



January 14, 2019

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

**Re: International Package Update**

Dear Mayor Bouley:

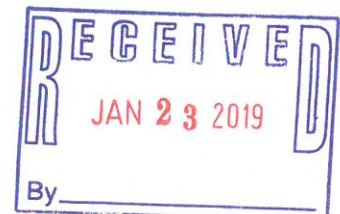
We are committed to keeping you and our customers informed of Xfinity TV changes. As we had informed you in December, Star India, the owner of Indian television channels, announced that it would no longer be offering its programming to Comcast and other video programming distributors in the United States effective January 5, 2019. As a result, Comcast no longer has the rights to carry the Star networks which has resulted in changes to our International Hindi selections as provided below.

The following International services and/or packages are no longer available:

- Star India Gold
- Star Bhart (One)
- Star Bhart (Star One)
- Star India News
- Star India Plus
- Vijay
- Tamil: Vijay
- Desi 3 Pack: Zee, Star India Plus and Xfinity TV Latino
- Desi 4 Star Pack: Star India Plus, Star Bharat (Life OK), ABP News, Star India Gold

The following Hindi packages included the Star channels that we no longer have the rights to carry. As a result, we have removed the Star channels and adjusted the package name and price as follows:

Old Package Name	Old Price	NEW Package Name	New Price
Hindi 2 Pack	\$24.99	Zee TV: Hindi	\$14.99
Hindi 3 Pack	\$29.99	Hindi 2 Pack: Zee TV, SET Asia	\$24.99
Hindi 8 Pack	\$34.99	Hindi Pack: Zee TV, SET Asia, TV Asia, NDTV 24x7, NDTV Good Times	\$29.99
Hindi 10 Pack	\$49.99	Hindi Plus Pack: Zee TV, SET Asia, TV Asia, NDTV 24x7, NDTV Good Times	\$39.99



The following Hindi packages, while no longer available for new subscriptions, included the Star channels that we no longer have the rights to carry. As a result, we have removed the Star channels, adjusted the package name and, in most cases, adjusted the package price as follows:

Old Package Name	Old Price	NEW Package Name	New Price
SET Asia, <i>Star India Plus</i>	\$14.99	SET Asia	\$14.99
Zee TV, <i>Star India Plus</i>	\$24.99	Zee TV: Hindi	\$14.99
Desi 4 Pack: Zee TV, SET Asia, <i>Star India Plus</i> , <i>Star Bharat (Life OK)</i>	\$32.99	Hindi 2 Pack: Zee TV, SET Asia	\$24.99
Desi 4 Pack: Zee TV, SET Asia, <i>Star India Plus</i> , TV Asia	\$32.99	Desi Pack: Zee, SET Asia, TV Asia	\$26.99
Desi 4 Pack: Zee TV, <i>Star India Plus</i> , TV Asia, Willow	\$32.99	Zee TV, TV Asia & Willow	\$26.99
Desi 4 Pack: Zee TV, <i>Star India Plus</i> , SET Asia, Willow	\$29.99	Zee TV, SET Asia, Willow	\$26.99
Desi 5-Pack: Zee TV, <i>Star India Plus</i> , SET Asia, TV Asia, Willow	\$32.99	Desi Pack w Willow: Zee TV, SET Asia, TV Asia, Willow	\$29.99
Desi Mega Pack: Zee TV, <i>Star India Plus</i> , SET Asia, TV Asia, <i>Star Bharat (Life OK)</i> , ABP News, <i>Star India Gold</i>	\$42.99	Desi Mega Pack: Zee TV, SET Asia, TV Asia, ABP News	\$29.99
Desi Mega Pack: Zee TV, <i>Star India Plus</i> , SET Asia, TV Asia, <i>Star Bharat (Life OK)</i> , ABP News, <i>Star India Gold</i> , Willow	\$42.99	Desi Mega w Willow: Zee TV, SET Asia, TV Asia, ABP News, Willow	\$34.99
Desi Mega & Willow: Zee TV, <i>Star India Plus</i> , SET Asia, TV Asia, <i>Star Bharat (Life OK)</i> , ABP News, <i>Star India Gold</i> , Willow	\$42.99	Desi Mega w Willow: Zee TV, SET Asia, TV Asia, ABP News, Willow	\$34.99
Desi Mega & Willow Plus: Zee TV, <i>Star India Plus</i> , SET Asia, TV Asia, <i>Star Bharat (Life OK)</i> , ABP News, <i>Star India Gold</i> , Willow	\$42.99	Desi Mega w Willow: Zee TV, SET Asia, TV Asia, ABP News, Willow	\$34.99

Customer accounts for those receiving any of the above services were automatically updated on January 5, 2019. Customers affected by these changes received notice via a direct mail letter.

Please do not hesitate to contact me at 603-224-1871, ext. 202 should you have questions.

Very truly yours,

*Bryan Christiansen*

Bryan Christiansen, Sr. Manager  
Government Affairs



January 17, 2019

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

**Re: Municipal Emergency Reporting Procedure Reminder**

Dear Mayor Bouley:

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 that 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 Dial:** **1-877-359-1821** (24/7 – XOC)
- **STEP 2 Select:** **Option # 4 - Greater Boston** or Western NE regions
- **STEP 3 Select:** **Option # 4** - Commercial Accounts, Municipalities, Utilities, Police & Fire
- **STEP 4 Reason for call:**
  - Option # 1 - Down Wires (will be prompted to enter zip code)
  - Option # 2 - Pole or all other Municipal Issues
- **STEP 5 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.***

Please do not hesitate to contact me at 603-224-1871, ext. 202 should you have questions.

Very truly yours,

*Bryan Christiansen*

Bryan Christiansen, Sr. Manager  
Government Affairs

