



June 24, 2019

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

Re: TiVo Customers: Accessing Xfinity On Demand App

Dear Mayor Bouley:

We are committed to keeping you updated about actions that may affect our customers. To that end, and as a courtesy in the event you receive questions, we are letting you know that as of June 25, 2019, the Xfinity On Demand app will no longer be available on TiVo devices.

In close consultation with TiVo, we made the decision to remove the Xfinity On Demand app from TiVo devices because the platform that permits those entitlements utilizes outdated technology that can no longer be updated and is therefore susceptible to security breaches. Both Xfinity and TiVo have notified affected customers of this equipment issue.

Please feel free to contact me at 603-224-1871, ext. 202 if you have any questions.

Very truly yours,

Bryan Christiansen

Bryan Christiansen, Sr. Manager
Government Affairs