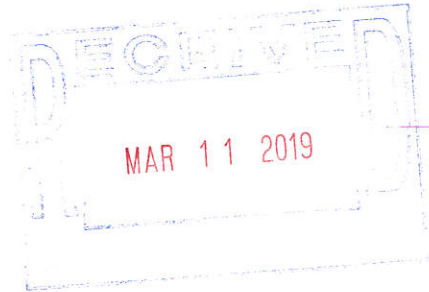




March 8, 2019

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



Re: Annual Notice

Dear Chairman and Members of the Board:

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

Please do not hesitate to contact me with any questions at 508.732.1536.

Sincerely,

Michael Galla

Michael Galla, Sr. Manager
Government & Regulatory Affairs

Enclosures

AQUINNAH, MA

Chappaquiddick Island, Chilmark, Edgartown, Oak Bluffs, Tisbury & West Tisbury, MA

BUNDLED PACKAGES^{1,2}

QUAD PLAY PACKAGES

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

with Secure add³ \$39.95

TRIPLE PLAY PACKAGES⁴⁰

Standard Triple Play

Includes Limited Basic, Kids & Family, Entertainment, Sports & News and HD programming for primary outlet, 10 Hour DVR Service, Performance Pro Internet and Voice Unlimited

\$129.99
 - with Blast! Internet upgrade add \$20.00
 - with Extreme Pro Internet upgrade add \$25.00
 - with Gig Internet upgrade add \$30.00
 - with Gig Pro Internet upgrade add²⁷ \$238.00

Select Triple Play

Includes Limited Basic, Kids & Family, Entertainment, Sports & News, Digital Preferred Tier, DVR Service and HD programming for primary outlet, Blast! Internet, and Voice Unlimited

\$149.99
 - with Extreme Pro Internet upgrade add \$25.00
 - with Gig Internet upgrade add \$30.00
 - with Gig Pro Internet upgrade add²⁷ \$238.00

Signature Triple Play³⁸

Includes Limited Basic, Kids & Family, Entertainment, Sports & News, Digital Preferred Tier, Showtime, Starz, Streampix, DVR Service and HD programming for primary outlet, Extreme Pro Internet, Voice Unlimited and Netflix Standard HD Plan

\$169.99
 - with Netflix Premium UHD Plan upgrade add \$3.00
 - with Gig Internet upgrade add \$30.00
 - with Gig Pro Internet upgrade add²⁷ \$238.00

Super Triple Play³⁸

Includes Limited Basic, Kids & Family, Entertainment, Sports & News, Digital Premier Tier, Sports Entertainment Package, Streampix, DVR Service and HD programming for primary outlet, Gigabit Internet, Voice Unlimited, Netflix Standard HD Plan

\$199.99
 - with Netflix Premium UHD Plan upgrade add \$3.00
 - with Gig Pro Internet upgrade add²⁷ \$238.00
 - with Xfinity Mobile deduct -\$12.00

DOUBLE PLAY PACKAGES⁴⁰

Choice TV Double Play³⁹

Includes Choice TV, 10 Hour DVR Service and Performance Plus Internet \$89.99
 - with Performance Pro Internet upgrade add \$15.00
 - with Blast! Internet upgrade add \$20.00
 - with Extreme Pro Internet upgrade add \$25.00
 - with Gig Internet upgrade add \$30.00
 - with Gig Pro Internet upgrade add²⁷ \$238.00

Standard Double Play

Includes Limited Basic, Kids & Family, Entertainment, Sports & News, 10 Hour DVR Service, and HD programming for primary outlet and Performance Pro Internet

\$109.99
 - with Blast! Internet upgrade add \$20.00
 - with Extreme Pro Internet upgrade add \$25.00
 - with Gig Internet upgrade add \$30.00
 - with Gig Pro Internet upgrade add²⁷ \$238.00

Select Double Play

Includes Limited Basic, Kids & Family, Entertainment, Sports & News, Digital Preferred Tier, HD programming for primary outlet, 10 Hour DVR Service and Performance Pro Internet

\$119.99
 - with Blast! Internet upgrade add \$20.00
 - with Extreme Pro Internet upgrade add \$25.00
 - with Gig Internet upgrade add \$30.00
 - with Gig Pro Internet upgrade add²⁷ \$238.00

Signature Double Play³⁸

Includes Limited Basic, Kids & Family, Entertainment, Sports & News, Digital Preferred Tier, HD programming, Showtime, Starz and Streampix for primary outlet, 10 Hour DVR Service, Performance Pro Internet and Netflix Standard HD Plan

\$139.99
 - with Netflix Premium UHD Plan upgrade add \$3.00
 - with Blast! Internet upgrade add \$20.00
 - with Extreme Pro Internet upgrade add \$25.00
 - with Gig Internet upgrade add \$30.00
 - with Gig Pro Internet upgrade add²⁷ \$238.00

Super Double Play³⁸

Includes Limited Basic, Kids & Family, Entertainment, Sports & News, Digital Premier Tier, HD programming and Streampix for primary outlet, 10 Hour DVR Service, Blast! Internet and Netflix Standard HD Plan

\$169.99
 - with Netflix Premium UHD Plan upgrade add \$3.00
 - with Extreme Pro Internet upgrade add \$25.00
 - with Gig Internet upgrade add \$30.00
 - with Gig Pro Internet upgrade add²⁷ \$238.00

XFINITY TV¹

BASIC SERVICES

Limited Basic^{10,12} \$24.75

Broadcast TV Fee²⁸ \$9.75

Franchise Related Cost^{11,12}

Aquinnah, MA	\$0.98
Chappaquiddick Island, MA and Edgartown, MA	\$0.86
Chilmark, MA	\$1.01
Oak Bluffs & Tisbury	\$0.91
West Tisbury, MA	\$0.90

Expanded Basic⁴ \$43.47

XFINITY TV SERVICES

Choice TV³⁴ Includes Limited Basic, Streampix and HD programming \$30.00

Genre Packs³⁵ Choose up to 2 packs

Kids & Family Includes kid and family-friendly channels including Cartoon Network, Disney Channel, Nickelodeon and Universal Kids \$10.00

Entertainment Includes entertainment channels including A&E, AMC, Bravo, Food Network, FX, TNT and VH1 \$15.00

Sports & News Includes sports and news channels including CNBC, CNN, ESPN, Golf, MSNBC and NBC Sports \$28.25

Digital Starter Includes Limited Basic, Expanded Basic for primary outlet, additional digital channels, MoviePlex, access to Pay-Per-View and On Demand programming and Music Choice \$68.22

Digital Preferred Tier¹³ Includes over 65 channels including CBS College Sports, Destination America, Disney XD, Encore and Science Channel \$17.95

Refer to the last page for additional information. For information about Xfinity policies and terms of service, go to xfinity.com/policies.

Digital Preferred Tier plus One Premium Includes Digital Preferred Tier and choice of Showtime®, Starz®, Cinemax® or The Movie Channel®	\$29.95
Digital Preferred Tier with HBO® Includes Digital Preferred Tier and HBO®	\$32.95
Digital Premier Tier Includes Digital Preferred Tier, HBO®, Showtime®, Starz®, Cinemax® and The Movie Channel®	\$64.95
Sports Entertainment Package⁵ Includes over 14 channels including NFL Red Zone and CBS Sports Network	\$9.95
Deportes⁴ Includes over 6 deportes channels including ESPN Deportes, FOX Deportes and NBC Universo	\$7.00
With Choice TV Double Play or Standard, Select, Signature, Super Double or Triple Play Packages	\$5.00
Xfinity TV Latino⁴ Includes over 50 channels of Spanish language programming	\$17.95
With Choice TV Double Play or Standard, Select, Signature, Super Double or Triple Play Packages	\$10.00
HBO⁴	\$15.00
Showtime⁴	\$12.00
Starz⁴	\$12.00
Cinemax⁴	\$12.00
The Movie Channel⁴	\$12.00
Epix³⁶	\$5.99
Playboy⁴	\$15.00
HD Technology Fee⁹	\$9.95
DVR Service⁶	\$10.00
AnyRoom DVR Service⁷	\$10.00
Service to Additional TV⁸	\$9.95
with DVR Service ⁶	\$19.95
with AnyRoom DVR Service	\$19.95
with AnyRoom DVR Service (client)	\$9.95
with CableCARD ¹⁴	\$7.27
Service to Additional TV with TV Adapter¹⁶	\$6.99

INTERNATIONAL SELECTIONS³⁷

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

Willow: Cricket	\$14.99
Zee TV: Hindi	\$14.99
SET: Hindi	\$14.99
Hindi 2 Pack Includes Zee TV and SET	\$24.99
Hindi Pack Includes Zee TV, SET, TV Asia, NDTV 24x7 and NDTV Good Times	\$29.99
Hindi Plus Pack Includes Zee TV, SET, TV Asia, NDTV 24x7, NDTV Good Times, Eros Now and Willow	\$39.99
SBTN: Vietnamese	\$14.99

PAY-PER-VIEW AND ON DEMAND SUBSCRIPTION SERVICES¹⁵

Eros Now On Demand	\$12.99
Eros Now On Demand w/a South Asian international selection	\$9.99
here! TV On Demand	\$7.99
Filipino On Demand	\$7.99
Filipino On Demand w/a Filipino international selection	\$5.99
The Jewish Channel On Demand	\$6.99
Disney Family Movies On Demand	\$5.99
Gaiam TV Fit & Yoga On Demand	\$6.99
Lifetime Movie Club On Demand	\$3.99
History Vault On Demand	\$4.99
Kidstream On Demand	\$4.99
Grokker Yoga Fitness On Demand	\$6.99
UP Faith and Family On Demand	\$4.99
Anime Network On Demand	\$6.99
Stingray Karaoke On Demand	\$6.99
DOGTV On Demand	\$4.99
Gaia On Demand	\$9.99
AMC Premiere On Demand	\$4.99
FX+ On Demand	\$5.99
Stingray Classica On Demand	\$6.99
TumbleBooksTV On Demand	\$4.99
FitFusion On Demand	\$6.99
CuriosityStream On Demand	\$5.99
PlayKids On Demand³³	\$6.99
Daily Burn On Demand³³	\$14.99
Xive TV On Demand³³	\$4.99
Quark On Demand³³	\$4.99
Lion Mountain TV On Demand³³	\$3.99
Touchfit TV On Demand³³	\$4.99
Disney Story Central On Demand	\$4.99
Acorn TV On Demand	\$4.99
Stephens Drum Shed On Demand³³	\$4.99
Pro Guitar Lessons On Demand³³	\$4.99
MagellanTV History On Demand³³	\$5.99
Blueprint TV On Demand	\$7.99
Urban Movie Channel On Demand	\$4.99
The Great Courses Signature On Demand³³	\$7.99
Pantaya On Demand	\$5.99
DJAZZ On Demand³³	\$6.99
Ride TV On Demand³³	\$4.99
Outside TV Features On Demand³³	\$4.99
The Reading Corner On Demand³³	\$3.99
Hopster On Demand³³	\$6.99
Stingray Qello On Demand³³	\$7.99
Brown Sugar On Demand³³	\$3.99
Echoboom Sports On Demand³³	\$5.99
Revolution Golf+ On Demand³³	\$6.99
Hallmark Movies Now On Demand³³	\$5.99
Dove Channel On Demand³³	\$4.99
Kocowa On Demand³³	\$6.99

WHAM On Demand ³³	\$2.99
Gravitas Movies On Demand ³³	\$4.99
MHz Choice On Demand ³³	\$7.99
Hi-YAH! On Demand ³³	\$2.99
Streampix ¹⁸	\$4.99
Pay-Per-View and On Demand Movies and Events ¹⁷ (per title or event)	Prices Vary
Vivid On Demand Subscription ¹⁹	\$19.99
Hustler On Demand Subscription ¹⁹	\$19.99
TEN On Demand Subscription ¹⁹	\$19.99
Brazzers On Demand ¹⁹	\$19.99
Girlfriends Films On Demand ¹⁹	\$19.99
Too Much for TV On Demand	\$14.99
Wicked On Demand ¹⁹	\$19.99
Urban Fantasy On Demand ¹⁹	\$19.99
Falcon On Demand ¹⁹	\$19.99
Homegrown Amateur On Demand ¹⁹	\$19.99
Evil Angel On Demand ¹⁹	\$19.99
Mature Lust On Demand ¹⁹	\$19.99
Penthouse On Demand ¹⁹	\$19.99
XTSY On Demand ¹⁹	\$19.99

SPORTS PACKAGES¹⁵

MLB Extra Innings [®]	Call 1-800-XFINITY for pricing
NHL [®] Center Ice [®]	Call 1-800-XFINITY for pricing
NBA League Pass	Call 1-800-XFINITY for pricing

XFINITY TV EQUIPMENT

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

INSTALLATION

(PER OCCURRENCE UNLESS NOTED)

	Initial Installation of Service	After Initial Installation of Service
Professional Installation ^{20,21}	\$79.99	N/A
In-Home Service Visit ²²	N/A	\$40.00
Hourly Service Charge ²⁰ (For custom installation work)	\$50.00	\$50.00
Xfinity Internet Gigabit Pro Professional Installation (per occurrence)		\$500.00
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

REACTIVATION

(NO IN-HOME VISIT REQUIRED—PER OCCURRENCE UNLESS NOTED)

Reactivation - TV	\$6.00
Reactivation - Internet	\$6.00
Reactivation - Voice	\$6.00

MISCELLANEOUS (PER OCCURRENCE UNLESS NOTED)

Customer-Owned Video Equipment Credit See www.xfinity.com/equipmentpolicy for additional information	\$2.50
Regional Sports Fee ³⁰ (per month)	\$8.25
Field Collection Charge Visit to customer's residence required to collect past due balance or unreturned equipment	\$30.00
Returned Payment Item (each)	\$20.00
	5% of overdue balance
Late Fee	
Agent Assisted Payment For payment made by phone with a Customer Care Representative	\$5.99
	Replacement Cost
Unreturned or Damaged Equipment Fees ²³ (per piece)	
Self Install Kit Shipping and Handling (Standard Shipping)	\$15.00
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 INSTANT TV^{1,29}

BASIC SERVICE

Xfinity Instant TV

Includes Limited Basic for simultaneous streaming on two devices, and 20 hours of Cloud DVR service

\$10.00

XFINITY INSTANT TV ADDITIONAL SERVICES³¹

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

XFINITY VOICE^{1,24}

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

XFINITY INTERNET^{1,25}

	Xfinity Internet Service Only	with Xfinity TV or Voice Service ³²
Performance Starter	\$49.95	\$49.95
Performance	\$74.95	\$61.95
Performance Plus	\$84.95	N/A
Performance Pro	\$89.95	\$76.95
Blast!	\$94.95	\$81.95
Extreme Pro²⁶	\$99.95	\$86.95
Gigabit²⁶	\$104.95	\$91.95
Gigabit Pro^{26,27}	\$299.95	\$299.95
Modem Rental		\$13.00
Wireless Adapter (each, one-time charge)		\$30.00
Gigabit Pro Activation Fee (per occurrence)		\$500.00
Unreturned or Damaged Equipment Fees²³ (per piece, per occurrence)	Replacement	Cost

- 1 Certain services available separately or as a part of other levels of service. Xfinity services are subject to Comcast's standard terms and conditions of service. Unless otherwise specified, prices shown are the monthly charge for the corresponding service, equipment or package. Prices shown do not include applicable taxes, franchise fees, FCC fees, Regulatory Recovery Fee, Public Access fees, other state or local fees or other applicable charges (e.g., per-call toll or international charges). Prices, services and features are subject to change. If you are an Xfinity TV customer and you own a compatible TV Box or CableCARD device, please call 1-800-XFINITY for pricing information or visit www.xfinity.com/equipmentpolicy. ©2019 Comcast. All rights reserved.
- 2 Requires a Modem and TV Box with remote, CableCARD or compatible customer owned device.
- 3 Secure requires minimum term agreement with early termination fee. Early termination fee applies if all Xfinity services are terminated during the agreement term. For additional information go to <http://www.xfinity.com/home-security.html>.
- 4 Requires Limited Basic, TV Box, CableCARD or compatible customer owned device.
- 5 Requires Digital Starter.
- 6 Requires HD Technology Fee. Service to Additional TV with TV Box required for DVR Service on additional TVs. Not available to customers with Limited Basic only.
- 7 Sold only with Service to Additional TV with TV Box for up to 3 TVs, maximum 3 clients per household. Requires HD Technology Fee and professional installation. Not available to customers with Limited Basic only.
- 8 Not available to Limited Basic only customers. Digital service tier on additional TV corresponds to digital service tier on primary outlet.
- 9 Not available to customers with Limited Basic only. Must subscribe to HD Technology Fee to receive HD programming.
- 10 Requires TV Box, TV Adapter, CableCARD or compatible customer owned device.
- 11 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.
- 12 Discount of 10% off of Limited Basic (including discount on Broadcast TV Fee and FRC) available to seniors who qualify for discount. Age and income restrictions apply. Call 1-800-XFINITY for more information.
- 13 Requires Digital Starter.
- 14 Not available to customers with Limited Basic only. Includes a customer-owned video equipment credit. An additional charge will apply for additional CableCARDS in the same device.
- 15 Requires Limited Basic, TV Box with remote or compatible customer owned device. Sports Package subscriptions can be billed at once or in 4 total payments. Restrictions may apply.
- 16 Includes TV Adapter and remote. Digital service tier on additional TV corresponds to digital service tier on primary outlet. Does not include access to On Demand content, premium channels or channel numbers above 1000 unless otherwise noted on the channel lineup. Not available to customers with Limited Basic only.
- 17 Price of Pay-Per-View and On Demand Movie or Event is displayed prior to the completion of the Pay-Per-View or On Demand ordering process.
- 18 Requires Limited Basic and TV Box and remote or compatible customer owned device. Requires HD Technology Fee to receive HD programming. Streaming to device requires Xfinity TV app, Internet service with bandwidth of at least 600 Kbps and to Limited Basic. Streaming to laptop/computer requires equipment meeting minimum requirements posted at <https://www.xfinity.com/support/internet/requirements-to-run-xfinity-internet-service/>, Internet service with bandwidth of at least 600Kbps and to Limited Basic.
- 19 One month minimum purchase required. Not available in all areas.
- 20 Standard installations include installations up to 125 feet from existing Comcast plant, unless noted differently in the local franchise agreement. Custom installations include installations which require in-wall wiring or installations in extensive drop ceilings, basements, or crawl spaces.
- 21 Includes standard installation of Xfinity TV, Xfinity Internet and/or Xfinity Voice and installation of additional outlets and wireless networking set-up if requested at time order is placed. Does not include installations of Xfinity Home or Xfinity Gigabit Pro Internet.
- 22 Applies to installation, relocation and activation of additional outlets as well upgrade/downgrades of service after initial installation of service and in-home visits. Does not cover installation or in-home visits for Xfinity Home.
- 23 Contact 1-800-XFINITY for questions regarding equipment replacement charges.
- 24 Requires a Modem. Unlimited Local and Long Distance package pricing applies only to direct dialed calls from home to locations included in the plan. Plans do not include other international calls. For more information regarding Xfinity Voice pricing go to <https://www.xfinity.com/Corporate/About/PhoneTermsOfService/ComcastDigitalVoice/cdvresidential>.
- 25 A Modem is required. For more information regarding Xfinity Internet go to <http://www.xfinity.com/internet-service.html>.
- 26 Not available in all areas. May require installation and non-refundable installation charge.

- 27 Requires 2 year contract. Monthly rental of Gigabit Pro compatible cable modem/router additional. Activation and professional installation fees additional. Gigabit Pro does not qualify for Comcast 30-day money back guarantee.
- 28 Applies to Limited Basic and Xfinity Instant TV.
- 29 Requires Xfinity Internet.
- 30 Applies to Digital Starter and above and Xfinity Instant TV Sports & News.
- 31 Requires Xfinity Instant TV.
- 32 Xfinity Internet discount does not apply to Xfinity Instant TV.
- 33 Requires Limited Basic with X1 TV Box and Xfinity Internet service.
- 34 Requires TV Box, CableCARD or compatible customer owned device with Xfinity Internet service. Up to 10 hours of cloud DVR service available with either X1 TV Box (eligible with minimum subscription to one Genre Pack) with Xfinity Internet service or compatible customer owned device with Xfinity Internet service.
- 35 Requires Choice TV. Cannot be combined with Limited Basic or Digital Starter.
- 36 Requires Limited Basic, HD Technology Fee and TV Box, CableCARD or compatible customer owned device.
- 37 Requires Limited Basic with X1 TV Box or compatible customer owned device and Xfinity Internet service.
- 38 Netflix activation of subscription requires X1 equipment.
- 39 Cannot be combined with the Sports & News genre pack.
- 40 10 Hour DVR Service requires Xfinity Internet Service and either an X1 TV Box or a compatible customer owned device.

Xfinity Home License Numbers:

AL: 001484, 001504; AR: 12-030; AZ: ROC 280515, BTR 18287-0; CA: CSLB 974291, ACO 7118; CT: ELC 0189754-C5; DE: FAL-0299, FAC-0293, SSPS 11-123; FL: EF0000921, EF20001002, EF0001095; GA: LVU406303, LVU406264, LVU406190, LVU406354; IL: PACA 127-001503; LA: F1691; MA: SS-001968; MD: 107-1776; ME: LM50017039; MI: 3601206217; MN: TS674412; NC: 2335-CSA, 29443-SP-FALV; NJ: Burglar and Fire Alarm Business Lic. # 34Bf00047700; NM: 373379; NY: licensed by the N.Y.S. Department of State 12000305421; OH: LIC# 53-89-1732; OR: CCB 192945; SC: BAC-13497, FAC-13440; TN: ACL 1597, ACL 1604; TX: ACR-1672104, -1818, B16922, B02571; UT: 8226921-6501; VA: 2705145289, DCJS 11-7361; VT: ES-02366; WA: COMCABS892DS; WASHINGTON, DC: ECS 902687, BBL 602512000005; WV: WV049211.

MS: 15018010

Valid 4/19/17. See www.xfinity.com/home-security for current list.

87731000: 5150;5160;5170;5180;5190;5200;5210

Martha's Vineyard, MA

Aquinnah, Chippaquiddick Island, Chilmark, Edgartown, Oak Bluffs, Tisbury & West Tisbury, MA

LIMITED BASIC

- 2 WGBH (PBS)
- 3 NECN
- 4 WBZ (CBS)
- 5 WCVB (ABC)
- 6 WFXT (FOX)
- 7 WHDH
- 8 WLVI (CW)
- 9 WSBE (PBS)
- 10 WBTS (NBC)
- 11 WGBX (PBS)
- 12 QVC
- 13,1070 Public Access
- 14,1090 Educational Access
- 15,1084 Government Access
- 16 WNEU (TEL)
- 17 WSBK (MyTV)
- 18 WBPX (ION)
- 19 WMFP (IND)
- 20 WUTF (UMAS)
- 21 WUTF (UNV)
- 22,1006 WLNE (ABC)
- 23,1657 Daystar
- 25,1050 WWJE (IND)
- 26 HSN
- 29,1032 Jewelry TV
- 31,3217 RTPi (Portuguese)
- 58,1058 WDPX
- 78,184,1668 EWTN
- 81 WWDP (IND)
- 89,731,1052 EVINE Live
- 95,1128 C-SPAN
- 96,1011 WJAR (NBC)
- 112,1661 TBN
- 156,1129 C-SPAN2
- 183,1669 CatholicTV
- 188,1067 Jewelry FL
- 189,1097 Leased Access
- 190,590 Xfinity Latino Entertainment Channel
- 400-449 Music Choice
- 599,986,1195 WUTF LATV
- 702,1002 WGBH HD (PBS)
- 704,1004 WBZ HD (CBS)
- 705,1005 WCVB HD (ABC)
- 706,1025 WFXT HD (FOX)
- 707,1007 WHDH HD
- 708,1056 WLVI HD (CW)
- 710,1010 WBTS HD (NBC)
- 711,1044 WGBX HD (PBS)
- 712,1066 WUNI HD (UMAS)
- 713,1027 WUTF HD (UNV)
- 714,1038 WSBK HD (MyTV)
- 716,1060 WNEU HD (TEL)
- 718,1046 WWDP HD (IND)
- 720,1062 WMFP HD (IND)
- 741,1034 QVC HD
- 758,1127 NECN HD
- 803,1068 WBPX HD (ION)
- 804,1015 HSN HD
- 819,1036 WSBE HD (PBS)

- 930,1165 WBZ Start TV
- 935,1171 WBTS-CoziTV
- 936,1174 WHDH ThisTV
- 939,1177 WLVI Buzzr
- 942,1180 WCVB MeTV
- 948,1186 WFXT-Escape
- 949,1187 WFXT Laff TV
- 956,1146 WGBH World (PBS)
- 958,1147 WGBX Kids (PBS)
- 959,1148 WGBX Create (PBS)
- 965,1150 WSBE Learn (PBS)
- 983,1192 WNEU TeleXitos

KIDS & FAMILY

(INCLUDED IN STANDARD, SELECT, SIGNATURE AND SUPER DOUBLE AND TRIPLE PLAY PACKAGES)

- 42 Freeform
- 43 Cartoon Network
- 45 TLC
- 47 Disney Channel
- 48 Nickelodeon
- 74,138 Hallmark Channel
- 77 MTV
- 83,1655 INSP
- 120 National Geographic Channel
- 151 Universal Kids
- 733,1707 Universal Kids HD
- 734,1458 Hallmark Channel HD
- 746,1734 Cartoon Network HD
- 747,1728 Nickelodeon HD
- 770,1473 National Geographic HD
- 783,1715 Disney Channel HD
- 784,1742 Freeform HD
- 787,1450 TLC HD
- 799,1606 MTV HD

ENTERTAINMENT

(INCLUDED IN STANDARD, SELECT, SIGNATURE AND SUPER DOUBLE AND TRIPLE PLAY PACKAGES)

- 30 Lifetime
- 32 USA Network
- 39 TNT
- 40 HGTV
- 41 VH1
- 44 Discovery
- 51 A&E
- 52 Comedy Central
- 53 FX
- 54 TBS
- 55 HISTORY
- 60 AMC
- 62 Animal Planet
- 63 Syfy

- 65 Bravo
- 66,186 truTV
- 67 E!
- 68,159 Oxygen
- 69 Food Network
- 70 BET
- 88,1049 HSN2
- 105 OWN (Oprah Winfrey Network)
- 109 BBC America
- 125 FXX
- 141 Hallmark Movies & Mysteries
- 150 TV One
- 163 LMN
- 263,1757 MoviePlex
- 730,1492 HGTV HD
- 735,1430 truTV HD
- 737,1455 Lifetime HD
- 738,1459 Hallmark Movies & Mysteries HD
- 749,1456 LMN HD
- 754,1435 Comedy Central HD
- 756,1466 E! HD
- 761,1434 TBS HD
- 762,1478 HISTORY HD
- 763,1403 USA Network HD
- 764,1404 TNT HD
- 765,1449 Discovery HD
- 769,1484 Food Network HD
- 771,1402 A&E HD
- 775,1612 MTV Live HD
- 780,1471 Animal Planet HD
- 781,1411 Syfy HD
- 786,1405 AMC HD
- 788,1409 FX HD
- 789,1463 Bravo HD
- 798,1607 VH1 HD
- 826,1626 TV One HD
- 828,1625 BET HD
- 834,1418 BBC America HD
- 837,1465 Oxygen HD
- 839,1464 OWN HD (Oprah Winfrey Network)
- 840,1410 FXX HD

SPORTS & NEWS

(INCLUDED IN STANDARD, SELECT, SIGNATURE AND SUPER DOUBLE AND TRIPLE PLAY PACKAGES)

- 33 NBC Sports Network
- 34 Golf Channel
- 35 ESPN
- 36 ESPN2
- 37 NBC Sports Boston
- 38 NESN
- 39 TNT
- 40 HGTV
- 41 VH1
- 42 Freeform
- 44 Discovery
- 45 TLC
- 47 Disney Channel
- 48 Nickelodeon
- 49 HLN
- 50 CNN
- 57 The Weather Channel
- 59,114 MSNBC
- 64 FOX News Channel

- 72 CNBC
- 84 NESN+
- 85,1256 NBC Sports Boston Overflow
- 122 FOX Sports 1
- 128 Bloomberg TV
- 133 FOX Business Network
- 176,394 Tennis Channel
- 187,1130 C-SPAN3
- 726,1113 MSNBC HD
- 727,1102 The Weather Channel HD
- 743,1223 Golf Channel HD
- 757,1122 Bloomberg TV HD
- 759,1112 HLN HD
- 760,1111 CNN HD
- 772,1205 ESPN HD
- 773,1250 NESN HD
- 774,1207 NBC Sports Network HD
- 776,1243 MotorTrend Network
- 778,1206 ESPN2 HD
- 779,1251 NBC Sports Boston HD
- 790,1110 FOX News Channel HD
- 791,1123 FOX Business Network HD
- 792,1121 CNBC HD
- 827,1224 Tennis Channel HD
- 841,1208 FOX Sports 1 HD
- 894,1255 NESN+ HD
- 1115 Newsmax TV HD

EXPANDED BASIC

(DIGITAL STARTER INCLUDES LIMITED BASIC AND EXPANDED BASIC)

- 30 Lifetime
- 32 USA Network
- 33 NBC Sports Network
- 34 Golf Channel
- 35 ESPN
- 36 ESPN2
- 37 NBC Sports Boston
- 38 NESN
- 39 TNT
- 40 HGTV
- 41 VH1
- 42 Freeform
- 44 Discovery
- 45 TLC
- 47 Disney Channel
- 48 Nickelodeon
- 49 HLN
- 50 CNN
- 51 A&E
- 52 Comedy Central
- 53 FX
- 54 TBS
- 55 HISTORY

- 56,1426 TV Land
- 57 The Weather Channel
- 59,114 MSNBC
- 60 AMC
- 61 TCM
- 62 Animal Planet
- 63 Syfy
- 64 FOX News Channel
- 65 Bravo
- 66,186 truTV
- 67 E!
- 69 Food Network
- 70 BET
- 71 Travel Channel
- 72 CNBC
- 73,351,1420 WGN America
- 74,138 Hallmark Channel
- 77 MTV
- 83,1655 INSP
- 84 NESN+
- 85,1256 NBC Sports Boston Overflow
- 88,1049 HSN2
- 104 Investigation Discovery
- 105 OWN (Oprah Winfrey Network)
- 108,1425 GSN
- 109 BBC America
- 120 National Geographic Channel
- 122 FOX Sports 1
- 125 FXX
- 128 Bloomberg TV
- 133 FOX Business Network
- 135 UP
- 140 WE tv
- 141 Hallmark Movies & Mysteries
- 150 TV One
- 151 Universal Kids
- 159 Oxygen
- 163 LMN
- 187,1130 C-SPAN3
- 263,1757 MoviePlex
- 726,1113 MSNBC HD
- 727,1102 The Weather Channel HD
- 730,1492 HGTV HD
- 733,1707 Universal Kids HD
- 734,1458 Hallmark Channel HD
- 735,1430 truTV HD
- 736,1755 TCM HD
- 737,1455 Lifetime HD
- 738,1459 Hallmark Movies & Mysteries HD
- 740,1488 Travel Channel HD
- 743,1223 Golf Channel HD
- 747,1728 Nickelodeon HD

749,1456 LMN HD
 754,1435 Comedy Central HD
 756,1466 E! HD
 757,1122 Bloomberg TV HD
 759,1112 HLN HD
 760,1111 CNN HD
 761,1434 TBS HD
 762,1478 HISTORY HD
 763,1403 USA Network HD
 764,1404 TNT HD
 765,1449 Discovery HD
 769,1484 Food Network HD
 770,1473 National Geographic HD
 771,1402 A&E HD
 772,1205 ESPN HD
 773,1250 NESN HD
 774,1207 NBC Sports Network HD
 775,1612 MTV Live HD
 776,1243 MotorTrend Network
 778,1206 ESPN2 HD
 779,1251 NBC Sports Boston HD
 780,1471 Animal Planet HD
 781,1411 Syfy HD
 783,1715 Disney Channel HD
 784,1742 Freeform HD
 786,1405 AMC HD
 787,1450 TLC HD
 788,1409 FX HD
 789,1463 Bravo HD
 790,1110 FOX News Channel HD
 791,1123 FOX Business Network HD
 792,1121 CNBC HD
 793,1428 WE tv HD
 798,1607 VH1 HD
 799,1606 MTV HD
 826,1626 TV One HD
 828,1625 BET HD
 830,1457 UP HD
 832,1444 Investigation Discovery HD
 834,1418 BBC America HD
 837,1465 Oxygen HD
 839,1464 OWN HD (Oprah Winfrey Network)
 840,1410 FXX HD
 841,1208 FOX Sports 1 HD
 894,1255 NESN+ HD

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

43 Cartoon Network
 46 Paramount Network
 56,1426 TV Land
 71 Travel Channel
 101,1714 Discovery Family Channel
 102 Science
 103 Destination America
 106,1480 American Heroes Channel
 108,1425 GSN

115 fyi
 116 VICELAND
 117 Disney XD
 118,1701 Disney Junior
 123 NHL Network
 124 NFL Network
 127,1236 Outdoor Channel
 130,1497 Discovery Life
 132 ESPNNews
 134,1114 Newsy Live
 137,1639 MTV2
 139,1633 BET Jams
 143,1619 CMT Music
 144,1614 MTV Classic
 146,1682 The Impact Network
 147 IFC
 148,1702 Nick Jr.
 149,1620 Great American Country (GAC)
 152,1740 TeenNick
 153,1729 Nick 2
 154,1727 Nicktoons
 155,1630 BET Soul
 158,1766 FX Movie Channel
 160,1615 Nick Music
 162,631 MTV TR3s
 164,1440 SundanceTV East
 168,1117 BBC World News
 170,1246 TVG
 174 Nat Geo WILD
 175 CBS Sports Network
 176,394 Tennis Channel
 177 FOX Sports 2
 179,1485 Cooking Channel
 180,1493 DIY Network
 181,1439 Logo
 182,1427 POP
 185 MLB Network
 193,1477 Smithsonian Channel
 194,1637 Revolt
 195,1628 BET Her
 196,1709 BabyFirst Americas
 198,1627 ASPIRE
 235,1771 FLIX East
 248 STARZ ENCORE East
 250,1779 STARZ ENCORE Classic East
 252,1784 STARZ ENCORE Westerns East
 254,1782 STARZ ENCORE Suspense East
 256,1777 STARZ ENCORE Black East
 258,1775 STARZ ENCORE Action East
 260,1741 STARZ ENCORE Family
 261,1756 RetroPlex
 262,1758 IndiePlex
 292 NBA TV
 293 ESPN
 339 Mnet
 340,1429 ReelzChannel
 341 Ovation
 342,1685 Jewish Life Television (JLTV)
 346 SEC Network

347,1322 SEC Network Overflow
 626,1232 NBC Universo
 637 Galavision
 655,1229 Univision Deportes Network
 715,1486 fyi HD
 732,1210 ESPNNews HD
 739,1487 Destination America HD
 740,1488 Travel Channel HD
 744,1438 IFC HD
 746,1734 Cartoon Network HD
 748,1773 STARZ ENCORE East HD
 755,1412 Paramount Network HD
 777,1215 NFL Network HD
 782,1222 Olympic Channel HD
 785,1451 Science HD
 795,1219 MLB Network HD
 796,1217 NHL Network HD
 797,1716 Disney XD HD
 817,1218 NBA TV HD
 820,1462 Ovation HD
 822,1301 ESPN HD
 823,1303 CBS Sports Network HD
 827,1224 Tennis Channel HD
 829,1613 AXS TV
 831,1436 VICELAND HD
 838,1472 Nat Geo WILD HD
 842,1321 SEC Network HD
 843,1209 FOX Sports 2 HD

DEPORTES

626 NBC Universo
 629,1230 FOX Deportes
 638,1231 ESPN Deportes
 647 Latin American Sports
 655,1229 Univision Deportes Network

XFINITY TV LATINO

162,631 MTV TR3s
 600 TBN Enlace
 601 Telefe
 602 TV Chile
 603 Nuestra Tele
 604 Video Rola
 605 FOX Life
 606 TVE Internacional
 607 TV Venezuela
 608 Telehit
 609 Ritmoson
 610 Bandamax
 611 De Pelicula
 612 De Pelicula Clasico
 613 SUR Peru
 614 SUR TV
 615 Once Mexico
 616 Multimedia
 617 Mexicana
 619 Cinema Dinamita
 620 EWTN en Espanol
 621 Ecuavisa

623 Caracol TV
 624 Canal 52MX
 625 Supercanal
 626,1232 NBC Universo
 627 Discovery en Espanol
 628 Cinelatino
 629,1230 FOX Deportes
 630 CNN en Espanol
 632 ViendoMovies
 633 Cine Mexicano
 635 HISTORY en Espanol
 636 WAPA America
 637 Galavision
 638,1231 ESPN Deportes
 639 TV Dominicana
 640 TeleFormula
 641 Discovery Familia
 644 HITN
 645 Pasiones
 646 Vme Kids
 647 Latin American Sports
 648 Centroamerica TV
 649 BabyFirst Americas - Spanish
 650 UniMás Alt
 651 Univision Alt
 655,1229 Univision Deportes Network
 675 Cine Sony

SPORTS ENTERTAINMENT PACKAGE

(INCLUDED IN SUPER TRIPLE PLAY PACKAGE)

61 TCM
 110 CMT
 123 NHL Network
 124 NFL Network
 127,1236 Outdoor Channel
 132 ESPNNews
 136,1302 ESPN GoalLine/Bases Loaded
 170,1246 TVG
 175 CBS Sports Network
 178,1237 Sportsman Channel
 185 MLB Network
 289 BTN
 291 NFL RedZone
 292 NBA TV
 293 ESPN
 337,1329 Pac-12 Network
 343,1445 Crime & Investigation
 344,1479 Military History Channel
 728,1608 CMT HD
 732,1210 ESPNNews HD
 736,1755 TCM HD
 777,1215 NFL Network HD
 794,1216 NFL RedZone HD
 795,1219 MLB Network HD
 796,1217 NHL Network HD
 817,1218 NBA TV HD
 822,1301 ESPN HD
 823,1303 CBS Sports Network HD
 824,1313 BTN HD

PREMIUM CHANNELS

(SHOWTIME AND STARZ CHANNELS INCLUDED WITH SIGNATURE DOUBLE AND TRIPLE PLAY PACKAGES; HBO, SHOWTIME, STARZ, CINEMAX AND THE MOVIE CHANNELS INCLUDED WITH SUPER DOUBLE AND TRIPLE PLAY PACKAGES)

201 HBO East
 202 HBO2 East
 203,1806 HBO Signature East
 204,1808 HBO Family East
 205,1810 HBO Comedy East
 206 HBO Zone East
 207 HBO Latino East
 208 HBO West
 219,1852 Showtime Family East
 220,1854 Showtime Next East
 221 Showtime East
 222 Showtime 2 East
 223,1846 Showtime Showcase East
 224 Showtime Extreme East
 225,1844 Showtime Beyond East
 231 The Movie Channel East
 232 The Movie Channel Xtra East
 235,1771 FLIX East
 241 STARZ East
 243,1870 STARZ Edge East
 244,1874 STARZ Kids & Family East
 245,1876 STARZ Cinema East
 247,1872 Starz In Black East
 268,1828 MovieMax
 269,1834 Max Latino
 270 CINEMAX East
 271,1822 MoreMAX East
 272,1824 ActionMAX East
 273,1826 ThrillerMax East
 274 CINEMAX West
 278,1830 5StarMAX
 279,1832 OuterMAX
 453,1886 Playboy
 750,1802 HBO HD East
 751,801,1840 Showtime HD East
 752,1868 STARZ East HD
 753,1820 CINEMAX HD East
 802,1842 Showtime 2 HD East
 809,1790 Epix HD (East)
 810,1860 The Movie Channel HD East
 811,1862 The Movie Channel Xtra East HD
 812,1804 HBO2 HD East
 813,1812 HBO Zone HD East
 815,1814 HBO Latino HD East
 816,1848 Showtime Extreme HD

INTERNATIONAL SELECTIONS

390,861,3285 Willow Plus
680,850,3293 TV Globo
851,3216 SIC
International
852,3287 ZeeTV
854,3226 RTN (Russian)
855,3290 TV JAPAN
856,3135 CCTV4
857,3286 TV Asia
858,3294 TV5 Monde
859,3194 The Filipino
Channel
860,3280 RAI
International
862,3210 Premiere
Futebol Clube
3101 Willow Plus HD
3102 TV Asia HD
3103 ZeeTV HD
3106 SET HD
3109 NDTV 24X7
3110 NDTV (Good)
3137 Phoenix Info News
3138 CTI Zhong Tian
Channel
3139 Phoenix NA
3180 TV JAPAN HD
3185 Saigon Broadcasting
Television Network
3195 GMA Pinoy TV
3196 GMA Life TV
3203 TV Polonia
3211,3291 Bandeirantes TV
3212 RecordTV Europa HD
3213 TV Globo HD
3225 RTVI (Russian)
3227 Russian Kino
3228 NTV America
3229 Channel One Russia
3230 Impact TV
3232 RTR PLAN
3233 ROSSIYA
3234 CTC
3245 ART Network
3250 The Israeli Network
3260 DW Deutsche +
3265 TV5 Monde HD
3275 Antenna TV
3281 Mediaset Italia
3289 SET
3292 RecordTV

PAY-PER-VIEW

292 NBA TV
450,1888 Penthouse Block
451,1887 Vivid TV
452,1893 Juicy
454,1890 Hustler TV
457,1894 TEN
458,1891 XTSY
460 IN DEMAND PPV
461 IN DEMAND PPV 7

463,700,1201 IN DEMAND
PPV HD
464 IN DEMAND PPV BARKER
510-520 NBA/MLS PPV
531-544 MLB/NHL PPV
545,1370 INDEMAND
MLB/NHL HD
546,1371 INDEMAND
MLB/NHL 2 HD
817,1218 NBA TV HD
1372-1385 MLB/NHL PPV
1387-1397 NBA/MLS PPV

ON DEMAND

1,199,900,1000 Xfinity
On Demand
462,1884,1895 PARENTAL
1880,1899 Movies On
Demand
1881,1898 TV On Demand
1882,1897 Music On Demand
1883,1896 SPORTS On
Demand

XFINITY INSTANT TV LATINO

619 Cinema Dinamita
627 Discovery en Espanol
628 Cinelatino
630 CNN en Espanol
632 ViendoMovies
633 Cine Mexicano
635 HISTORY en Espanol
637 Galavision
641 Discovery Familia
645 Pasiones
646 Vme Kids
649 BabyFirst Americas -
Spanish
675 Cine Sony

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

87731000: 5150;5160;5170;5180;5190;5200;5210

For more information visit xfinity.com/support/local-channel-lineup.

Comcast Customer Privacy Notice

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



Privacy English 2018_ebill

Overview

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

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

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

Entities Covered

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

Services Covered

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

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

Information Covered

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

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

I. Collection of Information

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

Information You Provide to Us

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

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

Information We Collect When You Use the Services

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

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

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

Location Information

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

Information Provided by Third Parties

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

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

II. Use of Information

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

To Provide and Improve the Services

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

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

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

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

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

To Communicate with You

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

To Provide Recommendations and Deliver Relevant Advertising and Marketing

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

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

To Create Analytics and Measurement Reports

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

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

III. Sharing & Disclosures of Information

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

Service Providers

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

The Comcast Family of Businesses

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

Account Owners and Users

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

Third Parties for Marketing Purposes

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

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

Other Third Parties

If you subscribe to our voice service, Comcast may disclose information about you to others in connection with features and services such as Caller ID, 911/E911, and directory services as follows:

- We may transmit your name and/or telephone number to be displayed on a Caller ID device unless you have elected to block such information. Please note that Caller ID blocking may not prevent the display of your name and/or telephone number when you dial certain business or emergency numbers, 911, 900 numbers, or toll-free 800 and similar numbers.
- We may provide your name, address, and telephone number to public safety authorities and their vendors for inclusion in E911 databases and records, inclusion in "reverse 911" systems, or to troubleshoot 911/E911 record errors.
- We may publish and distribute, or cause to be published and distributed, telephone directories in print, on the Internet, and on disks. Those telephone directories may include subscriber names, addresses, and telephone numbers, without restriction to their use.
- We may also make subscriber names, addresses, and telephone numbers available, or cause such subscriber information to be made available, through directory assistance operators.
- We may provide subscribers' names, addresses, and telephone numbers to unaffiliated directory publishers and directory assistance providers for their use in creating directories and offering directory assistance services.
- Once our subscribers' names, addresses, and telephone numbers appear in telephone directories or directory assistance, they may be sorted, packaged, repackaged, and made available again in different formats by anyone.

We take reasonable precautions to ensure that non-published and unlisted numbers are not included in our telephone directories or directory assistance services, but we cannot guarantee that errors will never occur.

If we (or our parent company) enter into a merger, acquisition, or sale of all or a portion of our assets, information about you and your subscription, including information that personally identifies you, will, in most instances, be one of the items transferred as part of the transaction. If this Notice will be changed as a result of such a transaction, you should refer below under "Changes to the Privacy Notice."

When Required by Law or To Protect Comcast and Others

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

If you subscribe to our Xfinity video service, Comcast may be required to disclose information that personally identifies you to a governmental entity in response to a court order. In this case, the Cable Act (defined below in Section V) requires that you be afforded the opportunity to appear and contest in a court proceeding relevant to the court order any claims made in support of the court order. At the proceeding, the Cable Act requires the governmental entity to offer clear and convincing evidence that the subject of the information is reasonably suspected of engaging in criminal activity and that the information sought would be material evidence in the case.

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

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

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

IV. Your Choices

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

Opting Out of Certain Marketing Communications

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

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

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

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

If you prefer to contact Comcast in writing instead of by telephone, you may send a written request to the address listed below under "How Do I Contact Comcast?" Be sure to include your name and address, your Comcast account number, and a daytime telephone number where we can reach you. The person who is identified in our billing records as the customer should sign the written request. If you have a joint account, a request by one party will apply to the entire account; for multiple accounts, your notice must separately identify each account covered by the request. If you are writing to opt-out of marketing calls, you must state the phone numbers or addresses that you wish to be placed on the relevant lists.

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

If you subscribe to Xfinity voice service, when you are interacting with one of our customer service representatives, such as on a call, in our offices, or during an online chat session, we may ask you for your oral consent to the use of your customer proprietary network information or "CPNI" for the purpose of reviewing your account and providing you with an offer for other products and services. If you provide consent, Comcast may use your CPNI only for the duration of that telephone call or discussion in order to offer you additional services. If you deny or restrict your approval for us to use your CPNI, you will suffer no effect, now or in the future, on how we provide any services to which you subscribe.

V. Your Rights under Federal and State Law

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

The Cable Act and Personally Identifiable Information

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

If you believe that you have been aggrieved by any act of ours in violation of the Cable Act or other applicable laws, we encourage you to contact us directly as described below in "How Do I Contact Comcast?" in order to resolve your question or concern. You may also enforce the limitations imposed on us by the Cable Act as applicable with respect to your personally identifiable information through a civil lawsuit seeking damages, attorneys' fees, and litigation costs. Other rights and remedies may be available to you under federal or other applicable laws as well.

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

The Communications Act and CPNI

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

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

VI. Accessing and Correcting Information

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

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

If you would like to examine your own personally identifiable information, you may do so at your local Comcast office upon reasonable prior notice to us and during our regular business hours. To do so, please contact us by mail at the address below or telephone at 1-800-XFINITY, giving us a reasonable period of time to locate and, if necessary, prepare the information for review, and to arrange an appointment. You will need to provide proper identification and you will only be permitted to examine the personally identifiable information in your account and no other account.

If you make an affirmative, written request for a copy of your Xfinity voice CPNI, we will disclose to you the relevant information we have at your account address of record, or to any person authorized by you, if we reasonably believe the request is valid. However, subscribers to our Xfinity voice services should be aware that we generally do not provide them with records of any inbound or outbound calls or other records that we do not furnish in the ordinary course of business (for example, as part of a bill) or which are available only from our archives, without valid legal process such as a court order. In addition, we cannot correct any errors in customer names, addresses, or telephone numbers appearing in, or omitted from, our or our vendors' directory lists until the next available publication of those directory lists. Further, we may have no control over information appearing in the directory lists or directory assistance services of directory publishers or directory assistance providers that are not owned by us.

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

VII. Other Important Information

Protecting the Information We Collect

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

Data Retention

Comcast maintains information that personally identifies you in our regular business records while you subscribe to one or more of the Services. We also maintain this information for a period of time after you no longer subscribe to a Service if the information is necessary for the purposes for which it was collected or to satisfy legal requirements. These purposes typically include business, legal, or tax purposes. If these purposes no longer apply, we will destroy, de-identify, or anonymize the information according to our internal policies and procedures.

Changes to the Privacy Notice

As required by the Cable Act, we will provide you with a copy of the current Privacy Notice at the time we enter into an agreement to provide any cable service or other service to you, and annually afterwards, or as otherwise permitted or required by law.

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

How Do I Contact Comcast?

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

Phone: 1-800-XFINITY

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

Mail: Comcast Cable Communications, LLC

Attn: Law Department - Customer Privacy Notice

One Comcast Center

Philadelphia, PA 19103-2838

Revised and effective: January 1, 2018

IMPORTANT INFORMATION FOR XFINITY TV CUSTOMERS

SERVICE PROBLEMS

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

SERVICE OR BILLING COMPLAINTS

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

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

MOVING

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

EQUIPMENT COMPATIBILITY

Xfinity TV service is encrypted and requires a TV Box, TV Adapter, CableCARD or other navigation device that is compatible with our system for each television you wish to use with our service. You may not be able to use special features or functions of your television, VCR or DVD player/recorder with Xfinity TV service. Some of these problems may be resolved by the use of signal splitters, and/or other supplemental equipment that can be purchased from us or at electronic stores. Please call us if you would like to discuss the type of special equipment needed to resolve individual compatibility problems or if you have any questions regarding other equipment compatibility issues.

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

REMOTE CONTROL UNITS

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

SERVICE CHANGES AND INSTALLATION

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

OTHER INFORMATION

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



SERVICE AREA

MA, NH & ME

PHONE NUMBERS

Billing/Repair

New Services/Sales

1-800-266-2278

OFFICE HOURS

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

MAILING/OFFICE ADDRESS

Comcast

1 Comcast Center

Philadelphia, PA 19102

**PUBLIC INFORMATION OFFICES/
FRANCHISE AUTHORITIES /**

Consumer Division of the Department of
Telecommunications and Cable

1-800-392-6066

1000 Washington Street, Suite 820

Boston, MA 02118

Office of the Attorney General

Consumer Protection and Antitrust Bureau

33 Capital Street

Concord, NH 03301

Office of the Attorney General

Consumer Information and Mediation Service

6 State House Station

August, ME 04333



Account Number
XXXXXXXXXXXX

Billing Date
Jan 08, 2019

Services From
Jan 15, 2019 to Feb 14, 2019

Page
1 of 3

- SAMPLE CUSTOMER BILL -

Hello

Thank you for choosing XFINITY from Comcast.

Your bill at a glance

For XXXXXXXX LAWRENCE, MA, 01843-3720

Previous balance		\$98.44
Payment - thank you	Dec 21	-\$98.44
Balance forward		\$0.00
Regular monthly charges	Page 3	\$98.10
Taxes, surcharges & fees	Page 3	\$3.78
New charges		\$101.88

Amount due Jan 22, 2019 \$101.88

Your bill explained

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

Need help?

- Visit xfinity.com/customersupport or see page 2 for other ways to contact us.

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

Please write your account number on your check or money order



P.O. BOX 21828
EAGAN MN 55121-0828

XXXXXXXXXXXX
LAWRENCE, MA 01843-3720

Account number

XXXX XX XXX XXXXXXXXX

Payment due

Jan 22, 2019

Please pay

\$101.88

Amount enclosed

\$

Make checks payable to Comcast
Do not send cash

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

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

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

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



Amazon Prime Video is now on Xfinity X1.

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

Learn more at xfinity.com/primevideo



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

Contact

We're here to help when you need us.

 **By chat**
Visit xfinity.com/chat

 **Social**
Tweet us @comcastcares

 **By app**
Download the My Account app at xfinity.com/apps

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

 **In store**
At your nearest XFINITY store
find one at xfinity.com/storelocator

Additional information

Your nearest Service Center:

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

Accessibility:

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

Ways to pay

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

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

Additional billing information

Other ways to pay

Visit xfinity.com/myaccount
Use the My Account app

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

Regular monthly charges		\$98.10
Your XFINITY package		\$67.22
TV: Digital Starter		\$67.27
Includes Limited Basic And Expanded Basic.		
TV: HD Technology Fee		\$9.95
Loyalty Discount		-\$10.00

Equipment & services		\$12.63
TV Box + Remote		\$2.68
Service To Additional TV		\$9.95
With TV Box And Remote		

Other charges		\$18.25
Broadcast TV Fee		\$10.00
Regional Sports Fee		\$8.25

Taxes, surcharges & fees		\$3.78
Service fees		\$3.70
Franchise Fee		\$3.51
MA License Fees		\$0.19

Taxes & surcharges		\$0.08
FCC Regulatory Fee		\$0.06
State Sales Tax		\$0.02

What's included?

 **TV:** 140+ Channels

Visit xfinity.com/myaccount for more details

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

Additional information

For residential customers, if you are not satisfied with our resolution of a problem with your video service, or if you have a complaint regarding our video prices, you may contact the MA Department of Telecommunications and Cable Consumer Division, 1000 Washington St., Boston, MA 02118-6500. Call 617-305-3531 or 800-392-6066 or email: consumer.complaints@mass.gov. Local Franchising Authority: (the MA DTC at the above address). The FCC ID for your town is: MA0056.

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

Moving? Visit xfinity.com/moving today to help you stay connected to all of your XFINITY services.

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

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

SAMPLE WORK ORDER

02/04/2019 12:31

Job Receipt (516082)

WoNum: [REDACTED]

Job Number: [REDACTED]

SchdDate: 02/04/2019

Account: [REDACTED]

Phone #: [REDACTED]

Customer: [REDACTED]

Address: [REDACTED]

Services:

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

Tech: 5826

Equip at Location: [REDACTED]

Equip Added:

Equip Removed:

Payments:

Deposits:

Cust Satisfaction:

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

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

Signature: