



October 19, 2016

The Hon. James Bouley
Office of the Mayor
City of Concord
41 Green Street
Concord, NH 03301

Dear Mayor Bouley:

In our effort to keep you informed, we are writing to share with you the following information:

- On October 31, 2016, Pivot ch 231 will cease operation and no longer be available.
- Beginning November 29, the following XFINITY TV changes will occur: FYI ch 243/HD 797 will move from Expanded Basic to Digital Preferred; Tennis Channel ch 266/HD 838 will move from Sports Entertainment Package to Digital Preferred; TV One ch 214/HD 912 will move from Digital Preferred to Expanded Basic; and Viceland ch 242/HD 910 will move from Expanded Basic and Digital Economy to Digital Preferred.
- We've simplified your In-Home Service Visit charge. Starting January 1, 2017, you'll get everything you need for your In-Home Service Visit at a flat rate of \$40.00 per visit. This includes installation, activation, and relocation of additional outlets installed after the initial installation, as well as in-home service changes. This rate does not include in-home visits relating to XFINITY Home. Taxes and fees may apply.

Customers are receiving this information via bill message. Should you have questions, please do not hesitate to contact me at 603-224-1871, ext. 202.

Very truly yours,

Bryan Christiansen

Bryan Christiansen, Sr. Manager
Government Affairs

