



October 31, 2015

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



Re: Installation Rates

Dear Mayor Bouley:

In keeping with our ongoing efforts to provide updates regarding our services, I am writing to inform you of some upcoming changes to our installation rates. On January 1, 2016, due to changes in business costs, the following installation rates will change:

Activate Pre-Existing Additional Outlet (After Initial Installation of Service) from \$22.95 to \$24.60,
Relocate Additional Outlet (After Initial Installation of Service) from \$30.30 to \$32.65
Connect DVR/DVD (Initial Installation of Service) from \$7.75 to \$8.20
Connect DVR/DVD (After Initial Installation of Service) from \$19.00 to \$19.60
Upgrade of Service from \$28.45 to \$29.45
Upgrade DVR Service from \$28.45 to \$29.45
Downgrade of Service from \$12.40 to \$12.45
In-Home Service Visit (XFINITY TV) from \$37.05 to \$37.15
Field Collection Charge from \$25.00 to \$30.00

Please be advised Customers are receiving notification, in advance via bill message, of these changes.

Should 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 & Regulatory Affairs

*Prices listed above exclude applicable taxes and fees.



October 30, 2015

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

Re: Channel Changes

Dear Mayor Bouley:

As part of our ongoing commitment to keep you informed about any changes to XFINITY TV services in your community, we want to let you know that on January 14, 2016 the following channel changes will occur:

- CMT ch 57 & ch 282/HD ch 864 will move from Digital Preferred to Sports Entertainment Package.
- POP ch 182 will move from Expanded Basic to Digital Preferred and will no longer be available with Digital Economy.
- Spike TV ch 55/HD ch 855 will move from Expanded Basic to Digital Preferred and will no longer be available on Xfinity TV 300 Latino and Xfinity TV 450 Latino.

Customers will be notified of these channel changes in advance through a bill message on their monthly bill statement.

If you have any questions about these changes, please feel free to contact me at 603-224-1871, ext. 202.

Sincerely,

Bryan Christiansen

Bryan Christiansen, Sr. Manager
Government & Regulatory Affairs