



December 22, 2020

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

Re: Regional Sports Networks

Dear Mayor Bouley:

We are committed to keeping you and our customers informed about changes to Xfinity TV services.

As you are aware, many sporting events and broadcasts were put on hold this year between April and June due to the pandemic. As we shared in September, we have been working hard to recover the fees regional sports networks charged us during that period to pass back savings to our customers.

We are currently notifying customers in your community of an additional courtesy adjustment related to these fees. This adjustment reflects what has been committed to us by the regional sports networks in your area. We will continue to work to recover additional funds where possible and we stay committed to giving our customers 100% of what we receive.

For more information, visit www.xfinity.com/sportsadjustments however should you have additional questions, please do not hesitate to contact me at Bryan_Christiansen@cable.comcast.com.

Very truly yours,

Bryan Christiansen

Bryan Christiansen, Sr. Manager
Government Affairs

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DEC 24 2020

Concord City Clerk's Office
41 Green Street
Concord, NH 03301



December 16, 2020

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

Re: Programming Changes & Municipal Emergency Reporting Procedures

Dear Mayor Bouley:

We are committed to keeping you and our customers informed about Xfinity TV services. Accordingly, please note the following which is being provided to customers via bill message:

On December 8, 2020, the following channel changes occurred: Sportsman HD was added to More Sports & Entertainment; Discovery Life HD was added to Digital Preferred; Jewish Broadcasting Service (JBS) HD, CSPAN2 HD and CSPAN3 HD was added to Sports & News and Expanded Basic; EWTN HD was added to Kids & Family and Expanded Basic; and TBN HD was added to Limited Basic. Channels require HD Technology Fee and X1 TV or compatible customer owned device.

Also, in our effort to better assist our municipal customers, attached are the emergency reporting procedures for certain outside plant and service problems. Please note the emergency reporting procedure information **IS NOT** for public dissemination

Should you have any questions please do not hesitate to contact me at Bryan_Christiansen@cable.comcast.com.

Very truly yours,

Bryan Christiansen

Bryan Christiansen, Sr. Manager
Government Affairs

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Concord City Clerk's Office
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Concord, NH 03301