COMCAST

November 20, 2014

RECEIVED BY
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CITY CLERK'S OFFICE

Laura Broski, Clerk
City of Birmingham
151 Martin St., P.O. Box 3001
Birmingham, MI 48012-3001

RE: Important Information—Price Changes

Dear Ms. Broski:

We are committed to constantly improving our customers' entertainment and communications experience in Birmingham, and we continue to invest in making their services even better. As we make these and other investments, we periodically need to adjust prices due to increases we incur in programming and other business costs. Starting January 1, 2015, new prices will apply to select XFINITY TV services and equipment as reflected in the enclosed schedule.

Among these price changes, we have itemized a Regional Sports fee for customers receiving Digital Starter service tiers and above to offset the rising costs of delivering regional sports networks.

We are committed to providing our customers with a consistently superior experience, including 24/7 customer service and on-time arrival—or we'll credit the customer $20 or provide a free premium channel for three months. We back up our services with the Comcast Customer Guarantee (visit www.comcast.com/guarantee for details).

We know you may have questions about these changes. If I can be of any further assistance, please contact me at 734-254-1888.

Sincerely,

Frederick G. Eaton
Senior Manager, External Affairs
Comcast, Heartland Region
41112 Concept Drive
Plymouth, MI 48170

Enclosure

INFORMATION ONLY

Schedule of video-related price changes; effective January 1, 2015

VIDEO & OTHER FEES (Monthly unless noted otherwise)	CURRENT PRICE	NEW PRICE
Broadcast TV Fee	$1.50	$3.25
Regional Sports Network Fee	-	$1.00
Service Protection Plan	$3.95	$4.95
Limited Basic Only Converter	$0.99	$1.00
Digital Adapter Additional Outlet Service	$1.99	$2.99
HD DVR Service	$8.00	$10.00
Hourly Service Charge	$60.00	$70.00
In-Home Service Visit (Xfinity TV)	$60.00	$70.00
Change of Service (No in-home visit required)	$2.99	-

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 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. ©2015 Comcast. All rights reserved.