

Council Agenda Report

Date: March 14, 2016

Submitted by: Sandra Tripp-Jones, City Manager

Prepared by: Ginger Heatwole, Finance Director

SUBJECT: Comcast Rate Increase

RECOMMENDATION: That Council approve a Comcast Cable Television rate increase of 1% effective July 1, 2016 and another 1% effective July 1, 2017 and instruct the City Manager to give notice to Comcast by April 1, 2016.

Discussion: The City renewed the cable television franchise agreement with Comcast in Fiscal year 2015. The agreement set the franchise rate at 3% with the option to increase it 2%. If the City exercises that option, it must give notice 90 days in advance to become effective. Currently, the Comcast franchise generates \$80,000/year. If approved, each 1% rate increase will generate approximately \$26,000 in General Fund revenues. The rate increase will be passed on to subscribers. The rate increase per month to a limited cable customer would be approximately \$.21/month and to customer with premium channels around \$.70/month.

The Finance Department followed up with Comcast to verify the increases. Attached is their response about the increase of 1%.

Fiscal impact: A 1% increase Comcast franchise fees would mean increased revenue of \$26,000 a year.

From Comcast representative on 3/16/16

I've attached our 2016 pricing sheet. Listed below is the breakdown for our top two video packages along with the estimated franchise fees. This doesn't include variables such as miscellaneous fees, additional set top boxes, premium channels or higher levels of video service that vary from home to home but would also be subject to the franchise fee.

Limited Basic Service: Includes broadcast television channels plus limited number of cable networks (C-SPAN, Home Shopping Network, EWTN, QVC, etc.)

- Monthly cost - \$20.95
- 3% franchise fee – \$0.62
- 4% franchise fee – \$0.83
- 5% franchise fee - \$1.04

Digital Starter Service (most popular): Includes Limited Basic service, Expanded Basic (with top cable networks like CNN, ESPN, Comedy, MTV, etc.) and access to Pay-Per-View and On Demand programming

- Monthly cost - \$69.95
- 3% franchise fee – \$2.09
- 4% franchise fee – \$2.79
- 5% franchise fee - \$3.49



BUNDLED PACKAGES¹

QUAD PLAY PACKAGES

Quad Play Package pricing below is additional to Triple Play Package pricing

With Secure 300 ³ add	\$39.95
SurePrice ²	\$35.00
With Secure 350 ³ add	\$49.95
SurePrice ²	\$45.00

TRIPLE PLAY PACKAGES

Starter XF Triple Play Bundle Includes Digital Starter for primary outlet, Performance Pro Internet and XFINITY Voice Unlimited™	\$148.49
SurePrice ⁴	\$124.99

Preferred XF Triple Play Bundle Includes Digital Preferred for primary outlet, Performance Pro Internet and XFINITY Voice Unlimited™	\$161.49
SurePrice ⁴	\$134.99

HD Preferred XF Triple Play Bundle Includes Digital Preferred and Starz [®] for primary outlet, HD Technology Fee, Performance Pro Internet and XFINITY Voice Unlimited™	\$171.49
SurePrice ⁴	\$144.99

HD Preferred Plus XF Triple Play Bundle Includes Digital Preferred, HBO [®] and Starz [®] for primary outlet, HD Technology Fee, Blast! [™] Internet and XFINITY Voice Unlimited™	\$191.49
SurePrice ⁴	\$164.99

HD Premier with Sports XF Triple Play Bundle⁸ Includes Digital Preferred, HBO [®] , Showtime [®] , Starz [®] , Cinemax [®] , Sports Entertainment Package and DVR or AnyRoom [®] DVR Service for primary outlet, HD Technology Fee, Blast! [™] Internet and XFINITY Voice Unlimited™	\$216.49
SurePrice ⁴	\$184.99

HD Complete XF Triple Play Bundle⁸ Includes Digital Premier, Sports Entertainment Package, The Movie Channel [®] and AnyRoom [®] DVR Service for primary outlet, Digital Additional Outlet Service on up to 3 TVs, HD Technology Fee, Blast! [™] Internet, Wireless Gateway, and XFINITY Voice Unlimited™	\$246.49
SurePrice ⁴	\$224.99

Economy XF Triple Play Includes Digital Economy for primary outlet, Economy Plus Internet and Xfinity Voice Local with More [®]	\$92.85
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XFINITY LATINO PAQUETE TRIPLE

XFINITY 3300 Latino Includes XFINITY TV 300 Latino for primary outlet, Performance Pro Internet, XFINITY Voice Unlimited™ and Carefree Minutes Latin America 300.	\$135.99
SurePrice ⁴	\$114.99

XFINITY 3450 Latino Includes XFINITY TV 450 Latino for primary outlet, Performance Pro Internet, XFINITY Voice Unlimited™ and Carefree Minutes Latin America 300.	\$143.49
SurePrice ⁴	\$134.99

XFINITY 3600 Latino Includes Digital Preferred and XFINITY TV Latino for primary outlet, Performance Pro Internet, XFINITY Voice Unlimited™ and Carefree Minutes Latin America 300.	\$161.49
SurePrice ⁴	\$134.99

XFINITY 3650 Latino Includes Digital Preferred, XFINITY TV Latino and Starz [®] for primary outlet, HD Technology Fee, Performance Pro Internet, XFINITY Voice Unlimited™ and Carefree Minutes Latin America 300.	\$171.49
SurePrice ⁴	\$144.99

XFINITY 3150 Latino Includes XFINITY TV 150 Latino for primary outlet, Economy Plus Internet and XFINITY Voice Unlimited™.	\$100.85
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DOUBLE PLAY PACKAGES

Internet Plus Includes Limited Basic, HBO [®] , Streampix™, a standard definition digital converter and remote for the primary outlet and Performance Internet.	\$77.95
SurePrice ⁴	\$64.99
SurePrice ⁴ (for 12 month promotion customers subscribing before 9/29/14)	\$59.99

Internet Pro Plus with Showtime[®] Includes Digital Economy, Streampix and Showtime [®] for primary outlet and Performance Pro Internet	\$81.95
SurePrice ⁴	\$74.99

DOUBLE PLAY PACKAGES

Internet Pro Plus with HBO[®] Includes Digital Economy, Streampix and HBO [®] for primary outlet and Performance Pro Internet	\$84.95
SurePrice ⁴	\$74.99

XFINITY 2300 Latino Includes XFINITY TV 300 Latino for primary outlet and Performance Internet.	\$106.90
SurePrice ⁴	\$89.99

XFINITY 2450 Latino Includes XFINITY TV 450 Latino for primary outlet and Performance Internet.	\$126.90
SurePrice ⁴	\$109.99
SurePrice ⁴ for 12 month promotion customers subscribing before 5/19/14	\$99.99

XFINITY 2600 Latino Includes Digital Preferred and XFINITY TV Latino for primary outlet and Performance Internet.	\$162.50
SurePrice ⁴	\$109.99

XFINITY 2150 Latino Includes XFINITY TV 150 Latino for primary outlet and Economy Plus Internet.	\$60.90
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Premier XF Double Play Includes Digital Premier for primary outlet and Performance Pro Internet	\$182.99
SurePrice ⁴	\$139.99

XFINITY[®] TV

BASIC SERVICES

Limited Basic	\$20.95
Broadcast TV Fee	\$3.75
Expanded Basic⁴ Includes standard definition digital converter and remote for primary outlet	\$48.70

DIGITAL SERVICES

Digital Economy Includes Limited Basic, additional digital channels and a standard definition digital converter and remote for the primary outlet, access to Pay-Per-View and On Demand programming and Music Choice [®]	\$39.95
With XFINITY Voice or Internet Service	\$37.95

Digital Starter Includes Limited Basic, Expanded Basic, MoviePlex, access to Pay-Per-View and On Demand programming, and Music Choice [®]	\$69.65
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Digital Preferred Includes Digital Starter, additional digital channels, Encore [®] , access to Pay-Per-View and On Demand programming and Music Choice [®]	\$87.60
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Digital Preferred plus One Premium Includes Digital Preferred for primary outlet and choice of Showtime [®] , Starz [®] , Cinemax [®] or The Movie Channel [®]	\$99.60
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Digital Preferred with HBO[®] Includes Digital Preferred for primary outlet and HBO [®]	\$102.60
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Digital Preferred plus Two Premiums Includes Digital Preferred for primary outlet and choice of two premium channels of Showtime [®] , Starz [®] , Cinemax [®] or The Movie Channel [®]	\$111.60
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Digital Preferred with HBO[®] and One Premium Includes Digital Preferred for primary outlet, HBO [®] and choice of Showtime [®] , Starz [®] , Cinemax [®] or The Movie Channel [®]	\$114.60
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Digital Premier Includes Digital Preferred for primary outlet, HBO [®] , Showtime [®] , Starz [®] , Cinemax [®] , and The Movie Channel [®]	\$134.60
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XFINITY TV 150 Latino Includes Limited Basic, XFINITY TV Latino, standard definition digital converter and remote for primary outlet.	\$30.95
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XFINITY TV 200 Latino Includes Digital Economy and XFINITY TV Latino for primary outlet.	\$41.95
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XFINITY TV 300 Latino Includes XFINITY TV 200 Latino and additional digital channels for primary outlet.	\$49.95
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XFINITY TV 450 Latino Includes XFINITY TV 300 Latino and additional digital channels for primary outlet.	\$69.95
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BASIC AND DIGITAL ANCILLARY SERVICES

HBO[®]	\$15.00
Showtime[®]	\$12.00
Starz[®]	\$12.00
Cinemax[®]	\$12.00
The Movie Channel[®]	\$12.00
Playboy[®]	\$21.95

Digital Preferred¹¹ Over 60 channels including CMT, Disney XD, National Geographic Channel, Science Channel, Encore, MLB Network, NBA TV and NFL Network	\$17.95
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XFINITY TV Latino⁹ Includes 52 channels of Spanish language programming.	\$17.95
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Family Tier¹⁸ Includes 13 channels including C-SPAN, Discovery Family Channel, Food Network, HGTV, PBS Kids Sprout, National Geographic Channel and The Weather Channel.	\$14.95
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Sports Entertainment Package¹¹ Includes 22 channels including CBS Sports Network, FCS Atlantic, FCS Central and FCS Pacific.	\$9.95
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HD Technology Fee¹⁸	\$9.95
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DVR Service^{16,17}	\$10.00
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AnyRoom[®] DVR Service^{11,19}	\$10.00
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XF TRIPLE PLAY PACKAGE REWARDS / XFINITY LATINO PAQUETE TRIPLE REWARDS	Regular Price	Starter XF and XFINITY 3450 Latino	Preferred XF and XFINITY 3600 Latino	HD Preferred XF and XFINITY 3650 Latino	HD Preferred Plus XF	HD Premier with Sports XF	HD Complete XF
HBO® *	\$15.00	\$15.00	\$15.00	\$15.00	Included	Included	Included
Showtime® *	\$12.00	\$12.00	\$12.00	\$12.00	\$12.00	Included	Included
Starz® *	\$12.00	\$12.00	\$12.00	Included	Included	Included	Included
Cinemax® *	\$12.00	\$12.00	\$12.00	\$12.00	\$12.00	Included	Included
The Movie Channel® *	\$12.00	\$12.00	\$12.00	\$12.00	\$12.00	\$12.00	Included
HD Technology Fee **	\$9.95	\$9.95	\$9.95	Included	Included	Included	Included
DVR Service **	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	Included	N/A
AnyRoom® DVR Service **	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	Included
Digital Additional Outlet Service (SD or HD) **	\$9.95	\$9.95	\$9.95	\$9.95	\$9.95	\$9.95	Included (up to 3)
with HD **	\$9.95	\$9.95	\$9.95	\$9.95	\$9.95	\$9.95	Included (up to 3)
with DVR Service	\$19.95	\$19.95	\$19.95	\$19.95	\$19.95	\$19.95	\$19.95
with AnyRoom® DVR Service **	\$19.95	\$19.95	\$19.95	\$19.95	\$19.95	\$19.95	\$19.95
with AnyRoom® DVR Service (client)	\$9.95	\$9.95	\$9.95	\$9.95	\$9.95	\$9.95	Included (up to 3)
Blast!® Speed Upgrade	\$69.95	\$13.00	\$13.00	\$13.00	Included	Included	Included
Gigabit Pro Upgrade **	\$299.95	\$243.00	\$243.00	\$230.00	\$230.00	\$230.00	\$230.00

BASIC AND DIGITAL ANCILLARY SERVICES

Digital Additional Outlet Service (SD or HD) **	\$9.95
with HD **	\$9.95
with DVR Service	\$19.95
with AnyRoom® DVR Service **	\$19.95
with AnyRoom® DVR Service (client)	\$9.95
Digital Adapter Additional Outlet Service (SD or HD) †	\$3.99
with Digital Economy †	\$3.99
with Family Tier †	\$3.99
with XFINITY TV Latino †	\$3.99

INTERNATIONAL SELECTIONS †

The Israel Network	\$19.99
Rai Italia (Italian)	\$9.99
TV5MONDE (French)	\$9.99
TV Japan (Japanese)	\$24.99
Phoenix Info News (Chinese/Mandarin)	\$9.99
Phoenix North America (Chinese/Mandarin)	\$9.99
Phoenix Info News & Phoenix North America	\$14.99
CCTV-4 (Chinese/Mandarin)	Not Sold Separately
CTI-Zhong Tian Channel (Chinese/Mandarin)	Not Sold Separately
CTI-Zhong Tian Channel & CCTV-4 (Chinese/Mandarin)	\$11.99
Dragon Pack (Chinese/Mandarin)	\$19.99
Includes CCTV-4, CTI-Zhong Tian Channel, Phoenix Info News, Phoenix North America and ET-Super	
GMA Pinoy TV (Filipino)	\$11.99
TFC (Filipino)	\$11.99
TFC & GMA Pinoy TV (Filipino)	\$19.99
Channel One Russia (Russian)	\$14.99
RTN (Russian)	\$14.99
TV1000 Russian Kino (Russian)	\$9.99
Russian 3 Pack (Russian)	\$22.99
Includes Channel One Russia, RTN and Russian Kino	
Willow Plus (South Asian/Cricket Sport)	\$14.99
Willow Plus with any Desi 3, 4 or Mega Pack	\$7.00
STAR India PLUS (South Asian - Hindi)	\$11.99
SET Asia (Sony) (South Asian)	\$14.99
TV Asia (South Asian)	\$14.99
Zee TV (South Asian)	\$14.99
SET Asia (Sony) & Zee TV (South Asian)	\$24.99
SET Asia (Sony) & STAR India PLUS (South Asian)	\$24.99
TV Asia & Zee TV	\$24.99
Zee TV & STAR India PLUS (South Asian)	\$24.99
STAR Pack (South Asian)	\$24.99
Includes ABP News, STAR India PLUS, Life OK and STAR India GOLD	
Desi Pack (South Asian)	\$29.99
Includes SET Asia (Sony), Zee TV, STAR India PLUS, and Willow	
Desi 3 Pack (South Asian)	\$29.99
Includes SET Asia (Sony), Zee TV and TV Asia	
Desi 4 Pack (South Asian)	\$32.99
Includes SET Asia (Sony), Zee TV, STAR India PLUS and Life OK	

INTERNATIONAL SELECTIONS †

Desi 5 Pack (South Asian)	\$32.99
Includes SET Asia (Sony), Zee TV, TV Asia, STAR India PLUS, and Willow	
Desi Mega & Willow Pack (South Asian)	\$42.99
Includes SET Asia (Sony), Zee TV, TV Asia, STAR India PLUS, ABP News, Life OK, STAR India GOLD, and Willow	
TV Globo (Portuguese / Brazilian)	\$19.99
WKTV (Korean)	\$14.99

PAY-PER-VIEW AND ON DEMAND SUBSCRIPTION SERVICES ** (MONTHLY EXCEPT AS NOTED)

Eros Now	\$12.99
Eros Now w/ South Asian Premium Network	\$9.99
here! On Demand	\$7.99
Filipino On Demand	\$7.99
Filipino On Demand w/a Filipino international selection	\$5.99
The Jewish Channel On Demand	\$6.99
Too Much For TV On Demand	\$14.99
Disney Family Movies On Demand	\$5.99
Pay-Per-View and On Demand Movies and Events ** (per title or event)	Prices Vary
Streampix **	\$4.99
Vivid on Demand Subscription **	\$19.99

SPORTS PACKAGES **

MLB Extra Innings®	Call 1-800-XFINITY for pricing
MLS Direct Kick	Call 1-800-XFINITY for pricing
NHL® Center Ice®	Call 1-800-XFINITY for pricing
NBA League Pass	Call 1-800-XFINITY for pricing

VIDEO EQUIPMENT

Converter Box (Limited Basic Service Only)	\$1.00
Converter Box (All Others Excluding Limited Basic Only and DTA)	\$2.50
Remote Control	\$0.18
HD Converter Box (Limited Basic Service Only)	\$2.00
Digital Adapter ** (Limited Basic Only - Primary Outlet, SD or HD)	No Charge
Digital Adapter ** (Limited Basic Only - 1st and 2nd Additional Outlets, SD or HD)	No Charge
Digital Adapter ** (Limited Basic Only - 3rd Additional Outlet and above, SD or HD)	\$0.50
CableCard (first card in device)	No Charge
CableCard (second card in same device)	\$0.80

INSTALLATION FEES ** (PER OCCURRENCE UNLESS NOTED)

	Initial Installation of Service	After Initial Installation of Service
Unwired Home ** (Standard Installation)	\$49.95	N/A
Wired Home ** (Standard Installation)	\$39.95	N/A
Professional Installation **	\$79.99	N/A

INSTALLATION FEES ²⁷
(PER OCCURRENCE UNLESS NOTED)

Hourly Service Charge ²⁸ (Custom Installation)	\$35.20	\$35.20
Additional Outlet ^(new)	N/A	\$33.20
Activate Pre-Existing Additional Outlet	N/A	\$24.60
Relocate Additional Outlet	N/A	\$32.65
Connect VCR/DVD	N/A	\$21.05

Upgrade/Downgrade of Service No in-home visit required	\$0.00
Upgrade of Service In-home visit required	\$29.45
Downgrade of Service In-home visit required	\$19.95
In-Home Service Visit Video, per occurrence	\$40.00

REACTIVATION FEES
(NO IN-HOME VISIT REQUIRED - PER OCCURRENCE UNLESS NOTED)

Video Only	\$6.00
Internet or Voice Only	\$6.00
Video and Voice or Video and Internet	\$12.00
Voice and Internet	\$12.00
Video, Voice and Internet	\$18.00

MISCELLANEOUS FEES (PER OCCURRENCE UNLESS NOTED)

Customer-Owned Video Equipment Credit (See www.comcast.com/equipmentpolicy for additional information)	\$2.50
Regional Sports Fee ²⁹ (per month)	\$3.00
Service Protection Plan ³⁰ (per month) Inside home wiring protection for your cable TV, high-speed Internet and phone services.	\$5.95
X1 Platform Upgrade Fee	\$49.95
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 - DE	\$9.50
Late Fee - MD	10% past balance due
Convenience Fee - Agent For payment made by phone with a Customer Care Representative	\$5.99
Unreturned or Damaged Equipment Fees ³² (per piece)	Replacement Cost
Self Install Kit ³¹	\$15.00
Self Install Kit Shipping and Handling	\$9.95
Self Install Kit Shipping and Handling (Priority Shipping)	\$29.95

XFINITY VOICE ³³

XFINITY Voice - Unlimited TM	\$44.95	
		With TV and Internet Service
	\$39.95	
XFINITY Voice - Local with More [®]	\$34.95	
		With TV and/or Internet Service
	\$24.95	

CAREFREE MINUTES[®] INTERNATIONAL CALLING PLANS

Carefree Minutes International Calling Plans are additional call plans to specific countries or international regions.

Carefree Minutes Latin America 300	\$9.95
Carefree Minutes World Select 300	\$9.95

OTHER CHARGES (PER MONTH UNLESS OTHERWISE INDICATED)

Voice Mail	\$3.95
Additional Line with Calling Features	\$21.95
Additional Line without Calling Features	\$11.95
Voice/Data Modem	\$10.00
Voice/Data Modem DDCSIS 3.0 Kit (for purchase one-time charge)	\$149.00
In-Home Service Visit Voice, per occurrence	\$40.00
Unreturned or Damaged Equipment Fees ³² (per piece)	Replacement Cost

XFINITY INTERNET ³⁴

	XFINITY Internet Service Only	with XFINITY TV or Voice Service
Economy Plus	\$39.95	\$29.95
Performance Starter ³⁵	\$49.95	\$49.95
Performance	\$69.95	\$56.95
Performance Pro ³⁶	\$79.95	\$66.95
Blast! [®]	\$82.95	\$69.95
Gigabit Pro ³⁷	\$299.95	\$299.95

XFINITY INTERNET ³⁴

Voice/Data Modem (monthly)	\$10.00
Wireless Gateway (monthly)	\$10.00
Ciena 3931 Modem & Netgear Wireless Router [®] (monthly)	\$19.95
Additional IP Address (per IP Address) (monthly)	\$6.95
Data Modem DDCSIS 3.0 Kit (for purchase, one-time charge)	\$99.00
Wireless Adapter (each, one-time charge)	\$30.00
In-Home Service Visit Internet, per occurrence	\$40.00
Wireless Networking On-Site Professional Set-Up (Separate Trip, per occurrence)	\$99.95
Wireless Networking On-Site Professional Set-Up (Additional Device, per occurrence)	\$29.95
Gigabit Pro Activation Fee	\$500.00
Gigabit Pro Professional Internet Installation (per occurrence)	\$500.00
Unreturned or Damaged Equipment Fees ³² (per piece)	Replacement Cost

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). After a notice of an increase in rates, you may change your level of service at no additional charge for a period of 30 days from the effective date of the change. Please refer to your billing statement for your Local Franchising Authority's name and address. Prices, services and features are subject to change. If you are a video service customer and you own a compatible digital converter or CableCARD device, please call 1-800-XFINITY for pricing information or visit www.comcast.com/equipmentpolicy. For information about XFINITY policies and terms of service, go to www.comcast.com/policies.

- 1 Requires a Voice/Data Modem, except for HD Complete Triple Play.
- 2 SurePrice only available for 12 months to Quad Play customers with Starter XF Triple Play, Preferred XF Triple Play and HD Preferred XF Triple Play customers after 12 month promotional pricing with 12 month contract. SurePrice only available to Quad Play customers with HD Premier with Sports XF Triple Play and HD Complete XF Triple Play customers after 24 month promotional pricing with 24 month contract.
- 3 XFINITY Home Secure 300 and XFINITY Home Secure 350 requires 2 year agreement with early termination fee if terminated prior to end of term. For additional information on XFINITY Home Security go to www.xfinity.com/home.
- 4 SurePrice only available for 12 months to XF Triple Play or XFINITY Latino Paquete Triple, Internet Plus, Internet Pro Plus with HBO [®], Internet Pro Plus with Showtime [®], Premier XF Double Play, XFINITY 2300 Latino, XFINITY 2450 Latino and XFINITY 2600 Latino customers after 12 month promotional package.
- 5 AnyRoom [®] DVR Service is included with HD Premier with Sports XF Triple Play and HD Complete XF Triple Play if AnyRoom [®] DVR Service is installed on primary outlet.
- 6 Requires purchase of Limited Basic.
- 7 Includes digital adapter and remote. Digital service tier on additional outlet corresponds to digital service tier on primary outlet. Does not include access to On Demand content, premium channels or programming guide. Not available to customers with Limited Basic only.
- 8 Requires Gigabit Pro
- 9 Requires digital converter or CableCARD and Limited Basic.
- 10 Requires digital converter and purchase of Limited Basic and cannot be combined with Expanded Basic. Family Tier programming included in Digital Services except for XFINITY TV Latino.
- 11 Requires Digital Starter.
- 12 Requires Digital Economy on primary outlet. Does not include access to On Demand content, premium channels or on screen programming guide.
- 13 Requires Family Tier on primary outlet. Does not include access to On Demand content, premium channels or on screen programming guide.
- 14 Requires XFINITY TV Latino on primary outlet. Does not include access to On Demand content, premium channels or on screen programming guide.
- 15 Not available to customers with Limited Basic only. Must subscribe to HD Technology Fee to receive HD programming.
- 16 Requires HD Technology Fee. Digital Additional Outlet Service required for DVR Service on additional outlets. Not available to customers with Limited Basic only.
- 17 Subject to availability
- 18 Requires HD Technology Fee.
- 19 Includes up to three outlets, XFINITY TV - Unwired or Wired Home Standard Installation, XFINITY Internet - Professional Internet Installation and XFINITY Voice - Standard Installation. Does not include Gigabit Pro Internet Service installation charge, wireless networking or activation fees.
- 20 Not Available to Limited Basic only customers. Digital service tier on additional outlet corresponds to digital service tier on primary outlet.
- 21 Does not provide access to premium services, pay-per-view, video-on-demand, the interactive electronic programming guide or other two-way interactive services.

- 22 Requires digital converter and Limited Basic. Sports packages will automatically renew at the start of each season at that seasons full-season early-bird rate, provided Comcast still carries the package. Subscription will automatically be billed in 4 total payments. Call 1-800-XFINITY to cancel subscription or automatic renewal up to 30 days into the season. Charges are non-refundable after the first 30 days of the season. Other restrictions may apply. Customers enrolled in the auto-renewal program moving to another Comcast serviceable address and continuing service with Comcast in or out of season, will remain enrolled in the auto-renewal program.
- 23 Requires digital converter and Limited Basic to receive Streampix on television. Streampix included with the following tiers of service: HD Preferred Plus XF Triple Play, HD Premier with Sports XF Triple Play or HD Complete XF Triple Play. HD content requires subscription to HD Technology/HD Service fee. 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 <http://customer.comcast.com/help-and-support/internet/requirements-to-run-xfinity-internet-service/>, Internet service with bandwidth of at least 600Kbps and a subscription to Limited Basic.
- 24 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.
- 25 One month minimum purchase required. Not available in all areas.
- 26 Not available to customers with Expanded Basic.
- 27 Does not include installation charges for Gigabit Pro Internet Service, XFINITY Home Security, Wireless Networking, XFINITY Internet or XFINITY Voice activation fees.
- 28 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 installation in extensive drop ceilings, basements or crawl spaces.
- 29 Applies to XFINITY TV Digital Starter and above and XFINITY TV 450 Latino.
- 30 See <http://www.comcast.com/spp> for information on Service Protection Plan.
- 31 Does not apply to CableCARD Self Install Kit.
- 32 Please contact 1-800-XFINITY for questions regarding equipment replacement charges.
- 33 Requires a Voice/Data Modem. Unlimited Local and Long Distance package pricing applies only to direct dialed calls from home to locations in U.S., Canada, China, Hong Kong, India, Mexico, Puerto Rico, Singapore, South Korea and certain other U.S. territories. Plans do not include other international calls. For more information regarding XFINITY Voice pricing go to <http://www.comcast.com/corporate/about/phoneterms/service/comcastdigitalvoice/cdvratepricing.html>.
- 34 Voice/Data modem required. For more information regarding XFINITY Internet go to <http://www.comcast.com/highspeedinternet>.
- 35 Download speed up to 6 Mbps and upload speed up to 1 Mbps. Many factors affect speed. Actual speeds may vary and are not guaranteed.
- 36 Not available in all areas. May require installation and non-refundable installation charge.
- 37 Requires 2 year contract. Monthly lease 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.
- 38 Non-client includes Digital Additional Outlet charge.
- 39 Includes standard installation of XFINITY TV, XFINITY Internet and/or XFINITY Voice and installation of additional outlets and wireless networking set-up if requested at time order is placed. Does not include installations of XFINITY TV only, XFINITY Home or XFINITY Gigabit Pro Internet.

XFINITY Home Licenses:

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