tennis Channel
 395 SportsNet NY (OOM)
 396 Comcast SportsNet Bay Area (OOM)
 397 Comcast SportsNet Chicago (OOM)
 656 beIN Sports (Spanish)
732 ESPNNews HD
 736 Turner Classic Movies HD
777 NFL Network HD
794 NFL RedZone HD
795 MLB Network HD
796 NHL Network HD
817 NBA TV HD
822 ESPN HD
823 CBS Sports Network HD
824 Big Ten Network HD
827 Tennis Channel HD

MUSIC CHOICE*

401 Hit List
 402 Pop Rhythmic
 403 Dance/EDM
 404 MC Indie
 405 Hip Hop and R&B
 406 Rap
 407 Hip Hop Classics
 408 Throwback Jamz
 409 R&B Classics
 410 R&B Soul
 411 Gospel
 412 Reggae
 413 Rock
 414 Metal
 415 Alternative
 416 Adult Alternative
 417 Rock Hits
 418 Classic Rock
 419 Soft Rock
 420 Love Songs
 421 Pop Hits
 422 Party Favorites
 423 Teen MC
 424 Kidz Only
 425 Toddler Tunes
 426 Y2K
 427 90's
 428 80's
 429 70's
 430 Solid Gold Oldies
 431 Pop Country
 432 Today's Country
 433 Country Hits
 434 Classic Country
 435 Contemporary Christian
 436 Pop Latino
 437 Musica Urbana
 438 Mexicana
 439 Tropicales
 440 Romances
 441 Sounds of the Seasons
 444 Smooth Jazz
 445 Jazz
 446 Blues
 447 Singers & Swing
 448 Classical Masterpieces
 449 Easy Listening
 450 Light Classical

PAY-PER-VIEW

450 Penthouse TV
 451 VIVID
 452 Juicy
 453 Playboy
 454 Hustler
 457 TEN
 458 XTSY

460-461 In Demand PPV
463 In Demand HD
700 In Demand HD

SPORTS PAY-PER-VIEW

501-506 ESPN Fullcourt/GamePlan
 510-519 NBA TEAM 1-10
520 TEAM HD
 531-544 NHL Center Ice/MLB Extra Innings
545 GAME HD
546 GAME 2 HD/TEAM 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
 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
 244 Starz Kids & Family
 245 Starz Cinema
 247 Starz InBlack
 268 MovieMAX
 269 MAX Latino
 270 Cinemax
 271 MoreMAX
 272 ActionMAX
 273 ThrillerMAX
 274 Cinemax West
 278 5 StarMAX
 279 OuterMAX
 453 Playboy Channel*
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**

165 Willow Plus
 850 TV Globo
 851 SIC
 852 Zee TV
 854 RTN
 855 TV Japan
 856 CCTV-4
 857 TV Asia
 858 TV5MONDE
 859 The Filipino Channel
 860 Rai Italia
 862 PFC
 865 Willow Plus

XFINITY TV LATINO

600 TBN Enlace USA
 601 Telefe Internacional
 602 TV Chile
 603 Nuestra Tele
 604 VideoRola
 605 Fox Life
 606 TVE East
 607 TV Venezuela
 608 Telehit
 609 Ritmoson Latino
 610 Bandamax
 611 De Pelicula
 612 De Pelicula Clasico
 613 SUR Peru
 614 Canal SUR
 615 Once Mexico
 616 Multimedios Television
 617 Mexicana





Account Number
Billing Date 02/14/15
Total Amount Due \$35.74
Payment Due By 02/28/15
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 | 69.42 |
| Payment - 01/23/15 - Thank You | -69.42 |
| New Charges - <i>see below</i> | 35.74 |
| Total Amount Due | \$35.74 |
| Payment Due By | 02/28/15 |

New Charges Summary

| | |
|--|----------------|
|  XFINITY TV | 30.16 |
| Other Charges & Credits | 3.25 |
| Taxes, Surcharges & Fees | 2.33 |
| Total New Charges | \$35.74 |

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.



If undeliverable, please return to:

BOX 6505 CHELMSFORD MA 01824-0000

8773 1000 NO RP 14 02152015 YNNNNYNN 01 013773 0059

| | |
|------------------|----------|
| Account Number | |
| Payment Due By | 02/28/15 |
| Total Amount Due | \$35.74 |
| Amount Enclosed | \$ |

Make checks payable to Comcast, and remit to address below.

COMCAST
PO BOX 1577
NEWARK NJ 07101-1577



Service Details

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



XFINITY TV

| | | |
|--|---------------|----------------|
| Limited Basic Service | 02/21 - 03/20 | 11.50 |
| HBO | 02/21 - 03/20 | 15.00 |
| Includes Access To HBO On Demand Programming | | |
| Basic HD Converter | 02/21 - 03/20 | 2.48 |
| Includes: HD Converter And Remote. | | |
| Add'l Digital Outlet(s): | 02/21 - 03/20 | 1.18 |
| Includes Digital Converter, Remote & Digital Access. | | |
| Total XFINITY TV | | \$30.16 |

Other Charges & Credits

| | |
|--|---------------|
| Broadcast TV Fee | 3.25 |
| Total Other Charges & Credits | \$3.25 |

Taxes, Surcharges & Fees

| | |
|---|---------------|
| TV | |
| State Sales Tax | 0.02 |
| Franchise Fee | 1.87 |
| FCC Fee | 0.08 |
| Franchise Related Cost | 0.36 |
| Total Taxes, Surcharges & Fees | \$2.33 |

For closed captioning concerns and other accessibility issues affecting customers with disabilities, call 855-270-0379, go online for a live chat at www.comcastsupport.com/accessibility or email accessibility@comcast.com or write to Comcast 1701 John F Kennedy Blvd., Phila. PA 19103-2838 Attn: N.W. Patel, or fax: 215-286-4700

Hearing/Speech Impaired Call 711 for Customer Service

Account Number

Billing Date 02/14/15
Total Amount Due \$35.74
Payment Due By 02/28/15
Page 2 of 2

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.

The Broadcast TV fee recovers a portion of the cost of retransmitting television broadcast signals.

IMPORTANT INFORMATION: Currently, the time period to dispute a charge on your bill is six (6) months from the due date on your bill. Effective for bills issued on or after March 1, 2015, that time period will change to sixty (60) days from the due date on your bill.

IMPORTANT INFORMATION: Effective March 19, 2015, WGN America will be available to customers with XFINITY 450 Latino and XFINITY 300 Latino packages on channel 124.

Moving? Call 1-855-MOV-EDGE or visit <http://www.comcast.com/moversedge> today! The XFINITY Movers Edge program makes it easy to stay connected to your TV, Internet, and Voice service.

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.

- Sample Work Order -

02/10/2015 09:13

Job Receipt (636324)

WoNum: [REDACTED]

Job Number: 636324

SchdDate: 02/10/2015

Account: [REDACTED]

Phone #:

Customer: [REDACTED]

Address: [REDACTED]

LOWELL, MA 01852-2718

Services: \$69.95 DIG STARTER

BASIC

EXPANDED

DIG STRT BOX

DIG STARTER

DIG STRT REM

\$0.00 BOX PKG HD

HDDVRCODE

BOSTON DMA

HDTV BOX

HDTV REMOTE

\$9.95 HDFEENOHDBND

HD FEE

MOTOHDTRACK

\$0.00 FRC

Install Codes: \$32.00 1P TV INST

Tech: 8986

Equip at Location: MA1137FA5059:R

M11140TDG936:R

Equip Added:

Equip Removed:

Payments:

Deposits:

Cust Satisfaction:

[x] The Technician has completed all
requested work to my satisfaction

[x] I have received the Comcast Welcome
Kit which includes the terms and
conditions of my service with Comcast

Accepted

Signature:

A handwritten signature in black ink, appearing to be a stylized 'S' or 'J' followed by a flourish.



X60478

Comcast Customer 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 places 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 type of phone services and features 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 and applicable state law, to protect the confidentiality of CPNI. We 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 voice communications-related services provided by the applicable Comcast operating company that delivers voice services to our customers.

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. 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 and communications 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:

- 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 services 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; and
- calling patterns

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 for our phone service, among other things. It may also include other information 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 applicable communications center or voice center;
- 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 are 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 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-XFINITY 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, 866, or 855 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 by law?

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 digital voice accounts, use the applicable communications center or voice center, 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-XFINITY, giving us a reasonable period of time to locate and, if necessary, prepare the information for review, and to arrange an appointment. You will 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 phone and voice services, various direct and indirect subsidiaries of Comcast Corporation offer many other communications-related services, such as High-Speed Internet services. From time to time we may 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. In addition, Comcast also offers various other services that are not related to the services to which you subscribe. Under the CPNI rules, some of those services, such as Comcast cable television services, are considered to be non-communications related products and services. Therefore, 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 communications-related or 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-XFINITY 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-XFINITY.

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 litigation 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-XFINITY

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

Mail: Comcast Cable Communications, LLC

Attn: Law Department - Customer Privacy Notice
One Comcast Center
Philadelphia, PA 19103-2838

Revised and effective: March 1, 2011

Important Information



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 (266-2278) which is available 24 hours a day, seven days a week. 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 (266-2278) 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 manual for proper adjustment. If the problem does not clear up, you should call us at the local customer service number 1-800-COMCAST (266-2278) 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 (266-2278) 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 (266-2278). 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 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.

Equipment Compatibility

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, DVD recorder, it may prevent you from using some of the special features and functions of your television, 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, 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 DVD recorder 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. 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 (266-2278) 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, The Movie Channel, and pay-per-view services which deliver individual movies, sporting events and special events.

We also offer Digital Service packages and XFINITY Internet and XFINITY Voice in selected service areas where our cable plant has been rebuilt or upgraded. For some optional services you must have a compatible addressable converter or a cable modem. Information on upcoming programmer contract expirations can be found at www.xfinitytv.com/contractrenewals. Please call us at 1-800-COMCAST (266-2278) 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 (266-2278) to talk to one of our customer service representatives for further information.

BUNDLED PACKAGES^{1,2}

QUAD PLAY PACKAGES

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

| | |
|--------------------------------------|---------|
| With Secure 300 add ³ | \$39.95 |
| For SurePrice add⁴ | \$35.00 |
| with Secure 350 add ³ | \$49.95 |
| For SurePrice add⁴ | \$45.00 |

TRIPLE PLAY PACKAGES

| | |
|--|----------------------------------|
| Starter XF Triple Play Bundle Includes Digital Starter for primary outlet, Performance Internet and XFINITY Voice Unlimited [™] | \$147.49 \$124.99 \$119.99 |
| SurePrice⁴ SurePrice⁴ for 12 month promotion customers subscribing before 12/10/13¹ | |
| Preferred XF Triple Play Bundle Includes Digital Starter and Digital Preferred for primary outlet, Performance Internet and XFINITY Voice Unlimited [™] | \$160.49 \$144.99 |
| SurePrice⁴ SurePrice⁴ for 12 month promotion customers subscribing on or before 12/09/13¹ | \$129.99 |
| SurePrice⁴ for 12 month promotion customers subscribing 12/10/13 thru 3/31/14¹ | \$134.99 |
| HD Preferred XF Triple Play Bundle Includes Digital Starter, Digital Preferred and Starz [®] for primary outlet, HD Technology Fee, Performance Internet and XFINITY Voice Unlimited [™] | \$170.49 \$154.99 |
| SurePrice⁴ SurePrice⁴ for 12 month promotion customers subscribing on or before 12/09/13¹ | \$139.99 |
| SurePrice⁴ for 12 month promotion customers subscribing 12/10/13 thru 3/31/14¹ | \$144.99 |

| XF TRIPLE PLAY PACKAGE REWARDS / XFINITY LATINO PAQUETE TRIPLE REWARDS | |
|--|---------------|
| | Regular Price |
| HBO [®] | \$15.00 |
| Showtime [®] | \$12.00 |
| Starz [®] | \$12.00 |
| Cinemax [®] | \$12.00 |
| The Movie Channel [®] | \$12.00 |
| Sports Entertainment Package ³ | \$8.95 |
| DVR Service ¹⁰ | \$10.00 |
| AnyRoom [®] DVR Service ¹¹ | \$10.00 |
| Digital Additional Outlet Service (SD or HD) ¹² | \$9.95 |
| HD Technology Fee ³ | \$9.95 |
| Blast [®] Speed Upgrade | \$65.95 |
| Extreme 150 Upgrade ⁴ | \$99.95 |

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| HD Premier XF Triple Play Bundle Includes Digital Starter, Digital Premier and DVR Service or AnyRoom [®] DVR Service for primary outlet, HD Technology Fee, Blast [®] Internet and XFINITY Voice Unlimited [™] | \$215.49 \$184.99 |
| SurePrice⁴ SurePrice⁴ for 12 month promotion customers subscribing before 12/10/13¹ | \$179.99 |

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| HD Complete XF Triple Play Bundle Includes Digital Starter, Digital Premier, The Movie Channel [®] and AnyRoom [®] DVR Service for primary outlet, Digital Additional Outlet Service on up to 3 TVs, HD Technology Fee, Blast [®] Internet, Wireless Gateway and XFINITY Voice Unlimited [™] | \$245.49 \$224.99 \$219.99 |
| SurePrice⁴ SurePrice⁴ for 12 month promotion customers subscribing before 12/10/13¹ | |
| Economy Triple Play XF Includes Digital Economy for primary outlet, Economy Plus Internet and XFINITY Voice Local with More [®] | \$92.85 |

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|--|----------------------|
| XFINITY LATINO PAQUETE TRIPLE | |
| XFINITY 3300 Latino Includes XFINITY TV 300 Latino for primary outlet, Performance Internet, XFINITY Voice Unlimited [™] and Carefree Minutes Latin America 300. Can substitute Carefree Minutes Mexico 300. | \$134.99 \$124.99 |
| SurePrice⁴ SurePrice⁴ for 12 month promotion customers subscribing on or before 12/09/13¹ | \$119.99 |
| XFINITY 3450 Latino Includes XFINITY TV 450 Latino for primary outlet, Performance Internet, XFINITY Voice Unlimited [™] and Carefree Minutes Latin America 300. Can substitute Carefree Minutes Mexico 300. | \$142.49 \$134.99 |
| SurePrice⁴ SurePrice⁴ for 12 month promotion customers subscribing between 12/10/13 and 6/30/14¹ | \$124.99 |
| SurePrice⁴ for 12 month promotion customers subscribing on or before 12/09/13¹ | \$119.99 |
| XFINITY 3600 Latino Includes Digital Starter, Digital Preferred and XFINITY TV Latino for primary outlet, Performance Internet, XFINITY Voice Unlimited [™] and Carefree Minutes Latin America 300. Can substitute Carefree Minutes Mexico 300. | \$160.49 \$144.99 |
| SurePrice⁴ | |

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|---|----------------------|
| XFINITY 3650 Latino Includes Digital Starter, Digital Preferred, XFINITY TV Latino and Starz [®] for primary outlet, HD Technology Fee, Performance Internet, XFINITY Voice Unlimited [™] and Carefree Minutes Latin America 300. Can substitute Carefree Minutes Mexico 300. | \$170.49 \$154.99 |
| SurePrice⁴ | |

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| XFINITY 3160 Latino Includes XFINITY TV 150 Latino for primary outlet, Economy Plus Internet and XFINITY Voice Unlimited [™] | \$97.85 |
|---|---------|

DOUBLE PLAY PACKAGES

| | |
|--|-------------------------------|
| Blast Plus[™] with HBO[®] Includes Digital Economy, Streampix [™] and HBO [®] for primary outlet and Blast [®] Internet | \$93.95 \$74.99 \$69.99 |
| SurePrice⁴ SurePrice⁴ for 12 month promotion customers subscribing before 9/29/2014¹ | |
| Internet Plus Includes Limited Basic, HBO [®] , Streampix [™] , standard definition digital converter and remote for primary outlet and Performance Internet | \$74.95 \$64.99 \$59.99 |
| SurePrice⁴ SurePrice⁴ for 12 month promotion customers subscribing before 9/29/2014¹ | |
| Preferred XF Double Play Includes Digital Starter and Digital Preferred for primary outlet and Performance Internet | \$142.80 \$109.99 |
| SurePrice⁴ | |
| XFINITY 2300 Latino Includes XFINITY TV 300 Latino for primary outlet and Performance Internet | \$103.80 \$99.99 |
| SurePrice⁴ SurePrice⁴ for 12 month promotion customers subscribing on or before 5/19/14¹ | \$104.99 |
| XFINITY 2450 Latino Includes XFINITY TV 450 Latino for primary outlet and Performance Internet | \$123.90 \$109.99 |
| SurePrice⁴ SurePrice⁴ for 12 month promotion customers subscribing on or before 5/19/14¹ | \$104.99 |
| XFINITY 2600 Latino Includes Digital Starter, Digital Preferred and XFINITY TV Latino for primary outlet and Performance Internet | \$160.75 \$119.99 |
| SurePrice⁴ | |
| XFINITY 2150 Latino Includes XFINITY TV 150 Latino for primary outlet and Economy Plus Internet | \$57.90 |

| | |
|-----------------------------------|----------|
| HD Preferred Plus XF | Included |
| HD Premier XF¹ | Included |
| HD Complete XF¹ | Included |

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|--|---------|----------|----------|--------------------|
| HBO [®] | \$15.00 | \$12.00 | \$12.00 | \$12.00 |
| Showtime [®] | \$12.00 | Included | Included | Included |
| Starz [®] | \$12.00 | Included | Included | Included |
| Cinemax [®] | \$12.00 | \$12.00 | \$12.00 | Included |
| The Movie Channel [®] | \$12.00 | \$12.00 | \$12.00 | Included |
| Sports Entertainment Package ³ | \$8.95 | \$6.95 | \$6.95 | Included |
| DVR Service ¹⁰ | \$10.00 | \$10.00 | \$10.00 | Included |
| AnyRoom [®] DVR Service ¹¹ | \$10.00 | \$10.00 | \$10.00 | Included |
| Digital Additional Outlet Service (SD or HD) ¹² | \$9.95 | \$9.95 | \$9.95 | Included (up to 3) |
| HD Technology Fee ³ | \$9.95 | Included | Included | Included |
| Blast [®] Speed Upgrade | \$12.00 | Included | Included | Included |
| Extreme 150 Upgrade ⁴ | \$46.00 | \$46.00 | \$34.00 | \$34.00 |

XFINITY[®] TV¹

BASIC SERVICES

Aquinnah, MA

| | |
|--|---------|
| Limited Basic^{1,5,6} | \$23.10 |
| Expanded Basic¹ Includes standard definition digital converter and remote for primary outlet | \$47.80 |
| Franchise Related Cost^{1*} | \$1.07 |

Chilmark, MA

| | |
|--|---------|
| Limited Basic^{1,5,6} | \$23.10 |
| Expanded Basic¹ Includes standard definition digital converter and remote for primary outlet | \$47.80 |
| Franchise Related Cost^{1*} | \$1.30 |

Edgartown, MA

| | |
|--|---------|
| Limited Basic^{1,5,6} | \$23.10 |
| Expanded Basic¹ Includes standard definition digital converter and remote for primary outlet | \$47.80 |
| Franchise Related Cost^{1*} | \$1.05 |

Oak Bluffs & West Tisbury, MA

| | |
|--|---------|
| Limited Basic^{1,5,6} | \$23.10 |
| Expanded Basic¹ Includes standard definition digital converter and remote for primary outlet | \$47.80 |
| Franchise Related Cost^{1*} | \$0.98 |

Tisbury, MA

| | |
|--|---------|
| Limited Basic^{1,5,6} | \$23.10 |
| Expanded Basic¹ Includes standard definition digital converter and remote for primary outlet | \$47.80 |
| Franchise Related Cost^{1*} | \$0.95 |
| Broadcast TV Fee (all areas) | \$3.25 |

DIGITAL SERVICES

Digital Economy Includes Limited Basic, additional digital channels and a standard definition digital converter and remote for the primary outlet, access to Pay-Per-View and On Demand programming, and Music Choice[®]

With XFINITY Voice or Internet Service
Includes Limited Basic, Expanded Basic, MoviePix, access to Pay-Per-View and On Demand programming and Music Choice[®]

| | |
|---|---------|
| XFINITY TV 150 Latino Includes Limited Basic, XFINITY TV Latino, standard definition digital converter and remote for primary outlet | \$70.90 |
| XFINITY TV 200 Latino Includes Digital Economy, XFINITY TV Latino for primary outlet | \$27.95 |
| XFINITY TV 300 Latino Includes XFINITY TV 200 Latino and additional digital channels for primary outlet | \$41.95 |
| XFINITY TV 450 Latino Includes XFINITY TV 300 Latino and additional digital channels for primary outlet | \$49.95 |
| XFINITY TV 300 Latino Includes XFINITY TV 200 Latino and additional digital channels for primary outlet | \$69.95 |

BASIC AND DIGITAL ANCILLARY SERVICES

| | |
|-----------------------|---------|
| HBO [®] | \$15.00 |
| Showtime [®] | \$12.00 |

| | |
|--------------------------------|---------|
| Starz [®] | \$12.00 |
| Cinemax [®] | \$12.00 |
| The Movie Channel [®] | \$12.00 |
| Playboy [®] | \$19.95 |

Sports Entertainment Package³ Includes over 28 channels including NFL, RedZone, ESPN, ESPN Goal Line, PAC 12, Big Ten Network, CBS Sports Network, FCS Atlantic, and FCS Central
Family Tier³ Includes over 25 channels including CNN Headline News, PBS Kids Sprout, National Geographic and 45TV
XFINITY TV Latino³ Includes over 43 channels of Spanish Language programming

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|--|---------|
| Digital Preferred³ Includes over 65 channels including Cooking Channel, NFL Network, Destination America, DIY, and Disney Junior | \$17.95 |
| Digital Preferred plus One Premium³ Includes Digital Preferred and choice of Showtime [®] , Starz [®] , Cinemax [®] or The Movie Channel [®] | \$29.95 |
| Digital Preferred with HBO[®] Includes Digital Preferred and HBO [®] choice of two premium channels of Showtime [®] , Starz [®] , Cinemax [®] or The Movie Channel [®] | \$32.95 |
| Digital Preferred with HBO[®] and One Premium³ Includes Digital Preferred, HBO [®] and choice of Showtime [®] , Starz [®] , Cinemax [®] or The Movie Channel [®] | \$41.95 |

Digital Preferred Plus³ Includes Digital Preferred, HBO[®] and Starz[®] (No longer available for new subscription effective 12/20/14)
Digital Premier³ Includes Digital Preferred, HBO[®], Showtime[®], Starz[®], Cinemax[®] and Sports Entertainment Package

| | |
|--|---------|
| HD Technology Fee³ | \$59.95 |
| DVR Service¹⁰ | \$9.95 |
| AnyRoom[®] DVR Service¹¹ | \$10.00 |
| Digital Additional Outlet Service (SD or HD)¹² | \$9.95 |
| with DVR Service¹⁰ | \$19.95 |
| with AnyRoom[®] DVR Service | \$19.95 |
| with AnyRoom[®] DVR Service (client) | \$9.95 |
| with CableCARD¹⁷ | \$7.45 |

| | |
|--|--------|
| Digital Adapter Additional Outlet Service (SD or HD)¹² | \$2.99 |
| with Digital Economy¹² | \$2.99 |
| with Family Tier^{2,1} | \$2.99 |
| with XFINITY TV Latino^{2,5} | \$2.99 |

INTERNATIONAL SELECTIONS⁹

| | |
|--|---------|
| Rai Italia (Italian) | \$9.99 |
| TV5 MONDE (French) | \$9.99 |
| TV Japon (Japanese) | \$24.99 |
| TFC (Filipino) | \$11.99 |
| RTN (Russian) | \$14.99 |
| Willow Plus (South Asian/Cricket Sport) | \$14.99 |
| Zee TV (South Asian) | \$14.99 |
| SIC (Portuguese) | \$9.99 |
| TV Globo (Portuguese/Brazilian) | \$19.99 |
| PFC (Portuguese/Brazilian) | \$19.99 |
| TV Globo & PFC (Portuguese/Brazilian) | \$29.99 |

¹Refer to the last page for additional information.
²For information about XFINITY policies and terms of service, go to www.comcast.com/policies.

| PAY-PER-VIEW AND ON DEMAND SUBSCRIPTION SERVICES ¹⁴ | | | |
|---|--|--|-------------|
| Eros Now On Demand | | | \$12.99 |
| here! TV On Demand | | | \$7.99 |
| Filipino On Demand | | | \$7.99 |
| The Jewish Channel On Demand | | | \$6.99 |
| Too Much For TV On Demand | | | \$14.99 |
| Disney Family Movies On Demand | | | \$5.99 |
| Gaiam TV Fit & Yoga On Demand | | | \$6.99 |
| Pay-Per-View and On Demand Movies and Events ²⁷ (per title or event) | | | Prices Vary |
| Streampix ²⁸ | | | \$4.99 |
| Vivid On Demand Subscription ²⁹ | | | \$19.95 |
| Hustler On Demand Subscription ²⁹ | | | \$19.95 |
| TEN On Demand Subscription ²⁹ | | | \$19.95 |

| SPORTS PACKAGES ²⁶ | | | |
|---------------------------------|--|--------------------------------|--|
| MLB Extra Innings ³⁰ | | Call 1-800-XFINITY for pricing | |
| NHL® Center Ice ³⁰ | | Call 1-800-XFINITY for pricing | |
| NBA League Pass | | Call 1-800-XFINITY for pricing | |
| ESPN GamePlan | | Call 1-800-XFINITY for pricing | |
| ESPN Full Court | | Call 1-800-XFINITY for pricing | |

| VIDEO EQUIPMENT | | | |
|--|--|--|--------|
| Limited Basic Only Converter | | | \$1.00 |
| Digital Converter | | | \$2.50 |
| Remote Control | | | \$0.18 |
| HD Digital Converter (Limited Basic Only) | | | \$2.30 |
| Digital Adapter (Limited Basic Only — Primary Outlet, SD or HD) | | | \$0.00 |
| Digital Adapter (Limited Basic Only — 1st and 2nd Additional Outlet, SD or HD) | | | \$0.00 |
| Digital Adapter (Limited Basic Only — 3rd Additional Outlet and above, SD or HD) | | | \$0.50 |
| CableCARD (first card in device) | | | \$0.00 |
| CableCARD (second card in same device) | | | \$1.00 |

| INSTALLATION FEES (PER OCCURRENCE UNLESS NOTED) | | | |
|--|---------------------------------|---------------------------------------|--|
| Unwired Home ^{30,31} (Standard Installation) | Initial Installation of Service | After Initial Installation of Service | |
| Wired Home ^{30,31} (Standard Installation) | \$32.00 | N/A | |
| Two Products ³² | \$32.00 | N/A | |
| Three Products ³² | \$90.00 | N/A | |
| Installation of each Additional Outlet | \$14.40 | \$33.20 | |
| Activation of each Additional Outlet | \$6.10 | \$22.95 | |
| Relocate Additional Outlet | \$14.50 | \$30.30 | |
| Connect VCR/DVD | \$7.75 | \$19.00 | |
| Upgrade/Downgrade of Service (No in-home visit required) | | \$0.00 | |
| Upgrade DVR Service | | \$28.45 | |
| Upgrade of Service (In-home visit required) | | \$28.45 | |
| Downgrade of Service (In-home visit required) | | \$12.40 | |

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| Hourly Service Charge ³³ For custom installation work | \$25.80 |
| In-Home Service Visit (XFINITY TV) | \$37.05 |
| REACTIVATION FEES (NO IN-HOME VISIT REQUIRED—PER OCCURRENCE UNLESS NOTED) | |
| Office reactivation for XFINITY Internet | \$6.00 |
| Office reactivation for XFINITY Voice | \$6.00 |
| Office reactivation for XFINITY TV | \$6.00 |

| MISCELLANEOUS FEES (PER OCCURRENCE UNLESS NOTED) | |
|--|-----------------------|
| Customer-Owned Video Equipment Credit See www.comcast.com/equipmentpolicy for additional information | \$2.50 |
| Regional Sports Fee ³⁴ (per month) | \$1.00 |
| Service Protection Plan ³⁵ (per month) Inside home wiring protection for cable TV, high-speed Internet and phone services | \$4.95 |
| X1 Platform Upgrade Fee | \$49.99 |
| Field Collection Charge Visit to customer's residence required to collect past due balance or unreturned equipment | \$25.00 |
| Returned Payment Item (each) | \$20.00 |
| | 5% of overdue balance |
| Late Fee | |
| Convenience Fee—Agent For payment made by phone with a Customer Card Representative | \$5.99 |
| Unreturned or Damaged Equipment Fees ³⁶ (per piece) | Replacement Cost |
| Self Install Kit ³⁷ | \$15.00 |
| Self Install Kit Shipping and Handling (Standard Shipping) | \$9.95 |
| Self Install Kit Shipping and Handling (Priority Shipping) | \$29.95 |
| Accessory Shipping and Handling | \$5.95 |
| TV Guide® Weekly Magazine (per month) | \$4.20 |

| XFINITY® VOICE ^{1,38} | |
|---|---------|
| XFINITY Voice—Unlimited ³⁹ With TV and Internet Service | \$44.95 |
| XFINITY Voice—Local with More ⁴⁰ With TV or Internet Service | \$39.95 |
| | \$34.95 |
| | \$24.95 |

| CAREFREE MINUTES ⁴¹ INTERNATIONAL CALLING PLANS | |
|---|---------|
| Carefree Minutes International Calling Plans are additional call plans to specific countries or international regions | |
| Carefree Minutes Asia 100 | \$4.95 |
| Carefree Minutes Latin America 300 | \$9.95 |
| Carefree Minutes Mexico 300 | \$9.95 |
| Carefree Minutes Mexico 100 | \$4.95 |
| Carefree Minutes Western Europe 100 | \$4.95 |
| Carefree Minutes Worldwide Select 300 | \$14.95 |

| OTHER CHARGES (PER MONTH UNLESS OTHERWISE INDICATED) | |
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| VoiceMail | \$3.95 |
| Additional Line with Calling Features | \$21.95 |
| Additional Line without Calling Features | \$11.95 |
| Voice/Data Modem | \$10.00 |

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|--|------------------|
| New Activation Fee (per occurrence) | \$29.95 |
| Standard Installation (per occurrence) | \$99.00 |
| In-Home Service Visit (XFINITY Voice, per occurrence) | \$40.00 |
| Unreturned or Damaged Equipment Fees ³⁶ (per piece, per occurrence) | Replacement Cost |

| XFINITY® INTERNET ^{1,39} | | |
|-----------------------------------|-------------------------------|----------------------------------|
| | XFINITY Internet Service Only | with XFINITY TV or Voice Service |
| Economy Plus | \$39.95 | \$29.95 |
| Performance Starter ⁴⁰ | \$49.95 | \$49.95 |
| Performance | \$66.95 | \$53.95 |
| Blast ⁴¹ | \$78.95 | \$65.95 |
| Extreme 505 ^{42,43} | \$114.95 | \$99.95 |
| Extreme 150 ⁴⁴ | \$399.99 | \$399.99 |

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|--|------------------|
| Voice/Data Modem | \$10.00 |
| Wireless Gateway | \$10.00 |
| Ciena 3931 Modem & Netgear Wireless Router ⁴⁵ | \$19.95 |
| Additional IP Address (first) | \$4.95 |
| Additional IP Address (each additional, up to 3 additional) | \$9.00 |
| Wireless Adapter (each, one-time charge) | \$30.00 |
| Professional Internet Installation (per occurrence) | \$99.95 |
| Wireless Networking On-Site Professional Set-Up (up to 4 devices per occurrence; with installation of XFINITY TV, XFINITY Voice or XFINITY Internet) | \$49.95 |
| Wireless Networking On-Site Professional Set-Up (Separate trip, per occurrence) | \$99.95 |
| Wireless Networking On-Site Professional Set-Up (each additional device over 4 devices per occurrence) | \$29.95 |
| Extreme 505 Activation Fee (per occurrence) | \$249.00 |
| Extreme 505 Professional Internet Installation (per occurrence) | \$249.00 |
| In-Home Service Visit (XFINITY Internet, per occurrence) | \$40.00 |
| Unreturned or Damaged Equipment Fees ³⁶ (per piece, per occurrence) | Replacement Cost |

¹ 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 Fund fees, or other applicable fees. Prices shown are for standard service. Additional equipment and/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 ©2015

² Requires a VoIP Data Modem, except for HD Complete Triple Play.

³ XFINITY Home Secure 300 and XFINITY Home 350 requires 2 year agreement, with early termination fee if terminated prior to end of term. For additional information on XFINITY Home Security go to www.xfinity.com/home.

⁴ Security go to www.xfinity.com/home.

⁵ Requires X1 Triple Play and HD Complete X1 Triple Play customers with Super X1 Triple Play pricing with 12 month contract. SuperPrice only available for 12 months to Quad Play customers with HD Premier X1 Triple Play and HD Complete X1 Triple Play customers after 24 month promotional pricing with 24 month contract.

⁶ SuperPrice only available for 12 months to Internet Plus, Preferred X1 Double Play, XFINITY 2000 Latino, XFINITY 2450 Latino and XFINITY 2600 Latino customers after 12 month promotional pricing.

⁷ Package. DVR Service is included with HD Premier Triple Play and HD Complete Triple Play. AirPhone® DVR Service is installed on primary outlet.

⁸ Requires digital converter or CableCARD and Limited Basic.

⁹ Requires Digital Starter.

¹⁰ Requires HD Technology Fee. Digital Additional Outlet Service required for DVR Service on additional outlets. Not available to customers with Limited Basic Only.

¹¹ Requires HD Technology Fee. Digital Additional Outlet Service required for DVR Service on additional outlets. Not available to customers with Limited Basic Only.

¹² Requires HD Technology Fee and professional installation. Not available to customers with Limited Basic only.

¹³ Not available to Limited Basic only customers. Digital service tier on additional outlet corresponds to digital service tier on primary outlet.

¹⁴ Requires HD Technology Fee and professional installation. Not available to customers with Limited Basic only. Must subscribe to HD Technology Fee to receive HD Technology Fee.

¹⁵ Not available in all areas. May require installation and non-refundable installation charge.

¹⁶ Requires digital adapter, CableCARD or digital converter.

¹⁷ Discount of 10% off of Limited Basic including discount on Broadcast TV Fee available to customers age 65+ who are head of household and Medicaid eligible or on SS or MA Fuel Allowance.

¹⁸ Requires purchase of Limited Basic.

¹⁹ Franchise Related Costs are costs associated with providing public, educational and/or government access facilities and equipment and/or other related costs in your community.

²⁰ Requires digital converter and purchase of Limited Basic and cannot be combined with Limited Basic. Family tier programming included in Digital Services except for XFINITY TV Latino.

²¹ Requires Digital Starter or XFINITY TV 450 Latino.

²² Applicable with a subscription to any level of digital service. Includes a customer-owned video equipment credit of \$2.50. An additional charge will apply for additional CableCARDS in the household.

²³ Includes digital adapter and remote. Digital service tier on additional outlet corresponds to digital service tier on primary outlet. Does not include access to On Demand content or premium channels. Not available to customers with Limited Basic only.

²⁴ Requires Digital Economy on primary outlet. Does not include access to On Demand content, premium channels or on screen programming guide.

²⁵ Requires Family tier on primary outlet. Does not include access to On Demand content, premium channels or on screen programming guide.

²⁶ Requires XFINITY TV Latino on primary outlet. Does not include access to On Demand content, premium channels or on screen programming guide.

²⁷ Premium channels or on screen programming guide.

²⁸ Premium channels or on screen programming guide.

²⁹ Premium channels or on screen programming guide.

³⁰ Premium channels or on screen programming guide.

³¹ Premium channels or on screen programming guide.

³² Premium channels or on screen programming guide.

³³ Premium channels or on screen programming guide.

³⁴ Premium channels or on screen programming guide.

³⁵ Premium channels or on screen programming guide.

³⁶ Premium channels or on screen programming guide.

³⁷ Premium channels or on screen programming guide.

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³⁹ Premium channels or on screen programming guide.

⁴⁰ Premium channels or on screen programming guide.

⁴¹ Premium channels or on screen programming guide.

⁴² Premium channels or on screen programming guide.

⁴³ Premium channels or on screen programming guide.

⁴⁴ Premium channels or on screen programming guide.

⁴⁵ Premium channels or on screen programming guide.

xfinity®

Services & Pricing

Effective March 1, 2015

Aquinnah, MA, Chilmark, MA,
Edgartown, MA, Oak Bluffs, MA,
Tisbury, MA, West Tisbury, MA



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