



CITY OF ANN ARBOR
CITY CLERK
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2015 NOV 24 AM 9:25

November 19, 2015

Jacqueline Beaudry, Clerk
City of Ann Arbor
301 E. Huron St, 2nd Fl. P.O. Box 8647
Ann Arbor, MI 48107

RE: Important Information—Price Changes

Dear Ms. Beaudry:

We are committed to constantly improving our customers' entertainment and communications experience in Ann Arbor, and we continue to invest in making their services even better. For example, our investment in the X1 user interface has been extremely popular and is helping customers find and enjoy the vast array of content they receive. We continue to bring customers innovative improvements like the X1 voice controlled remote control, the X1 talking guide, X1 Cloud DVR services, and the X1 Sports App. 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, 2016, new prices will apply to select XFINITY TV services and equipment as reflected in the enclosed notice.

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. 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

Schedule of video-related price changes; effective January 1, 2016

<u>VIDEO & OTHER FEES (Monthly unless noted otherwise)</u>	<u>CURRENT PRICE</u>	<u>NEW PRICE</u>
Broadcast TV Fee	\$3.25	\$4.50
Regional Sports Network Fee	\$1.00	\$3.00
Digital Starter- <i>Includes Limited Basic, additional digital channels, a standard definition digital converter and remote for the primary outlet, MoviePlex, access to Pay-Per-View and On Demand programming and Music Choice</i>	\$67.75	\$67.95
Digital Preferred – <i>Includes Digital Starter, additional digital channels, Encore, access to Pay-Per-View and On Demand programming and Music Choice</i>	\$85.70	\$85.90
Digital Preferred Plus- <i>Includes Digital Preferred, Starz, Showtime and The Movie Channel for the primary outlet.</i>	-	\$108.95
Digital Premier - <i>Includes Digital Preferred, HBO, Starz, Showtime and The Movie Channel for primary outlet</i>	-	\$128.95
HBO	\$19.99	\$15.00
Showtime	\$19.99	\$15.00
Starz	\$19.99	\$15.00
Cinemax	\$19.99	\$15.00
The Movie Channel	\$19.99	\$15.00
Digital Adapter Additional Outlet Service	\$2.99	\$3.99
Service Protection Plan	\$4.95	\$5.95
Field Collection Charge – <i>Visit to customer's residence required to collect past due balance or unreturned equipment.</i>	\$25.00	\$30.00

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.