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CITY OF LOWELL  
2024 NOV 19 AM 10:35



November 18, 2024

City Solicitor  
City of Lowell  
375 Merrimack St.  
Lowell, MA 01852

**Re: Important Information—Price Changes**

Dear City Solicitor:

At Comcast, we are committed to delivering the products and services that matter most to our customers in your community, as well as exciting experiences they won't find anywhere else. We are also focused on making our Xfinity network stronger in order to meet our customers' current needs and future demands.

As we continue to invest in our network, products, and services, the cost of doing business rises. While we absorb some of these costs, these increases can affect service pricing. As a result, starting December 20, 2024, prices for certain services and fees will be changing. Please see the enclosed Customer Notices for more information.

We are also making changes to the format of our bills. Beginning on December 10, 2024, customer bills will show the total price for video packages—including service charges and programming-related fees (such as Broadcast TV and/or Regional Sports Fees, if applicable) which used to appear separately. This way, customers will see the total cost of video services all in one place. We also will continue to itemize certain fees so that customers can also see a breakdown of those costs.

Customers will begin to receive notice of these changes within their bill statements starting November 20, 2024. We know you may have questions about these changes. Should you have any questions, please do not hesitate to contact me at [kerry\\_morris@comcast.com](mailto:kerry_morris@comcast.com).

Very truly yours,

*Kerry Morris*

Kerry Morris, Sr. Manager  
Government Affairs



**Important Information - Price Adjustments**  
**November 18, 2024**  
**Attachment**

Comcast customers receiving services and packages that are no longer available for new subscriptions will be notified of price changes as a bill message within their bill. Below are examples of the bill messages customers will receive.

Customers with billing dates between November 20, 2024 and December 9, 2024 will receive notice of price changes for their package as one bill message:

**Pricing Update:** *In addition to the price changes listed on the Important Information Regarding Xfinity Services and Pricing, on December 20, 2024, the price of [Package Name] will increase from [Current Price] to [New Price] per month. Price excludes taxes and fees.*

Customers with billing dates starting December 10, 2024, will receive notice of price changes for their package as two bill messages, one containing the price change for the video portion of the package and a second containing the price change for any additional services within their package:

**Pricing Update:** *In addition to the price changes listed on the Important Information Regarding Xfinity Services and Pricing, on December 20, 2024, the price of [Package Name] (Video Services) will increase from [Current Price] to [New Price] per month. Price excludes taxes and fees.*

**Pricing Update:** *In addition to the price changes listed on the Important Information Regarding Xfinity Services and Pricing, on December 20, 2024, the price of [Package Name] (Additional Services) will increase from [Current Price] to [New Price] per month. Price excludes taxes and fees.*

The packages experiencing a pricing change are listed within a separate attachment herein.

# Important information regarding our Xfinity services and pricing

Effective December 20, 2024

<b>Xfinity TV</b>	<b>Current</b>	<b>New</b>
<b>Limited Basic</b> (Includes Broadcast TV Fee)	\$45.10	\$50.20
<b>Choice TV Select</b>	\$43.50	\$48.00
<b>Choice TV Select - with TV Box</b> (Flex upgrade)	\$53.50	\$60.00
<b>Choice TV</b> (Includes Broadcast TV Fee)	\$66.10	\$71.20
<b>Popular TV</b> (Includes Broadcast TV Fee and Regional Sports Fee)	\$116.05	\$121.50
<b>Ultimate TV</b> (Includes Broadcast TV Fee and Regional Sports Fee)	\$136.05	\$141.50
<b>Genre Packs</b>		
Sports & News (Includes Regional Sports Fee)	\$44.95	\$45.30
<b>Max, MGM+, and DVR</b>	\$31.98	\$33.98
<b>Franchise Costs</b>	\$0.20	\$0.25
<b>TV Box</b>	\$10.00	\$12.00
<b>TV Box + Remote</b>	\$10.00	\$12.00
<b>Service to Additional TV with TV Adapter</b>	\$10.00	\$12.00
<b>TV Adapter</b> (Limited Basic — Primary TV)	\$0.00	\$0.50
<b>TV Adapter</b> (Limited Basic — 1st and 2nd Additional TVs)	\$0.00	\$0.50

<b>Xfinity TV Service Fees</b> (Included in package price where noted)	<b>Current</b>	<b>New</b>
<b>Broadcast TV Fee</b>	\$31.10	\$36.20
<b>Regional Sports Fee</b>	\$14.95	\$15.30

<b>Xfinity Internet</b>	<b>Current</b>	<b>New</b>
<b>Connect</b>	\$68.00	\$71.00
<b>Connect More</b>	\$90.00	\$93.00
<b>Fast</b>	\$105.00	\$108.00
<b>Superfast</b>	\$110.00	\$113.00

<b>Xfinity Internet</b> (Continued)	<b>Current</b>	<b>New</b>
<b>Gigabit</b>	\$115.00	\$118.00
<b>Gigabit Extra</b>	\$120.00	\$123.00
<b>Gigabit x2</b>	\$120.00	\$123.00

<b>Xfinity Discounts</b>	<b>Current</b>	<b>New</b>
<b>Autopay and Paperless Billing Discount</b> (Credit or Debit Card)	\$5.00	\$2.00

Important Information Regarding Your Xfinity Services and Pricing  
 Effective December 20, 2024  
 SERVICES NO LONGER AVAILABLE FOR NEW SUBSCRIPTIONS

Package Name	Package Current	Package New	Video Portion Current	Video Portion New	Additional Services Portion Current	Additional Services Portion New
Select Triple Play	\$151.99	\$157.99	\$52.49	\$53.99	\$99.50	\$104.00
Select+ More	\$160.99	\$166.99	\$54.99	\$56.49	\$106.00	\$110.50
HD Extra Bundle	\$171.99	\$177.99	\$55.99	\$58.49	\$116.00	\$119.50
Signature Double Play	\$128.99	\$134.99	\$56.49	\$62.99	\$72.50	\$72.00
Select Double Play	\$128.99	\$134.99	\$57.49	\$58.99	\$71.50	\$76.00
Preferred XF Bundle	\$176.99	\$182.99	\$62.49	\$63.99	\$114.50	\$119.00
Select+	\$147.99	\$153.99	\$66.49	\$67.99	\$81.50	\$86.00
Signature+	\$157.99	\$163.99	\$66.99	\$73.99	\$91.00	\$90.00
Super Triple Play	\$167.99	\$173.99	\$67.49	\$73.49	\$100.50	\$100.50
Signature+ More	\$182.99	\$188.99	\$68.49	\$73.99	\$114.50	\$115.00
HD Preferred XF Bundle	\$186.99	\$192.99	\$70.99	\$72.49	\$116.00	\$120.50
Preferred Double Play	\$160.99	\$166.99	\$72.99	\$74.49	\$88.00	\$92.50
Super+ More	\$181.99	\$187.99	\$76.99	\$82.99	\$105.00	\$105.00
Super Double Play	\$150.99	\$156.99	\$77.99	\$85.49	\$73.00	\$71.50
HD Preferred 5pk	\$191.99	\$197.99	\$78.49	\$80.49	\$113.50	\$117.50
Super+	\$165.99	\$171.99	\$81.99	\$89.99	\$84.00	\$82.00
HD Plus Triple Play	\$196.99	\$202.99	\$82.49	\$83.99	\$114.50	\$119.00
HD Preferred Plus XF	\$206.99	\$212.99	\$89.49	\$90.99	\$117.50	\$122.00
HD Premier XF Bundle	\$211.99	\$217.99	\$97.99	\$100.99	\$114.00	\$117.00
HD Premier Sports Bundle	\$211.99	\$217.99	\$97.99	\$99.49	\$114.00	\$118.50
Premier Double Play	\$190.99	\$196.99	\$110.49	\$113.49	\$80.50	\$83.50
HD Complete XF	\$224.99	\$230.99	\$111.99	\$114.99	\$113.00	\$116.00
Selecto	\$9.00	\$10.00				
Double Play Bundle	\$134.95	\$137.95				
Netflix, MAX, Showtime, MGM+, DVR	\$59.47	\$61.47				
Double Play Bundle	\$134.95	\$137.95				
Performance Internet Additional Outlet with TV or Voice service	\$70.00	\$73.00				

Important Information Regarding Your Xfinity Services and Pricing  
 Effective December 20, 2024  
 SERVICES NO LONGER AVAILABLE FOR NEW SUBSCRIPTIONS

Package Name	Package Current	Package New	Video Portion Current	Video Portion New	Additional Services Portion Current	Additional Services Portion New
Internet & Voice	\$114.95	\$117.95				
MAX, MGM+, DVR	\$31.98	\$33.98				
HSD Additional Outlet	\$90.00	\$93.00				
Digital Preferred Tier	\$35.99	\$36.99				
Performance Internet Additional Outlet	\$90.00	\$93.00				
HSD Additional Outlet With Data or Voice	\$70.00	\$73.00				
Blast! Extra	\$101.99	\$107.99	\$17.63	\$17.63	\$84.36	\$90.36
Choice Triple Play	\$106.99	\$112.99	\$18.04	\$6.24	\$88.95	\$106.75
Basic Pro Triple	\$121.99	\$127.99	\$20.99	\$21.99	\$101.00	\$106.00
Choice Double Play	\$95.99	\$101.99	\$23.49	\$24.74	\$72.50	\$77.25
Internet Pro Plus w/Showtime Double Play	\$100.99	\$106.99	\$29.49	\$30.49	\$71.50	\$76.50
Blast Plus	\$111.99	\$117.99	\$30.49	\$30.49	\$81.50	\$87.50
Internet Plus Latino	\$96.99	\$102.99	\$31.49	\$32.74	\$65.50	\$70.25
Internet Plus	\$96.99	\$102.99	\$31.99	\$33.74	\$65.00	\$69.25
Economy Pro	\$123.99	\$129.99	\$32.99	\$33.99	\$91.00	\$96.00
Economy Double Play	\$108.99	\$114.99	\$35.49	\$36.49	\$73.50	\$78.50
Internet Pro Plus Double Play with HBO	\$103.99	\$109.99	\$37.99	\$39.49	\$66.00	\$70.50
Standard+ More	\$137.99	\$143.99	\$40.49	\$43.49	\$97.50	\$100.50
Blast! Plus	\$118.99	\$124.99	\$43.49	\$45.49	\$75.50	\$79.50
Standard+	\$120.99	\$126.99	\$46.99	\$50.24	\$74.00	\$76.75
Extra XF Bundle	\$163.99	\$169.99	\$47.99	\$50.49	\$116.00	\$119.50
Economy Plus Latino TP	\$151.99	\$157.99	\$48.99	\$49.99	\$103.00	\$108.00
Signature Triple Play	\$151.99	\$157.99	\$50.49	\$55.99	\$101.50	\$102.00
Value Plus Triple Play	\$151.99	\$157.99	\$51.99	\$54.24	\$100.00	\$103.75
Select Triple Play	\$151.99	\$157.99	\$52.49	\$53.99	\$99.50	\$104.00
Select+ More	\$160.99	\$166.99	\$54.99	\$56.49	\$106.00	\$110.50
HD Extra Bundle	\$171.99	\$177.99	\$55.99	\$58.49	\$116.00	\$119.50

### Addendum To Important Information of Price Changes

The video and additional services pricing for the below packages is listed incorrectly on the other Attachment herein entitled "Services No Longer Available for New Subscription." The correct prices are below.

**Effective December 20, 2024**

#### SERVICES NO LONGER AVAILABLE FOR NEW SUBSCRIPTIONS

Package Name	Package Current	Package New	Video Portion Current	Video Portion New	Additional Services Portion Current	Additional Services Portion New
HD Premier Sports Bundle	\$231.99	\$237.99	\$117.99	\$119.49	\$114.00	\$118.50
HD Complete XF	\$250.99	\$256.99	\$137.99	\$140.99	\$113.00	\$116.00
HD Preferred 5pk	\$203.99	\$209.99	\$90.49	\$92.49	\$113.50	\$117.50
HD Premier XF Bundle	\$231.99	\$237.99	\$117.99	\$120.99	\$114.00	\$117.00
Economy Pro	\$129.99	\$135.99	\$38.99	\$39.99	\$91.00	\$96.00
Select Triple Play	\$157.99	\$163.99	\$58.49	\$59.99	\$99.50	\$104.00
Signature Triple Play	\$177.99	\$183.99	\$62.49	\$67.99	\$115.50	\$116.00
Super Triple Play	\$207.99	\$213.99	\$96.49	\$102.74	\$111.50	\$111.25
Select+ More	\$166.99	\$172.99	\$60.99	\$62.49	\$106.00	\$110.50
Signature+ More	\$196.99	\$202.99	\$68.49	\$73.99	\$128.50	\$129.00
Super+ More	\$207.99	\$213.99	\$88.99	\$94.99	\$119.00	\$119.00
HD Preferred Triple Play	\$136.99	\$142.99	\$27.00	\$28.00	\$109.99	\$114.99
HD Preferred Plus Triple	\$158.99	\$164.99	\$41.00	\$42.00	\$117.99	\$122.99
Preferred Plus Triple	\$148.99	\$154.99	\$31.00	\$32.00	\$117.99	\$122.99
Preferred Extra Triple	\$138.99	\$144.99	\$28.00	\$29.00	\$110.99	\$115.99
Premier Double Play	\$198.99	\$204.99	\$118.49	\$121.49	\$80.50	\$83.50
Signature Double Play	\$148.99	\$154.99	\$62.49	\$68.99	\$86.50	\$86.00
Super Double Play	\$178.99	\$184.99	\$91.99	\$99.49	\$87.00	\$85.50
Choice Double Play	\$96.99	\$102.99	\$24.49	\$25.74	\$72.50	\$77.25
Choice Double Play	\$177.99	\$183.99	\$72.99	\$79.99	\$105.00	\$104.00



November 18, 2024

City Solicitor  
City of Lowell  
375 Merrimack St.  
Floor 3, Room 64  
Lowell, MA 01852

**RE: Municipal Building – Emergency/Trouble Reporting Procedures**

Dear City Solicitor:

We are writing again to share with you the emergency/trouble reporting procedure in the event a **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 note the XOC telephone number listed below IS NOT for public dissemination*).

**Down lines, emergencies:**

- **STEP 1** Call **1-877-359-1821** (24/7 – XOC)
- **STEP 2** Select **Option # 1** – Municipalities, Utilities, Police & Fire
- **STEP 3** Prompted for Reason for Call:
  - Option # 1 – Down Wires (prompted to enter zip code)
  - Option # 2 – Pole hits, pole transfers or all other Municipal Issues
- **STEP 4** Speak with Rep. and obtain job reference #

**I-NET, PEG/Access channel issues:**

- **STEP 1** Call **1-877-359-1821** (24/7 – XOC)
- **STEP 2** Select **Option # 5** – NSD Support including Network and facility events
- **STEP 3** 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.

Please do not hesitate to contact me with any questions at [kerry\\_morris@comcast.com](mailto:kerry_morris@comcast.com).

Sincerely,

*Kerry Morris*

Kerry Morris, Sr. Manager  
Government & Regulatory Affairs