

June 5, 2018

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

**Re: Package Equipment Changes**

Dear Mayor Bouley:

We recently shared with you a number of new, simpler pricing and package options that have been made available to residents in your community. Customer satisfaction is a priority for us at Comcast and we continue to create ways to deliver more value, flexibility, transparency, and choice for the communities we serve. To that end, starting June 6, 2018, a TV Box and Remote will no longer be included in our packages and we will reduce the price of applicable packages accordingly.

Today, most Comcast video packages include the rental of a TV Box and Remote for use on the primary TV in the home. In some instances, we have found that certain customers have chosen to use their own video devices, like a TiVo, instead of using Comcast equipment, and as a result we have applied an equipment credit to their accounts for the charge of the Comcast device that is included in the price of their package.

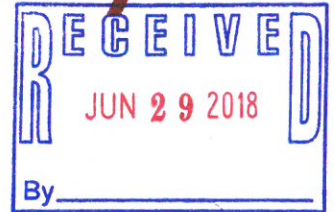
The TV Box and Remote for the primary TV will now be billed separately at \$2.68, the current combined price for the rental of a Comcast TV Box and Remote. Customers may still choose to rent a TV Box from us, or they can opt for a retail device alternative, including via the Xfinity Stream app for Roku devices and select Samsung Smart TVs (with additional options to come); the Xfinity Stream app and portal for computers and mobile devices; or a CableCARD device like TiVo. Customers do not need to take any action unless they choose to change the way they are watching their cable service.

Customers will receive notice of this change with their June bill. If you have any questions, please do not hesitate to contact me at 603-224-1871, ext. 202.

Sincerely,

*Bryan Christiansen*

Bryan Christiansen, Sr. Manager  
Government Affairs



June 27, 2018

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

***Re: Important Information on Video Services***

Dear Mayor Bouley:

At Comcast we continue to innovate and deliver more value, flexibility and choice to our customers. On June 28, 2018, we will introduce the following new Choice TV package options, giving customers even more choice for a personalized experience.

**Choice TV** at \$30.00 per month will include Limited Basic, Streampix, and HD programming. A TV Box, CableCard or compatible customer owned equipment will be required for customers to receive Choice TV services. Up to 10 hours of cloud DVR Service is included for those customers who have our X1 equipment or compatible customer owned equipment and Xfinity Internet service.

**Choice TV Double Play** at \$89.99 per month will include Choice TV and Performance Plus Internet. Compatible equipment will be required.

**Genre Packs** will be available to enhance the Choice TV service offering, providing a more personalized experience. Customers are able to add up to two packs to Choice TV.

- **Kids & Family** at \$10.00 per month includes kid and family-friendly channels including Cartoon Network, Disney Channel, Nickelodeon and Universal Kids.
- **Entertainment** at \$15.00 per month includes entertainment channels including A&E, AMC, Bravo, Food Network, FX, TNT and VH1.
- **Sports & News** at \$28.25 per month includes sports and news channels including CNBC, CNN, ESPN, Golf, MSNBC, NBC Sports and NFL Network. Cannot be combined with Choice TV Double Play; Choice TV Double Play customers who want the Sports & News genre pack would receive more channels at a cheaper price with Comcast's Standard Double Play package.

Customers will be able to take advantage of these new packages starting June 28, 2018. In addition, as we introduce these new service offerings, the following services and packages will no longer be available for new subscriptions: Economy Double Play, Digital Preferred package, Digital Premier package, Basic Latino TV, Economy TV Latino, Starter TV Latino, Digital Economy and Family Tier.

We're happy to be able to provide more value, flexibility and choice through our new Choice TV offerings.