



April 16, 2018

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

***Re: Important Information on Video Packaging***

Dear Mayor Bouley:

At Comcast we are constantly innovating to deliver more value, flexibility and choice to our customers. One way we do this is to offer our industry-leading products in packages for customer convenience and savings. We are introducing new, simpler pricing and packaging options detailed below.

Our new packages provide customers with more of what they want in entertainment, including new, lower pricing on Double and Triple Play packages inclusive of High Definition, and more Internet speed options – all the way up to 1 Gig. We are adding more value to our higher-end packages as well by including Netflix and other great entertainment options, giving access to more of the best shows and movies customers enjoy. Comcast is now giving customers even more choice and more control through an increasingly personalized experience.

**Double Play Bundled Packages:**

- The **Economy Double Play** package at \$102.67 per month will include Digital Economy, a TV Box with Remote for the primary outlet, and Performance Plus Internet.
- The **Standard Double Play** package at \$112.67 per month will include Limited Basic, kids & family programming, entertainment programming, sports & news programming, a TV Box with Remote and HD programming for the primary outlet, and Performance Pro Internet.
- The **Select Double Play** package at \$122.67 will include Limited Basic, kids & family programming, entertainment programming, sports & news programming, Digital Preferred Tier, a TV Box with Remote, DVR Service and HD programming for the primary outlet, and Performance Pro Internet.
- The **Signature Double Play** package at \$142.67 will include Limited Basic, kids & family programming, entertainment programming, sports & news programming, Digital Preferred Tier, Showtime, Starz, Streampix, a TV Box with Remote, DVR Service and HD programming for the primary outlet, Performance Pro Internet, and Netflix Standard (HD) Plan.
- The **Super Double Play** package at \$172.67 will include Limited Basic, kids & family programming, entertainment programming, sports & news programming, Digital Premier Tier, Sports Entertainment Package, Streampix, a TV Box with Remote, DVR Service and HD programming for the primary outlet, Blast! Internet, and Netflix Standard (HD) Plan.

**Triple Play Bundled Packages:**

- The **Standard Triple Play** package at \$132.67 per month will include Limited Basic, kids & family programming, entertainment programming, sports & news programming, a TV Box with Remote and HD programming for the primary outlet, Performance Pro Internet, and Voice Unlimited.
- The **Select Triple Play** package at \$152.67 will include Limited Basic, kids & family programming, entertainment programming, sports & news programming, Digital Preferred Tier, a TV Box with Remote, DVR Service and HD programming for the primary outlet, Blast! Internet, and Voice Unlimited.
- The **Signature Triple Play** package at \$172.67 will include Limited Basic, kids & family programming, entertainment programming, sports & news programming, Digital Preferred Tier, Showtime, Starz, Streampix, a TV Box with Remote, DVR Service and HD programming for the primary outlet, Extreme Pro Internet, Voice Unlimited, and Netflix Standard (HD) Plan.
- The **Super Triple Play** package at \$202.67 will include Limited Basic, kids & family programming, entertainment programming, sports & news programming, Digital Premier Tier, Sports Entertainment Package, Streampix, a TV Box with Remote, DVR Service and HD programming for the primary outlet, Gigabit Internet, Voice Unlimited, and Netflix Standard (HD) Plan.

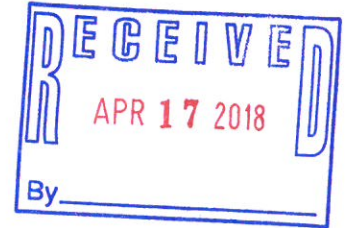
New customers will be able to take advantage of these new packages starting April 17, 2018, and existing customers will be able to do the same starting May 9, 2018. Our existing Double and Triple Play packages, including our XFINITY Latino Double and Triple Play packages, will no longer be available for new subscriptions when these new packages become available to customers.

We're happy to be able to provide more value through these new Xfinity packages loaded with content, features, options and faster speeds – all at new, lower pricing. 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 Affairs



April 13, 2018

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

**Re: New Bill Design for Xfinity Services from Comcast**

Dear Mayor Bouley:

As part of our commitment to keep you informed of changes impacting Comcast customers we wanted to share information related to the new design of our monthly bill statements.

Some of the changes customers will notice include:

- A new section, summarizing their monthly bill, which indicates payments received, regular monthly charges, any one-time charges, as well as applicable taxes, surcharges, and fees;
- Detailed breakdown of charges will appear on following pages with new headings, sections, and totals to help customers better understand their bill and pricing;
- Redesigned presentation of one-time charges, equipment charges, and recurring charges;
- Explanations of pro-rated charges using personalized graphics and text;
- Descriptions of what is included in the customer's service package; and
- Helpful, easy to locate, information including how to contact Comcast and payment options.

Customers began learning about the new bill design through an insert in their prior billing statements and will begin seeing the redesigned bill statements after April 16, 2018. Additionally, we have provided information to customers via e-mail and they are also able to obtain more information about the changes and view a sample bill by going to [www.xfinity.com/newsimplebill](http://www.xfinity.com/newsimplebill).

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