



November 18, 2021

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

RE: Important Information—Price Changes

Dear Mayor Bouley:

At Comcast, we are always committed to delivering the entertainment and services that matter most to our customers in your community, as well as exciting experiences they won't find anywhere else. We are also focused on making our network stronger in order to meet our customers' current needs and future demands.

As we continue to invest in our network, products, and services, the cost of doing business rises. Rising programming costs, most notably for broadcast TV and sports, continue to be the biggest factors driving price increases. While we absorb some of these costs, these fee increases affect service pricing. As a result, starting December 20, 2021, prices for certain services and fees will be increasing, including the Broadcast TV Fee and the Regional Sports Network Fee. Please see the enclosed Customer Notice for more information.

In addition to the price changes noted on the enclosed Customer Notice, customers subscribing to Performance Starter Internet at \$54.95, which is no longer available for new subscriptions, will receive additional notice of a price change to this service from \$54.95 to \$59.95 per month as part of the letter accompanying their Customer Notice.

Lastly, effective December 31, 2021, NBC Sports Network (NBCSN) will cease operations.

We know you may have questions about these changes. If I can be of any further assistance, please do not hesitate to contact me at Bryan_Christiansen@cable.comcast.com.

Very truly yours,

Bryan Christiansen

Bryan Christiansen, Sr. Manager
Government & Regulatory Affairs

Enclosure: Customer Notice

RECEIVED

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

Important information regarding your Xfinity services and pricing

Effective December 20, 2021

Xfinity TV	Current	New
Broadcast TV Fee	\$19.45	\$24.95
Franchise Costs		
Concord	\$.33	\$.37
Hampstead	\$.95	\$1.01
Nashua	\$.15	\$.17
Pembroke	\$.12	\$.13
Plaistow	\$.71	\$.77
Seabrook	\$.24	\$.25
Regional Sports Fee	\$10.75	\$11.85
Choice TV Select	\$30.00	\$32.50
Choice TV Select - with TV Box	\$37.50	\$41.00
Entertainment	\$15.00	\$17.00
TV Box and Remote	\$7.50	\$8.50
TV Box	\$7.10	\$8.10
HD TV Box Limited Basic	\$7.10	\$8.10
HD TV Box and Remote Limited Basic	\$7.50	\$8.50
Service to Additional TV with TV Adapter	\$7.50	\$8.50

Xfinity Internet	Current	New
Performance - Xfinity Internet Service Only	\$80.95	\$83.95
Performance Pro - Xfinity Internet Service Only	\$95.95	\$98.95
Blast! - Xfinity Internet Service Only	\$100.95	\$103.95
Extreme Pro - Xfinity Internet Service Only	\$105.95	\$108.95
Gigabit - Xfinity Internet Service Only	\$110.95	\$113.95

Allentown, Concord, Exeter, Goffstown, Hampstead, Manchester, Nashua, Pembroke, Plaistow, Salem, Seabrook, Somersworth, Stratham, NH

87732000 (0810, 1260, 1290, 1370, 1380, 1500, 1550, 1580, 1610, 1620, 1630, 1800, 1820)

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MUNICIPAL - EMERGENCY/TROUBLE REPORTING PROCEDURES

In our effort to better assist our municipal customers, we are writing once again to provide you with the **emergency reporting procedures** for certain outside plant and service problems.

In the event any **municipal building** experiences problems with downed cable drops, signal transport issues with I-NET or Video Return Lines, Public, Education and Government (PEG) Access channels or to have our technical or construction staff on-site during an emergency, please follow the steps detailed below:

MUNICIPAL - EMERGENCY/TROUBLE REPORTING PROCEDURES

*(Please note the XOC telephone number listed below **IS NOT** for public dissemination)*

- **STEP 1** Call **1-877-359-1821** (24/7 – XOC)
- **STEP 2** Select **Option # 1** - Municipalities, Utilities, Police & Fire
- **STEP 3** Prompted for Reason for call:
 - Option # 1 - Down Wires (will be prompted to enter zip code)
 - Option # 2 – Pole hits, pole transfers or all other Municipal Issues
- **STEP 4** Speak with Rep. and **obtain job reference #**

The above steps will put you in touch with our Excellence Operations Center (XOC), 24-hours a day, and seven days a week. **Once again, please note this telephone # IS NOT for public dissemination.**