

RECEIVED



November 16, 2017

NOV 20 2017

SELECTMEN'S OFFICE
TOWN OF SANDOWN NH

Board of Selectmen
Town of Sandown
320 Main Street
Sandown, NH 03873

RE: Important Information—Price Changes

Dear Chairman and Members of the Board:

We are committed to delivering the entertainment and services our customers in your community rely on today, and the new experiences they will love in the future. As we continue to invest in our network, products and services, the cost of doing business rises. Among our largest increasing costs are the fees we pay to programmers so that we can continue to offer the best in entertainment, news and sports. As a result, starting December 20, 2017 prices for certain services and fees will be increasing, including the Broadcast TV Fee and Regional Sports Fee. A copy of the notice customers will be receiving is enclosed.

While some prices may have increased, we are always investing in technology to drive innovation. We are working hard to bring our customers great value every day and exciting new developments in the near future, including the following.

- The most TV shows and movies available On Demand
- Innovative X1 Voice Remote that makes searching for shows and movies easier
- Self-service options to save our customers time and adapt to their schedule
- Access to Netflix and YouTube content on XFINITY X1
- America's best internet provider, according to Speedtest.net
- The fastest internet and the most WiFi coverage throughout customers' homes
- A new way to personalize and control home networks with Xfinity xFi

A copy of the notice customers will receive with their bill after November 19, 2017 is enclosed. We know you may have questions about these changes. If I can be of any further assistance, please contact me at 603.334.3603.

Sincerely,

Jay Somers

Jay Somers, Sr. Manager
Government & Regulatory Affairs

Enclosure: Customer Notice

RECEIVED
IMPORTANT INFORMATION REGARDING
YOUR XFINITY SERVICES AND RATES

Sandown, NH

NOV 29 2017

SELECTMEN'S OFFICE
TOWN OF SANDOWN NH

Effective December 20, 2017

We hope you are enjoying your Xfinity services.

As a Comcast employee who lives and works in your area, I am proud of the improvements we continue to make to bring you the best in entertainment and communications. There are many options out there, and I appreciate you choosing us as your provider.

As we continue to invest in our network, products and services, the cost of doing business rises. You may also be aware that we pay increasing programming fees to offer the best in entertainment, news and sports and they are among our largest costs. As a result, certain services and fees will be increasing in the next month or so.

We are providing this information in advance so you can plan accordingly. Please see the following pages in this bill for details on upcoming price changes in your area. For more information on the ways your bill can change and specifics on charges, visit xfinity.com/pricechanges.

You have my commitment that we will always work to bring you the best value for your services.

Thank you for being an Xfinity customer.

Tracy Pitcher
Regional Senior Vice President

We're working hard to bring you great value every day, and exciting new developments in the future.

- Xfinity Mobile
- Xfinity xFi delivers the control and coverage you need for your home WiFi
- The most WiFi hotspots nationwide
- Watch thousands of TV shows and movies with Xfinity On Demand
- Xfinity Stream app – live TV and sports on the go
- Simple, easy and fast account management with Xfinity My Account
- YouTube on X1 plus more apps coming soon

If you are currently receiving services on a promotional basis, under a minimum term agreement associated with a specific rate, or in the guaranteed period of one of our SurePrice plans, the prices for those specific services will not be affected during the applicable period. However, equipment charges, taxes and fees, including Broadcast TV Fee and Regional Sports Network Fee, are subject to change.

Sandown, NH

87732000 (1600)

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IMPORTANT INFORMATION REGARDING YOUR XFINITY SERVICES AND RATES

Sandown, NH

Effective December 20, 2017

DOUBLE PLAY PACKAGES

	Current	New
Internet Plus	\$82.95	\$85.95
Internet Pro Plus with HBO®	\$89.95	\$92.95
Internet Pro Plus with Showtime®	\$86.95	\$89.95
Internet Plus Latino	\$82.95	\$85.95

XFINITY® TV

	Current	New
Broadcast TV Fee	\$7.00	\$8.00
Regional Sports Fee	\$5.00	\$6.75
TV Box Limited Basic	\$1.00	\$2.50
HD TV Box Limited Basic	\$2.00	\$2.50

INSTALLATION FEES (Effective 1/1/18)

	Current	New
Hourly Service Charge Initial Installation of Service	\$35.20	\$40.00
Hourly Service Charge After Initial Installation of Service	\$35.20	\$40.00

MISCELLANEOUS

	Current	New
Late Fee	\$9.50	\$10.00

XFINITY® Internet

	Current	New
Performance Pro - XFINITY Internet Service Only	\$84.95	\$89.95
Performance Pro - with XFINITY TV or Voice Service	\$71.95	\$76.95
Blast! - XFINITY Internet Service Only	\$87.95	\$92.95
Blast! - with XFINITY TV or Voice Service	\$74.95	\$79.95
Performance Pro Speed Upgrade	\$10.00	\$15.00
Blast! Speed Upgrade	\$13.00	\$18.00
Extreme Pro Speed Upgrade	\$12.00	\$7.00
Gigabit Speed Upgrade	\$17.00	\$12.00
Gigabit Pro Speed Upgrade	\$225.00	\$220.00
Internet Equipment Rental	\$10.00	\$11.00

Services & Pricing

Effective January 1, 2018

1-800-XFINITY | xfinity.com

SANDOWN, NH

BUNDLED PACKAGES^{1,2}

DOUBLE PLAY PACKAGES

Internet Plus	
Includes Limited Basic, HBO®, Streampix, TV Box and remote for primary outlet and Performance Internet	\$85.95
SurePrice³	\$64.99
Internet Pro Plus with HBO®	
Includes Digital Economy, HBO® and Streampix for primary outlet and Performance Pro Internet	\$92.95
SurePrice³	\$74.99
Internet Pro Plus with Showtime®	
Includes Digital Economy, Showtime® and Streampix for primary outlet and Performance Pro Internet	\$89.95
SurePrice³	\$74.99
Preferred XF Double Play	
Includes Digital Preferred for primary outlet and Performance Pro Internet	\$149.85
SurePrice³	\$109.99
Premier XF Double Play	
Includes Digital Premier for primary outlet and Performance Pro Internet	\$187.99
SurePrice³	\$139.99

XFINITY LATINO DOUBLE PLAY PACKAGES

Internet Plus Latino	
Includes Basic Latino TV, TV Box and remote for primary outlet and Performance Internet	\$85.95
SurePrice³	\$64.99
Economy Plus Latino Double Play	
Includes Economy Plus Latino TV for primary outlet and Performance Internet	\$111.90
SurePrice³	\$99.99
Starter Latino Double Play	
Includes Starter Latino TV for primary outlet and Performance Internet	\$131.90
SurePrice³	\$109.99
Preferred Latino Double Play	
Includes Digital Preferred and XFINITY TV Latino for primary outlet and Performance Pro Internet	\$167.80
SurePrice³	\$119.99

XFINITY TV¹

BASIC SERVICES

Limited Basic⁴	\$24.75
Broadcast TV Fee	\$8.00
Franchise Related Cost⁶	\$0.10
Expanded Basic⁵ Includes TV Box and remote for primary outlet	\$45.20

DIGITAL SERVICES

Digital Economy	
Includes Limited Basic, additional digital channels, TV Box and remote for primary outlet, access to Pay-Per-View and On Demand programming and Music Choice	\$39.95
With XFINITY Internet Service	\$37.95
Digital Starter Includes Limited Basic, Expanded Basic, MoviePlex, access to Pay-Per-View and On Demand programming and Music Choice	\$69.95
Digital Preferred	
Includes Digital Starter and the Digital Preferred Tier	\$87.90
Digital Premier	
Includes Digital Preferred, HBO®, Showtime®, Starz®, Cinemax® and The Movie Channel®	\$134.90
Basic Latino TV Includes Limited Basic, XFINITY TV Latino, TV Box and remote for primary outlet	\$27.95
Economy Latino TV Includes Digital Economy and XFINITY TV Latino for primary outlet	\$41.95
Economy Plus Latino TV Includes Economy Latino TV and additional digital channels for primary outlet	\$49.95
Starter Latino TV Includes Economy Plus Latino TV and additional digital channels for primary outlet	\$69.95

XFINITY TV SERVICES

HBO®⁷	\$15.00
Showtime®⁷	\$12.00
Starz®⁷	\$12.00
Cinemax®⁷	\$12.00
The Movie Channel®⁷	\$12.00
Playboy®⁷	\$15.00
Digital Preferred Tier¹⁰	
Includes over 65 channels including CBS College Sports, Destination America, Disney XD, Encore and Science Channel	\$17.95
Digital Preferred Tier plus One Premium	
Includes Digital Preferred Tier and choice of Showtime®, Starz®, Cinemax® or The Movie Channel®	\$29.95
Digital Preferred Tier with HBO®	
Includes Digital Preferred Tier and HBO®	\$32.95
Digital Premier Tier	
Includes Digital Preferred Tier, HBO®, Showtime®, Starz®, Cinemax® and The Movie Channel®	\$64.95
Sports Entertainment Package⁸ Sports Entertainment Package: Includes over 14 channels including NFL Red Zone and CBS Sports Network	\$9.95
Family Tier⁹ Includes over 10 channels including C-SPAN, Discovery Family Channel, Food Network, HGTV, Universal Kids, National Geographic Channel and The Weather Channel	\$14.95
HD Technology Fee¹¹	\$9.95
DVR Service¹²	\$10.00
AnyRoom DVR Service¹³	\$10.00
Service to Additional TV¹⁴	\$9.95
with DVR Service ¹²	\$19.95

Refer to the last page for additional information. For information about XFINITY policies and terms of service, go to xfinity.com/policies.

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with AnyRoom DVR Service	\$19.95
with AnyRoom DVR Service (client)	\$9.95
with CableCARD ¹⁵	\$7.45
Service to Additional TV with TV Adapter¹⁷	\$5.99

INTERNATIONAL SELECTIONS⁷

Rai Italia (Italian)	\$9.99
TV5 MONDE (French)	\$9.99
CTI-Zhong Tian Channel (Chinese/Mandarin)	\$11.99
RTN (Russian)	\$14.99
Willow Plus (South Asian/Cricket Sport)	\$14.99
Zee TV (South Asian)	\$14.99
SIC International (Portuguese)	\$9.99
TV Globo (Portuguese/Brazilian)	\$19.99
PFC (Portuguese/Brazilian)	\$19.99
TV Globo & PFC (Portuguese/Brazilian)	\$24.99

PAY-PER-VIEW AND ON DEMAND SUBSCRIPTION SERVICES¹⁶

Eros Now On Demand	\$12.99
Eros Now On Demand w/a South Asian international selection	\$9.99
here! TV On Demand	\$7.99
The Jewish Channel On Demand	\$6.99
Disney Family Movies On Demand	\$5.99
Gaiam TV Fit & Yoga On Demand	\$6.99
Lifetime Movie Club On Demand	\$3.99
History Vault On Demand	\$4.99
Kidstream On Demand	\$4.99
Grokker Yoga Fitness On Demand	\$6.99
UP Faith and Family On Demand	\$4.99
Anime Network On Demand	\$6.99
Stingray Karaoke On Demand	\$6.99
DOGTV On Demand	\$4.99
Gaia On Demand	\$9.99
AMC Premiere On Demand	\$5.99
FX+ On Demand	\$5.99
Stingray Classica On Demand	\$6.99
Streampix¹⁹	\$4.99
Pay-Per-View and On Demand Movies and Events¹⁸ (per title or event)	Prices Vary
Vivid On Demand Subscription²⁰	\$19.99
Hustler On Demand Subscription²⁰	\$19.99
TEN On Demand Subscription²⁰	\$19.99
Girlfriends Films On Demand²⁰	\$19.99
Too Much for TV On Demand	\$14.99
Wicked On Demand²⁰	\$19.99
Urban Fantasy On Demand²⁰	\$19.99
Falcon On Demand²⁰	\$19.99
Homegrown Amateur On Demand²⁰	\$19.99
Evil Angel²⁰	\$19.99
Mature Lust²⁰	\$19.99

SPORTS PACKAGES¹⁶

MLB Extra Innings[®]	Call 1-800-XFINITY for pricing
NHL[®] Center Ice[®]	Call 1-800-XFINITY for pricing
NBA League Pass	Call 1-800-XFINITY for pricing

XFINITY TV EQUIPMENT

TV Box Limited Basic	\$2.50
TV Box	\$2.50
Remote	\$0.18
HD TV Box Limited Basic	\$2.50
TV Adapter (Limited Basic — Primary TV)	\$0.00
TV Adapter (Limited Basic — 1st and 2nd Additional TVs)	\$0.00
TV Adapter (Limited Basic — 3rd Additional TV)	\$0.50
CableCARD (first card in device)	\$0.00
CableCARD (second card in same device)	\$0.80

INSTALLATION

(PER OCCURRENCE UNLESS NOTED)	Initial Installation of Service	After Initial Installation of Service
Professional Installation^{21,22}	\$79.99	N/A
Hourly Service Charge²¹ For custom installation work	\$40.00	\$40.00
In-Home Service Visit²³	N/A	\$40.00
XFINITY Internet Gigabit Pro Professional Installation (per occurrence)		\$500.00
Wireless Networking On-Site Professional Set-Up (Separate trip, per occurrence)		\$99.95
Wireless Networking On-Site Professional Set-Up (each additional device over 4 devices per occurrence)		\$29.95

REACTIVATION

(NO IN-HOME VISIT REQUIRED—PER OCCURRENCE UNLESS NOTED)		
Reactivation - TV		\$6.00
Reactivation - Internet		\$6.00

MISCELLANEOUS (PER OCCURRENCE UNLESS NOTED)

Customer-Owned Video Equipment Credit See www.comcast.com/equipmentpolicy for additional information	\$2.50
Regional Sports Fee²⁴ (per month)	\$6.75
Service Protection Plan²⁵ (per month) Optional plan that protects against charges for service visits to diagnose or repair In-Home Wiring that works with residential XFINITY TV or XFINITY Internet. See xfinity.com/spp for terms.	\$5.95
Field Collection Charge Visit to customer's residence required to collect past due balance or unreturned equipment	\$30.00
Returned Payment Item (each)	\$25.00
Late Fee	\$10.00
Agent Assisted Payment For payment made by phone with a Customer Care Representative	\$5.99
Unreturned or Damaged Equipment Fees²⁶ (per piece)	Replacement Cost
Self Install Kit Shipping and Handling (Standard Shipping)	\$15.00
Self Install Kit Shipping and Handling (Priority Shipping)	\$29.95
Accessory Shipping and Handling	\$5.95
TV Guide[®] Weekly Magazine (per month)	\$4.20

Refer to the last page for additional information. For information about XFINITY policies and terms of service, go to xfinity.com/policies.

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XFINITY INTERNET^{1,2,7}

	XFINITY Internet Service Only	with XFINITY TV Service
Performance Starter²⁸	\$49.95	\$49.95
Performance	\$74.95	\$61.95
Performance Pro	\$89.95	\$76.95
Blast!	\$92.95	\$79.95
Extreme Pro²⁹	\$99.95	\$86.95
Gigabit²⁹	\$104.95	\$91.95
Gigabit Pro^{29,30}	\$299.95	\$299.95
Internet Equipment Rental		\$11.00
Ciena 3931 Modem & Netgear Wireless Router Rental³¹		\$19.95
Additional IP Address (first)		\$4.95
Additional IP Address (each additional, up to 3 additional)		\$9.00
Wireless Adapter (each, one-time charge)		\$30.00
Gigabit Pro Activation Fee (per occurrence)		\$500.00
		Replacement
Unreturned or Damaged Equipment Fees²⁶ (per piece, per occurrence)		Cost

¹ Certain services available separately or as a part of other levels of service. Comcast service is subject to Comcast's standard terms and conditions of service. Unless otherwise specified, prices shown are the monthly charge for the corresponding service, equipment or package. Prices shown do not include applicable taxes, franchise fees, FCC fees, Regulatory Recovery Fee, Public Access fees, other state or local fees or other applicable charges (e.g., per-call toll or international charges). Prices, services and features are subject to change. If you are an XFINITY TV customer and you own a compatible TV Box or CableCARD device, please call 1-800-XFINITY for pricing information or visit www.xfinity.com/equipmentpolicy. ©2017 Comcast. All rights reserved.

² Requires Internet Equipment.

³ SurePrice only available to qualifying 12 month promotional packages.

⁴ Requires TV Adapter, CableCARD or TV Box.

⁵ Requires Limited Basic.

⁶ Franchise Related Costs are costs associated with providing public, educational and/or government access facilities and equipment and/or other related costs in your community.

⁷ Requires TV Box or CableCARD and Limited Basic.

⁸ Requires Digital Starter.

⁹ Requires TV Box and Limited Basic and cannot be combined with Expanded Basic. Family Tier programming included in Digital Services except for XFINITY TV Latino.

¹⁰ Requires Digital Starter or Starter Latino TV.

¹¹ Not available to customers with Limited Basic only. Must subscribe to HD Technology Fee to receive HD programming.

¹² Requires HD Technology Fee. Service to Additional TV required for DVR Service on additional TVs. Not available to customers with Limited Basic only.

¹³ Sold only with Service to Additional TV for up to 3 TVs, maximum 3 clients per household. Requires HD Technology Fee and professional installation. Not available to customers with Limited Basic only.

¹⁴ Not available to Limited Basic only customers. Digital service tier on additional TV corresponds to digital service tier on primary outlet.

¹⁵ Not available to customers with Limited Basic only. Includes a customer-owned video equipment credit. An additional charge will apply for additional CableCARDS in the same device.

¹⁶ Requires TV Box and Limited Basic. Subscription can be billed at once or in 4 total payments. Restrictions may apply.

¹⁷ Includes TV Adapter and remote. Digital service tier on additional TV corresponds to digital service tier on primary outlet. Does not include access to On Demand content, premium channels or channel numbers above 1000 unless otherwise noted on the channel lineup. Not available to customers with Limited Basic only.

¹⁸ Price of Pay-Per-View and On Demand Movie or Event is displayed prior to the completion of the Pay-Per-View or On Demand ordering process.

¹⁹ Requires TV Box and Limited Basic to receive Streampix on television. Requires HD Technology Fee to receive HD programming. Streaming to iOS device requires XFINITY TV app, Internet service with bandwidth of at least 600 Kbps and a subscription to Limited Basic. Streaming to laptop/computer requires equipment meeting minimum requirements posted at <https://www.xfinity.com/support/internet/requirements-to-run-xfinity-internet-service/>, Internet service with bandwidth of at least 600Kbps and a subscription to Limited Basic.

²⁰ Requires Limited Basic and TV Box. Not available in all areas.

²¹ Standard installations include installations up to 125 feet from existing Comcast plant, unless noted differently in the local franchise agreement. Custom installations include installations which require in-wall wiring or installations in extensive drop ceilings, basements, or crawl spaces.

²² Includes standard installation of XFINITY TV and/or XFINITY Internet and installation of additional outlets and wireless networking set-up if requested at time order is placed. Does not include installations of XFINITY Home or XFINITY Gigabit Pro Internet.

²³ Applies to installation, relocation and activation of additional outlets as well as upgrade/downgrades of service after initial installation of service and in-home visits not covered under Service Protection Plan. Does not cover installation or in-home visits for XFINITY Home.

²⁴ Applies to XFINITY TV Digital Starter and above and Starter Latino TV.

²⁵ See <http://www.xfinity.com/spp> for information on Service Protection Plan.

²⁶ Contact 1-800-XFINITY for questions regarding equipment replacement charges.

²⁷ Internet Equipment required. For more information regarding XFINITY Internet go to <http://www.comcast.com/internet-service.html>.

²⁸ Download speed up to 10 Mbps and upload speed up to 2 Mbps. Many factors affect speed. Actual speeds may vary and are not guaranteed.

²⁹ Not available in all areas. May require installation and non-refundable installation charge.

³⁰ Requires 2 year contract. Monthly rental of Gigabit Pro compatible cable modem/router additional. Activation and professional installation fees additional. Gigabit Pro does not qualify for Comcast 30-day money back guarantee.

³¹ Requires Gigabit Pro.

IMPORTANT INFORMATION REGARDING YOUR XFINITY SERVICES AND RATES

SUPPLEMENT - In addition to the price changes listed on the general IMPORTANT INFORMATION REGARDING XFINITY SERVICES AND RATES NOTICE, the prices for the following services will also change.

Effective December 20, 2017

TRIPLE PLAY PACKAGES

	Current	New
MDU Preferred Extra Triple Play	\$119.99	\$124.99
MDU Preferred Triple Play	\$107.99	\$112.99

INTERNET SERVICES

	Current	New
Galaxy with modem rental	\$58.95	\$59.95
NetOne with modem rental	\$58.95	\$59.95

SERVICES NO LONGER AVAILABLE FOR NEW SUBSCRIPTION

	Current	New
Value Plus Triple Play Bundle	\$136.49	\$141.49
Value Plus LD Triple Play Bundle	\$136.49	\$141.49
Economy Video Triple Play Bundle	\$149.85	\$154.85
HD Starter Triple Play Bundle	\$156.49	\$161.49
HD Preferred Plus Triple Play Bundle	\$181.49	\$186.49
HD Preferred Plus with Sports Triple Play Bundle	\$191.49	\$196.49
MDU HD Preferred Triple Play	\$117.99	\$122.99
MDU HD Preferred Plus Triple Play	\$137.99	\$142.99
MDU Preferred Plus Triple Play	\$127.99	\$132.99
MultiLatino Ultra Triple Play	\$156.49	\$161.49
MultiLatino HD Ultra Triple Play	\$166.49	\$171.49
MultiLatino HD Ultra Plus Triple Play	\$186.49	\$191.49
MultiLatino HD Total Triple Play	\$211.49	\$216.49
Performance Extra Double Play	\$72.95	\$75.95
Blast Extra Double Play	\$85.95	\$90.95
Blast Plus Double Play	\$95.95	\$100.95
Blast Plus with HBO Double Play	\$102.95	\$107.95
HD Entertainment Double Play	\$149.99	\$154.99
Internet Extreme 150 Speed Upgrade (Triple Play Rewards)	\$25.00	\$20.00
Sports Entertainment Package (Triple Play Rewards)	\$8.95	\$9.95

ADDITIONAL IMPORTANT INFORMATION:

Effective December 20, 2017, the **XFINITY 2150 Latino Double Play** package will be renamed to **Basic Latino Double Play** and the **XFINITY 3150 Latino Triple Play** package will be renamed to **Basic Latino Triple Play**. The price and services received with these packages are not affected by these changes.

Starting December 20, 2017, due to increased business costs, the price of **XFINITY Instant TV Sports and News** pack will increase from \$25.00 to \$28.25 per month. Taxes and fees apply.

SAAHFOGX

All GBR except Orleans, Milford, Wayland & Weston

RECEIVED

NOV 20 2017

SELECTMEN'S OFFICE
TOWN OF SANDOWN NH



November 16, 2017

Board of Selectmen
Town of Sandown
320 Main Street
Sandown, NH 03873

Re: International Channel Package Launch

Dear Chairman and Members of the Board:

We are pleased to share another enhancement we are making to our Xfinity TV offerings.

Comcast will launch up to 42 international channels and up to 30 new international packages in early December (starting on or around December 6th). This launch will give customers access to more international content such as Bollywood movies, Brazilian telenovelas and Chinese news, to name a few.

Xfinity TV customers who would like to purchase these new international offerings will need the necessary equipment to access this cable programming, e.g. X1 or the Xfinity Beta App on Roku.

When these new international channels and packages launch, we will have a dedicated landing page - xfinity.com/moreinternational, which will provide additional information in early December.

Please do not hesitate to contact me at 603.334.3603 should you have questions.

Sincerely,

Jay Somers

Jay Somers, Sr. Manager
Government & Regulatory Affairs

