



DLS

DIVISION OF LOCAL SERVICES
MA DEPARTMENT OF REVENUE

Geoffrey Snyder
Commissioner of Revenue

Sean R. Cronin
Senior Deputy Commissioner

TO: Assessors, Mayors, City /Town Managers

**FROM: Sean R. Cronin, Senior Deputy Commissioner of Local Services
Christopher Wilcock, Chief, Bureau of Local Assessment**

DATE: February 10, 2022

**Re: CENTRAL VALUATION OF VERIZON NEW ENGLAND INC. –
FY2023 THROUGH FY2027**

EXECUTIVE SUMMARY

This letter advises local officials of a potential renewal on similar terms of the settlement agreement that has governed the valuation of the taxable machinery, poles, wires, underground conduits, wires and pipes of Verizon New England Inc. (“Verizon”) for the past five years. The existing settlement ran through FY2022. The existing settlement was entered into between the Commissioner of Revenue (“Commissioner”), Verizon, and all 351 cities and towns in the Commonwealth. The proposed extension of the agreement would govern FY2023 to FY2027. The proposed extension has been discussed by representatives of the Commissioner and Verizon and counsel representing approximately 20 municipalities in the Commonwealth. This memorandum provides the background of the original settlement and explains the terms under which an extension can be accomplished. Significant municipal approval of this proposal is an important part of, and required for, concluding the negotiations.

BACKGROUND

As you know, the Commissioner must annually issue to telephone companies and Boards of Assessors, fair cash valuations of taxable telephone personal property. G.L. c. 59, § 39. Telephone companies and Boards of Assessors have the right to file appeals with the Appellate Tax Board (“ATB”) claiming that the Commissioner’s certified values are “substantially too high or substantially too low.”

The prior settlement accomplished two goals. First, it resolved all appeals relating to Verizon’s FY2010-FY2017 central valuations that were pending before the ATB and any municipal appeals. Second, the settlement sought to ensure the elimination of litigation for FY2018 through FY2022 with an agreed upon methodology for the valuation of Verizon’s property that arrived at fair cash value.

Supporting a Commonwealth of Communities

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Verizon is a centrally valued telephone company whose taxable telephone property (poles, wires, underground conduits, wires, pipes and machinery) is valued by the Commissioner. Verizon owns property in all 351 Massachusetts communities. Verizon is by far the largest telephone company in Massachusetts. Verizon operates a regulated legacy landline telephone system that was created with copper lines. Verizon also operates an unregulated system known as FiOS in about one-third of Massachusetts communities. While the Commissioner has litigated two valuation cases concerning Verizon's property, each fiscal year's central valuation can be appealed and requires a full valuation hearing. Verizon had filed over a 1,000 appeals for fiscal years FY2010 through FY2017. The prior settlement resulted in refunds that all municipalities agreed to and paid; allowing many communities access to overlay accounts. Many municipal officials expressed their opinions that the financial certainty the settlement delivered by eliminating future appeals for FY2018 through FY2022 was a critical component of endorsing the resolution.

As the final year of the FY2018 through FY2022 settlement approached, the Commissioner explored whether a continuation of the settlement was appropriate and under what terms. The Commissioner and Verizon began communications to explore whether an extension agreement could be arrived at. As part of these efforts the Commissioner requested and Verizon provided information that was analyzed by the staff in the Bureau of Local Accounts and by the Commissioner's retained consultant, George E. Sansoucy, P.E., LLC. Prior to engaging in specific negotiations with Verizon the Commissioner contacted Attorney Anthony Ambriano from the firm of Sassoon Cymrot Law, LLC, who represented a group of municipalities in the original settlement, to determine if there was interest in a settlement extension. Attorney Ambriano, on behalf of his municipal clients, was provided Verizon's data responses and participated in the ensuing negotiations.

The Commissioner made clear to all parties involved that the Commissioner's endorsement of a settlement extension depended upon the support of the municipalities affected by the resolution. Based on input from various municipal interests and for the reasons stated below, the Division of Local Services, in conjunction with counsel for the Commissioner, believes the settlement extension on the terms outlined below are in the best interests of the Commonwealth's municipalities. Before proceeding to finalize the terms, however, we are asking Boards of Assessors, in consultation with appropriate officials in their municipalities, to evaluate their support of, or concern about, this settlement extension.

THE PROPOSED SETTLEMENT

A. The Valuation Methodology:

The Commissioner will agree to value Verizon's reported taxable personal property for FY2023-FY2027 in accordance with the same Reproduction Cost New Less Depreciation methodology that has been the basis for telephone central valuations for the past 15 years (the "RCNLD Methodology") using an agreed upon depreciation schedule (the "Proposed Schedule") that makes limited, but municipality-favorable,

adjustments to the schedule that governed FY2022. The critical inputs for the Commissioner's RCNLD Methodology once the property is trended to replicate the *cost-new* are: (1) the service life of each property category; (2) the property's depreciation floor; and (3) the percentage of any reduction for additional economic obsolescence ("AEO") deducted from the values. The attached schedule contains the inputs used in the Commissioner's FY2022 central valuation of Verizon and the proposed inputs that would be used for FY2023 through FY2027. The negotiated adjustments from the prior settlement affects both the legacy system and the FiOS system. Note, that the only changes to the RCNLD Methodology occur in the area of the AEO deductions associated with certain of the asset categories and that those changes tend to increase the values determined under the RCNLD Methodology when compared to the Methodology used for FY2018 through FY2022.

As constructed, the Proposed Schedule continues to address two issues affecting the valuation of Verizon's personal property. First, the valuation of the legacy metallic twisted-pair copper cable along with fiber optic cable used in support of the historic landline telephone system throughout the Commonwealth; and second, the fiber to the premises ("FTTP") property installed in support of Verizon's FiOS voice, data and video products. As is common knowledge, wireless voice communications and communications services offered via the internet have affected the telecommunications industry and have in different ways undercut the long established primacy of the landline telephone system. The Commissioner's methodology for FY2018 to FY2022 had incorporated a 35% AEO deduction for Verizon's legacy property. In recognition of the evolution of telecommunications, the settlement agreement in place for the past five fiscal years addressed the valuation differences between the FiOS FTTP property categories and the legacy system by providing smaller and declining AEO deductions for the FTTP property. In the original settlement the valuation of FiOS FTTP property tended to increase as the AEO deduction was lowered and the valuation of traditional landline systems continued to decrease.

While Verizon's legacy landline telephone system has continued to lose customers, Verizon and the Commissioner have agreed to not increase the 35% AEO deduction on the legacy network property categories. Not increasing the AEO deduction for the legacy network is favorable to the municipalities. At the same time, the Commissioner opined that Verizon's efforts to integrate more fiber optics into the legacy system potentially implicates multiple business formats which indicates to the Commissioner that a 35% AEO deduction on new fiber added to the legacy system in the coming years may not be appropriate. The FiOS system is not distressed in the same way as the legacy system but the increased use of cell service, streaming, and "cutting the cord" for cable TV has affected anticipated growth of the FiOS product. The proposal for the next five fiscal years incorporates adjustments that recognize less AEO deductions for new fiber optic property in the legacy system as well as lower AEO deductions for the FiOS FTTP categories. For the legacy system, five categories of fiber optic property will be subject to a 25% AEO deduction for property installed in 2021 and thereafter, rather than a 35% reduction which would have been allowed by a simple continuation of the prior agreement. For the FTTP systems, the AEO deduction would be 16% for FY2023 just as it was for FY2022. However, thereafter the deduction is reduced as follows: 15% (FY2024), 14% (FY2025), 13% (FY2026) and 12% (FY2027).

For the first year of installation of new FTTP property there would continue to be no AEO deduction as was also true under the FY2018 through FY2022 agreement.

For any community in which Verizon installs new fiber optics as part of its legacy system, the new agreement will result in a higher value for that property than would have been arrived at under the prior agreement. In our negotiations, Verizon explained that replacing the older system with newer fiber optics does not automatically equate with increased profitability as its landline customer base continues to deteriorate and it seeks to make the older system more efficient and less costly to operate. There are no other methodological changes to the valuation of the legacy system that reduce valuations. For communities in which FiOS operates, the ongoing reductions in the AEO deduction over time will tend to raise values of FiOS property in service.

Given available knowledge we believe the Proposed Schedule as applied will result in the certification of fair cash valuations for reported property for each of the ensuing five fiscal years. As part of the proposed agreement extension Verizon will also agree to provide more detailed financial and accounting records that we believe will assist in evaluating the value of Verizon's property across its various business platforms. As long as the Commissioner values Verizon's property consistent with the Proposed Schedule, Verizon will agree not to file any petitions at the ATB challenging the valuation methodology except in response to a municipality filing an ATB petition seeking higher values in which case Verizon may, in certain circumstances, retain the right to argue for lower values in the ATB proceedings.

Verizon has made clear that its agreement to the terms of the Proposed Schedule for FY2023 through FY2027 and the reduction of the AEO deductions it includes does not mean that any future agreement would continue to trend the reductions. The Commissioner has also made clear that resolution under these terms does not mean that valuations after FY2027 will necessarily continue to include AEO deductions at the same level as are set forth in the Proposed Schedule.

As with the FY2018 through FY2022 agreement, the Commissioner would retain his statutory power to ensure that Verizon is accurately reporting the appropriate original costs for all of its taxable personal property and that the property is reported in the correct categories. The parties would continue to use their best efforts to avoid any disputes over the amount of property, the original cost of property or the categorization of property being valued, but any disputes would be resolved under the statutory appeal process – without any litigation over the methodology. The municipalities would have the right to request the property reported by Verizon in their communities per written request under terms specified.

B. Waiver of Future Litigation:

Under the proposed terms, Verizon and the municipalities that sign agreements will waive the right to appeal the Commissioner's central valuations performed in accordance with the settlement extension for FY2023 through FY2027. Verizon will retain the right to file a cross-appeal against a non-signing municipality that appeals and

also to seek a lower value under certain circumstances. Verizon and the Commissioner believe that all municipalities should participate by signing new agreements just as was done with the prior settlement. Both Verizon and the Commissioner only intend to extend the agreement if sufficient municipality participation is indicated through the signing of agreements such that the parties are ensured that resources will not be required for litigation. There will be no advantage gained by any municipality that does not sign an agreement. Under an extended agreement with Verizon, the Commissioner will value Verizon's centrally valued telephone property under the agreement terms whether or not a municipality executes the agreement.

C. Commissioner's Position:

The Commissioner considered an extension of the prior settlement given the perception that municipalities approved of the financial certainty that this type of agreement provided. The Commissioner also believes that an extension under the Proposed Schedule arrives at fair cash valuations consistent with his statutory obligation. That said, telephone property valuation is not an exact science and any proceeding before the ATB would certainly involve disputed opinions of value. Without an agreement there is a significant likelihood of litigation that could take years to resolve and expose municipal finances to significant refunds with interest. The expectation of ongoing challenges to the Commissioner's methodology during a time when the telecommunications industry is in transition from its historical role also strongly favored seeking common ground for determining fair cash valuations. The stability and certainty of a definitive financial result, coupled with an agreement that eliminated future valuation trials through FY2027 was a compelling argument in favor of resolution for all parties who participated in the negotiations. We expect that the attorney for the municipalities involved in these negotiations will be part of the negotiation process that will finalize the form of the agreements for FY2023 to FY2027.

D. What This Means For Your Community:

If the Commissioner and Verizon proceed with this extension, municipalities will be encouraged to support and execute a settlement agreement. As the past five years have successfully eliminated valuation appeals, there are no refunds from any municipality as part of this extension. Assuming sufficient municipalities participate, executing the extension ensures that there will be no litigation for the next 5 years and therefore no resort to overlay account protection. To the extent any non-signing municipality files an appeal in any future year for which the Proposed Schedule is used, Verizon and the Commissioner have generally agreed that they would jointly defend the values in proceedings before the ATB. If a significant amount of litigation were to nevertheless be initiated by non-signing municipalities, it is possible that Verizon could argue for a lower valuation against a non-signing municipality.

Whether the valuation for your community will change is a function of the methodology described herein and whether existing property is retired, or new property is added. This may change from year to year.

If your community is not a FiOS community the valuations are expected to remain relatively stable and may increase to the extent Verizon adds property to its system in your community. To the extent this property is in the fiber optic categories subject to the reduced AEO deduction of 25%, this agreement will provide more value than under the prior agreement.

If your community is a FiOS community the AEO for FTTP categories is the same for FY2023 as it was for FY2022, then will trend lower for FY2024 through FY2027 as indicated above. To the extent Verizon adds property to its legacy system in the fiber optic categories subject to the reduced AEO deduction of 25%, this agreement will also provide more value than under the prior agreement.

Verizon has provided no assurance that additional non-FTTP fiber optic property will be added in every community. Our records indicate that: a) in the past five fiscal years additional property in some of the non-FTTP fiber optic 5 categories have been added in approximately 322 Massachusetts communities; and b) in the past three fiscal years additional non-FTTP fiber optic property was added in approximately 307 communities.

We encourage you to review this memorandum with appropriate municipal officials, consultants, and counsel. This is a critical juncture for the Commissioner to determine municipal support for this proposed resolution. If you have any comments or questions about this proposed resolution, please let us know. You should contact Christopher Wilcock, Chief, Bureau of Local Assessment at bladata@dor.state.ma.us as soon as possible.

Comparison of FY2022 Actual Methodology to Proposed FY2023 - FY2027 Methodology

	FY2022 Actual	FY2023 - FY2027 Proposed	FY2022 Actual	FY2023 - FY2027 Proposed	FY2022 Actual	FY2023 -FY2027 Proposed
Asset Category	Service Life	Service Life	Depreciation Floor	Depreciation Floor	Additional Reduction for Economic Obsolescence	Additional Reduction for Economic Obsolescence
AERIAL CABLE - FIBER	27.50	27.50	10%	10%	35%	35%/25% **
AERIAL CABLE - METALLIC	23.00	23.00	5%	5%	35%	35%
AERIAL CABLE - FTTP	27.50	27.50	20%	20%	16%	16% *
AERIAL CABLE - FTTP installed new in 2021	27.50	27.50	20%	20%	0%	0%
BURIED CABLE - FIBER	27.50	27.50	10%	10%	35%	35%/25% **
BURIED CABLE - METALLIC	23.00	23.00	5%	5%	35%	35%
BURIED CABLE - FTTP	27.50	27.50	20%	20%	16%	16% *
BURIED CABLE - FTTP installed new in 2021	27.50	27.50	20%	20%	0%	0%
CONDUIT SYSTEMS	50.00	50.00	5% flat rate to '81, 15% floor post '81	5% flat rate to '81, 15% floor post '81	35%	35%
INTRA BUILDING CABLE - FIBER	27.50	27.50	10%	10%	35%	35%/25% **
INTRA BUILDING CABLE - METALLIC	22.50	22.50	5%	5%	35%	35%
INTRA BUILDING CABLE - FTTP	27.50	27.50	20%	20%	16%	16% *
INTRA BUILDING CABLE - FTTP installed new in 2021	27.50	27.50	20%	20%	0%	0%
POLES	30.00	30.00	20%	20%	35%	35%
SUBMARINE CABLE - FIBER	27.50	27.50	10%	10%	35%	35%/25% **
SUBMARINE CABLE - METALLIC	27.50	27.50	5%	5%	35%	35%
SUBMARINE CABLE - FTTP	27.50	27.50	20%	20%	16%	16% *
SUBMARINE CABLE - FTTP installed new in 2021	27.50	27.50	20%	20%	0%	0%
UNDERGROUND CABLE - FIBER	27.50	27.50	10%	10%	35%	35%/25% **
UNDERGROUND CABLE - METALLIC	27.50	27.50	5%	5%	35%	35%
UNDERGROUND CABLE - FTTP	27.50	27.50	20%	20%	16%	16% *
UNDERGROUND CABLE - FTTP installed new in 2021	27.50	27.50	20%	20%	0%	0%
ELECTRIC GENERATORS (Handy-Whitman Index)	12.00	12.00	30%	30%	16%	16%/15%***
PROPERTY RETIRED FROM SERVICE - SCHEDULED FOR REMOVAL	N/A	N/A	2%	2%	35%	35%
SPARE PARTS	N/A	N/A	N/A	N/A	35%	35%
CONSTRUCTION WORK IN PROGRESS (CWIP) - FTTP	N/A	N/A	N/A	N/A	0%	0%
CONSTRUCTION WORK IN PROGRESS (CWIP) - NON-FTTP	N/A	N/A	N/A	N/A	35%	35%

* Additional reductions for economic obsolescence (EO) on FTTP categories will alter the 16% beginning in FY24, by a decrease of 1% per year for years 2 thru 5 as follows: FY23 - 16%, FY24 - 15%, FY25 - 14%, FY26 - 13%, FY27 - 12%. All newly installed FTTP will have a 0% EO for the first year installed.

** Fiber from installation year 2020 on will be at 25% economic obsolescence, rather than 35% EO.

*** ELECTRIC GENERATORS FY23 - 16%, FY24 thru FY27 15%



February 7, 2022

Board of Selectmen
Town of Hopedale
78 Hopedale Street
Hopedale, MA 01747

Re: Annual Notice

Dear Chairman and Members of the Board:

In accordance with Massachusetts cable regulations (207 CMR 10.01(2) and 10.02(6)), enclosed is a copy of Comcast's policies and procedures, sample subscriber bill, work order and rate & channel line-up information for your community.

Please do not hesitate to contact me with any questions at Catherine_Maloney@cable.comcast.com.

Sincerely,

Catherine Maloney

Catherine Maloney, Sr. Manager
Government & Regulatory Affairs

Enclosures

Milford, MA

Upton, MA (Service availability limited to certain areas of the town), Bellingham, Blackstone, Franklin, Hopedale, Medway, Mendon, Millis & Plainville, MA

LIMITED BASIC

2 WGBH (PBS)
 3 HSN
 4 WBZ (CBS)
 5 WCVB (ABC)
 6 NECN
 7 WHDH
 8,1070 Public Access
 9 WSBE (PBS)
 10 WBTS (NBC)
 11,1084 Government Access
 12 WLVI (CW)
 13 WFXT (FOX)
 14 WSBK (MyTV)
 15 WBPX (ION)
 16 WGBX (PBS)
 17,3487 WUTF (UMAS)
 18,1050 WWJE (IND)
 20 WMFP (IND)
 21,3488 WUTF (UNV)
 23,1657 Daystar
 44 C-SPAN
 48 Jewelry TV
 58 WDPX
 81 WWDP (IND)
 82 QVC
 86 QVC2¹
 87 QVC3¹
 89 ShopHQ
 92 RESERVED FOR VIDEO
 94,3217 RTPi (Portuguese)
 95,3484 WNEU (TEL)
 96,98 Educational Access
 99,1011 WJAR (NBC)
 183,1032,1067 Jewelry TV HD²
 229 TBN
 245-246 Leased Access
 247 C-SPAN2
 268,1669 CatholicTV
 283 Leased Access
 501-550 Music Choice
 724,986,1195,3315 WUTF LATV
 767,1037 QVC2 HD²
 801,1044 WGBX HD (PBS)
 802,1002 WGBH HD (PBS)
 803,1068 WBPX HD (ION)
 804,1004 WBZ HD (CBS)
 805,1005 WCVB HD (ABC)
 806,1025 WFXT HD (FOX)
 807,1007 WHDH HD
 808,1056 WLVI HD (CW)
 810,1010 WBTS HD (NBC)
 812,1034 QVC HD
 813,1082 WMFP HD (IND)
 814,1038 WSBK HD (MyTV)
 815,1060,3304 WNEU HD (TEL)
 816,1066,3310 WUNI HD (UMAS)

817,1027,3307 WUTF HD (UNV)
 818,1046 WWDP HD (IND)
 819,1036 WSBE HD (PBS)
 840,1127 NECN HD
 861,1052 ShopHQ HD²
 904,1053 QVC3 HD²
 906,1015 HSN HD
 930,1185 WBZ Start TV
 931,1186 WBZ Dabl
 934,1172 WBTS-LX
 935,1171 WBTS-CoziTV
 936,1174 WHDH ThisTV
 939,1177 WLVI Buzzr
 942,1180 WCVB MeTV
 948,1186 WFXT (Mystery TV)
 949,1187 WFXT Laff TV
 956,1146 WGBH World (PBS)
 958,1147 WGBX Kids (PBS)
 959,1148 WGBX Create (PBS)
 965,1150 WSBE Learn (PBS)
 983,1192,3320 WNEU TeleXitos
 1058 WDPX HD
 1090-1091 Educational Access
 1096-1099 Leased Access
 1128 C-SPAN HD²
 1129 C-SPAN2 HD²
 1550-1599 Music Choice
 1661 TBN HD²

KIDS & FAMILY

(INCLUDED IN EXPANDED BASIC, STANDARD+, SELECT+, SIGNATURE+ AND SUPER+ DOUBLE PLAY PACKAGES; STANDARD+ MORE, SELECT+ MORE, SIGNATURE+ MORE AND SUPER+ MORE TRIPLE PLAY PACKAGES)
 24 Disney Channel
 25 Nickelodeon
 26 Freeform
 28 MTV
 38 TLC
 56,238 EWTN
 66,208 Hallmark Channel
 210 National Geographic Channel
 218 Universal Kids
 234 INSP
 235 UP
 821,1473 National Geographic HD
 824,1715 Disney Channel HD
 825,1728 Nickelodeon HD
 826,1742 Freeform HD
 827,1606 MTV HD
 867,1450 TLC HD

907,1458 Hallmark Channel HD
 908,1457 UP HD
 927,1707 Universal Kids HD
 1655 INSP HD²
 1668 EWTN HD²

ENTERTAINMENT

(INCLUDED IN EXPANDED BASIC, STANDARD+, SELECT+, SIGNATURE+ AND SUPER+ DOUBLE PLAY PACKAGES; STANDARD+ MORE, SELECT+ MORE, SIGNATURE+ MORE AND SUPER+ MORE TRIPLE PLAY PACKAGES)
 27,186 truTV
 29 VH1
 30 FX
 31 TBS
 32 HGTV
 33 TNT
 34 E!
 35 USA Network
 36 Lifetime
 37 A&E
 39 Discovery
 40 Travel Channel
 53 Food Network
 57 Bravo
 59 AMC
 61 Comedy Central
 62 Syfy
 63 Animal Planet
 64 TV Land
 68 BET
 71 HISTORY
 88,1049 HSN2
 124 NewsNation
 180 Cleo
 199 Hallmark Movies & Mysteries
 214 TV One
 215 WE tv
 216 Oxygen
 228 OWN (Oprah Winfrey Network)
 241 BBC America
 252 Investigation Discovery
 256 FXX
 267 GSN
 270 LMN
 279 GAC Family
 784,1488 Travel Channel HD
 788,1456 LMN HD
 790,1459 Hallmark Movies & Mysteries HD
 794,1463 Bravo HD
 799,1428 WE tv HD
 823,1449 Discovery HD

828,1612 MTV Live HD
 829,1607 VH1 HD
 830,1409 FX HD
 831,1434 TBS HD
 832,1492 HGTV HD
 833,1404 TNT HD
 834,1466 E! HD
 835,1403 USA Network HD
 836,1455 Lifetime HD
 837,1402 A&E HD
 854,1484 Food Network HD
 857,1464 OWN HD (Oprah Winfrey Network)
 858,1435 Comedy Central HD
 859,1405 AMC HD
 862,1411 Syfy HD
 863,1471 Animal Planet HD
 872,1478 HISTORY HD
 902,1430 truTV HD
 905,1625 BET HD
 909,1444 Investigation Discovery HD
 912,1626 TV One HD
 920,1418 BBC America HD
 921,1465 Oxygen HD
 924,1410 FXX HD
 1413 G4 HD²
 1420 NewsNation HD²
 1425 GSN HD²
 1426 TV Land HD²
 1437 Comedy.TV HD²
 1446 Justice Central.TV HD²
 1483 Recipe.TV HD²
 1620 GAC Family HD²
 1624 Cleo HD²
 1627 ASPIRE HD²
 1637 Revolt HD²

SPORTS & NEWS

(INCLUDED IN EXPANDED BASIC, STANDARD+, SELECT+, SIGNATURE+ AND SUPER+ DOUBLE PLAY PACKAGES; STANDARD+ MORE, SELECT+ MORE, SIGNATURE+ MORE AND SUPER+ MORE TRIPLE PLAY PACKAGES)
 41 FOX News Channel
 42 CNN
 43 HLN
 45 Bloomberg TV
 46 CNBC
 47 The Weather Channel
 49 ESPN
 50 ESPN2
 51 NESN
 52 NBC Sports Boston
 54,251 MSNBC
 69 Golf Channel
 84 NESN+

85,1256 NBC Sports Boston Overflow
 139 ACC NETWORK
 249 C-SPAN3
 250 FOX Sports 1
 266 Tennis Channel
 284 FOX Business Network
 789,1123 FOX Business Network HD
 795,1121 CNBC HD
 838,1224 Tennis Channel HD
 839,1243 MotorTrend Network
 841,1110 FOX News Channel HD
 842,1111 CNN HD
 843,1112 HLN HD
 844,1122 Bloomberg TV HD
 847,1102 The Weather Channel HD
 848,1223 Golf Channel HD
 849,1205 ESPN HD
 850,1206 ESPN2 HD
 851,1250 NESN HD
 852,1251 NBC Sports Boston HD
 894,1255 NESN+ HD
 901,1113 MSNBC HD
 925,1208 FOX Sports 1 HD²
 1115 Newsmax TV HD²
 1116 Black News Channel HD²
 1130 C-SPAN3 HD²
 1325 ACC NETWORK HD
 1684 Jewish Broadcasting Service HD²

EXPANDED BASIC

(INCLUDED IN STANDARD+, SELECT+, SIGNATURE+ AND SUPER+ DOUBLE PLAY PACKAGES; STANDARD+ MORE, SELECT+ MORE, SIGNATURE+ MORE AND SUPER+ MORE TRIPLE PLAY PACKAGES. EXTRA INCLUDES EXPANDED BASIC AND LIMITED BASIC)
 24 Disney Channel
 25 Nickelodeon
 26 Freeform
 27,186 truTV
 28 MTV
 29 VH1
 30 FX
 31 TBS
 32 HGTV
 33 TNT
 34 E!
 35 USA Network
 36 Lifetime
 37 A&E
 38 TLC

39 Discovery
40 Travel Channel
41 FOX News Channel
42 CNN
43 HLN
45 Bloomberg TV
46 CNBC
47 The Weather Channel
49 ESPN
50 ESPN2
51 NESN
52 NBC Sports Boston
53 Food Network
54,251 MSNBC
56,238 EWTN
57 Bravo
59 AMC
61 Comedy Central
62 Syfy
63 Animal Planet
64 TV Land
66,208 Hallmark Channel
68 BET
69 Golf Channel
71 HISTORY
84 NESN+
85,1256 NBC Sports
Boston Overflow
88,1049 HSN2
124 NewsNation
139 ACC NETWORK
180 Cleo
199 Hallmark Movies &
Mysteries
210 National Geographic
Channel
214 TV One
215 WE tv
216 Oxygen
218 Universal Kids
226 OWN (Oprah Winfrey
Network)
234 INSP
235 UP
241 BBC America
249 C-SPAN3
250 FOX Sports 1
252 Investigation
Discovery
256 FXX
266 Tennis Channel
267 GSN
270 LMN
279 GAC Family
284 FOX Business Network
784,1488 Travel
Channel HD
788,1456 LMN HD
789,1123 FOX Business
Network HD
790,1459 Hallmark Movies
& Mysteries HD
794,1463 Bravo HD
795,1121 CNBC HD
799,1428 WE tv HD
821,1473 National
Geographic HD
823,1449 Discovery HD
824,1715 Disney
Channel HD

825,1728 Nickelodeon HD
826,1742 Freeform HD
827,1606 MTV HD
828,1612 MTV Live HD
829,1607 VH1 HD
830,1409 FX HD
831,1434 TBS HD
832,1492 HGTV HD
833,1404 TNT HD
834,1466 E! HD
835,1403 USA Network HD
836,1455 Lifetime HD
837,1402 A&E HD
838,1224 Tennis
Channel HD
839,1243 MotorTrend
Network
841,1110 FOX News
Channel HD
842,1111 CNN HD
843,1112 HLN HD
844,1122 Bloomberg TV HD
847,1102 The Weather
Channel HD
848,1223 Golf Channel HD
849,1205 ESPN HD
850,1206 ESPN2 HD
851,1250 NESN HD
852,1251 NBC Sports
Boston HD
854,1484 Food Network HD
857,1464 OWN HD (Oprah
Winfrey Network)
858,1435 Comedy
Central HD
859,1405 AMC HD
862,1411 Syfy HD
863,1471 Animal Planet HD
867,1450 TLC HD
872,1478 HISTORY HD
894,1255 NESN+ HD
901,1113 MSNBC HD
902,1430 truTV HD
905,1625 BET HD
907,1458 Hallmark
Channel HD
908,1457 UP HD
909,1444 Investigation
Discovery HD
912,1626 TV One HD
920,1418 BBC America HD
921,1465 Oxygen HD
924,1410 FXX HD
925,1208 FOX Sports 1 HD
927,1707 Universal
Kids HD
1115 Newsmax TV HD²
1116 Black News
Channel HD²
1130 C-SPAN3 HD²
1325 ACC NETWORK HD
1413 G4 HD²
1420 NewsNation HD²
1425 GSN HD²
1426 TV Land HD²
1437 Comedy.TV HD²
1448 Justice
Central.TV HD²
1483 Recipe.TV HD²
1620 GAC Family HD²

1624 Cleo HD²
1627 ASPIRE HD²
1637 Revolt HD²
1655 INSP HD²
1668 EWTN HD²
1684 Jewish Broadcasting
Service HD²

DIGITAL PREFERRED
(INCLUDED IN SELECT+,
SIGNATURE+ AND SUPER+
DOUBLE PLAY PACKAGES;
SELECT+ MORE, SIGNATURE+
MORE AND SUPER+ MORE
TRIPLE PLAY PACKAGES)

40 Travel Channel
55 Paramount Network
56,238 EWTN
60 Cartoon Network
64 TV Land
137 SEC Network
138 SEC Network Overflow
176 Ovation
181 AFRO
182 POP
190 BBC World News
Americas
193 Smithsonian Channel
196,1685 Jewish Life
Television (JLTV)
197 ScreenPix Action
198 ReelzChannel
201 SundanceTV East
202,366 FLIX East
205 ScreenPix
206,1789 ScreenPix
Westerns
209 ScreenPix Voicas
211 Hallmark Drama¹
212 IFC
220,1727 Nicktoons²
221 Discovery Family
Channel
222 Disney XD
223 Nick Jr.
224 TeenNick
227 Science
228 Nick 2
230 Discovery Life
232 Nat Geo WILD
233 Destination America
236,1682 The Impact
Network
239 Cooking Channel
240 Magnolia Network TV
242 VICE
243 fyi
244 Disney Junior
248 ESPNNews
253 American Heroes
Channel
254 FOX Sports 2
255,1236 Outdoor Channel
257,599 NBA TV
259 NHL Network
260,1246 TVG
261 CBS Sports Network
265,715 NFL Network
266 Tennis Channel
267 GSN

269 MLB Network
272,1615 Nick Music
273 MTV2
274 BET Her
275,1630 BET Soul
276,1619 CMT Music
277,1614 MTV Classic
278 FX Movie Channel
280,1633 BET Jams
281 Logo
286 ESPNU
666,3378 HITN
686,1238 PURSUIT
705,3486 NBC Universo
710,3485 TUDN
711,3380 MTV TR3s
719,3483 Galavision
783,1613 AXS TV
784,1488 Travel
Channel HD
792,1716 Disney XD HD
796,1210 ESPNNews HD
797,1486 fyi HD
798,1438 IFC HD
822,1217 NHL Network HD
836,1224 Tennis
Channel HD
846,1222 Olympic
Channel HD
853,1215 NFL Network HD
855,1412 Paramount
Network HD
856,1303 CBS Sports
Network HD
860,1734 Cartoon
Network HD
866,1451 Science HD
900,1301 ESPNU HD
910,1438 VICE HD
911,1487 Destination
America HD
913,1218 NBA TV HD
914,1219 MLB Network HD
915,1462 Ovation HD
922,1472 Nat Geo WILD HD
923,1209 FOX Sports 2 HD
928,1321 SEC Network HD
1117 BBC World News HD²
1118 I24 News HD²
1228,3360 Zona Futbol HD²
1229,3359 TUDN HD²
1232,3387 NBC Universo HD²
1322 SEC Network
Overflow HD²
1414 fuse HD²
1425 GSN HD
1426 TV Land HD
1427 POP HD²
1429 ReelzChannel HD²
1439 Logo HD²
1440 SundanceTV HD East²
1460 Hallmark Drama HD²
1477 Smithsonian
Channel HD²
1480 American Heroes
Channel HD²
1485 Cooking Channel HD²
1493 Magnolia Network
TV HD²
1495 Z Living HD²

1497 Discovery Life HD²
1623 AFRO HD²
1627 ASPIRE HD²
1628 BET Her HD²
1629 The Africa Channel²
1637 Revolt HD²
1639 MTV2 HD²
1668 EWTN HD
1701 Disney JR. HD²
1702 Nick Jr. HD²
1714 Discovery Family
Channel HD²
1729 NICK 2 HD²
1740 TeenNick HD²
1766 FX Movie Channel HD²
1771 FLIX East HD²
1786 ScreenPix HD²
1787 ScreenPix Action HD²
1788 ScreenPix Voicas HD²
3375 Galavision HD²
3491 Zona Futbol¹

DEPORTES

678,3355 Latin American
Sports
705,3486 NBC Universo
708,3482 FOX Deportes
710,3485 TUDN
720,1231,3351,3481 ESPN
Deportes
1228,3360 Zona Futbol HD²
1229,3359 TUDN HD²
1230,3353 FOX Deportes HD²
1232,3387 NBC Universo HD²
3491 Zona Futbol¹

XFINITY TV LATINO

841,3347 TBN Enlace
642,3418 Telefe
643,3419 TeleFormula
644,3383 Pasiones
845,3422 TV Chile
646,3412 Nuestra Tele
647,3388 Video Rola
648,3373 FOX Life
649,3425 TVE
Internacional
650,3424 TV Venezuela
651,3385 Kanal Drama
657,3415 SUR Peru
658,3340 Vme Kids
659,3416 SUR TV
660,3382 Once Mexico
661,3410 Multimedios
662,3409 Mexicana
664,3384 RC Novelas
666,3378 HITN
667,3445 Cinema Dinamita
668,3345 EWTN en Espanol
669,3344 ESNE TV
670,3407 Ecuavisa
673,3404 Caracol TV
675 Sony Cine
678,3355 Latin American
Sports
704,3414 Supercanal
705,3486 NBC Universo
706 Discovery en Espanol
707,3441 Cinelatino
708,3482 FOX Deportes

709,3396 CNN en Espanol
710,3485 TUDN
711,3380 MTV TR3s
712 ViendoMovies
713,3442 Cine Mexicano
716 HISTORY en Espanol
717,3428 WAPA America
718,3420 Telemicro
Internacional
719,3483 Galavisión
720,1231,3351,3481 ESPN
Deportes
722,3331 BabyFirst
Americas - Spanish
723,3405 Centroamerica TV
725 Discovery Familia
727,3490 UniMás Alt
728,3489 Univision Alt
757,3423 TV Dominicana
1228,3360 Zona Futbol HD²
1229,3359 TUDN HD²
1230,3353 FOX Deportes HD²
1232,3387 NBC Universo HD²
3308 UniMás Alt HD²
3311 Univision Alt HD²
3335 Discovery Familia HD²
3371 Discovery en
Espanol HD²
3375 Galavisión HD²
3377 HISTORY en
Espanol HD²
3443 Sony Cine HD²
3447 ViendoMovies HD²
3491 Zona Futbol¹

MORE SPORTS & ENTERTAINMENT PACKAGE

(INCLUDED IN SUPER+ MORE TRIPLE PLAY PACKAGE)

126,1445 Crime & Investigation
127,1479 Military History Channel
136 Sportsman Channel
194 Pac-12 Network
213 TCM
248 ESPNews
255,1236 Outdoor Channel
257,599 NBA TV
259 NHL Network
260,1246 TVG
261 CBS Sports Network
265,715 NFL Network HD
269 MLB Network
282 CMT
285 BTN
286 ESPN
287 NFL RedZone
796,1210 ESPNNews HD
822,1217 NHL Network HD
853,1215 NFL Network HD
856,1303 CBS Sports Network HD
864,1608 CMT HD
882,1313 BTN HD
899,1216 NFL RedZone HD
900,1301 ESPN HD
903,1755 TCM HD
913,1218 NBA TV HD

914,1219 MLB Network HD
1237 Sportsman Channel HD²
1329 Pac-12 Network HD²
1638 FM HD²

PREMIUM CHANNELS (EPIX CHANNEL INCLUDED WITH SIGNATURE+ DOUBLE PLAY PACKAGE AND SIGNATURE+ MORE TRIPLE PLAY PACKAGE; HBO MAX, SHOWTIME, EPIX AND THE MOVIE CHANNEL INCLUDED WITH SUPER+ DOUBLE PLAY PACKAGE; HBO MAX, SHOWTIME, EPIX, HITZ AND THE MOVIE CHANNEL AND SUPER+ MORE TRIPLE PLAY PACKAGE)

192,1777 STARZ ENCORE
Black East
202,366 FLIX East
203,1775 STARZ ENCORE
Action East
207,1784 STARZ ENCORE
Westerns East
301 HBO East
302 HBO2 East
303 HBO Signature East
304,1808 HBO Family East
305,1810 HBO Comedy East
306 HBO Zone East
307 HBO Latino East
321 STARZ East
322,881 EPIX East
323,885,1790,1871 EPIX
HD (East)
324 EPIX 2
325 EPIX Hits
326 STARZ ENCORE East
328 EPIX Drive-In
341 CINEMAX East
361 Showtime East
362 Showtime 2 East
363,1846 Showtime
Showcase East
364 Showtime Extreme East
365,1844 Showtime BET
East
381 The Movie Channel
East
382 The Movie Channel
Xtra East
451,1886 Playboy
771,1806 HBO Signature
HD East
773,1814,3455 HBO Latino
HD East
775,1812 HBO Zone HD East
785,1773 STARZ ENCORE
East HD
868,1820 CINEMAX HD East
870,1802 HBO HD East
871,1804 HBO2 HD East
874,1406,1816 AMC+ HD²
875,1888 STARZ East HD
877,1840 Showtime HD East
878,1842 Showtime 2 HD
East
880,1848 Showtime
Extreme HD
883,1860 The Movie
Channel HD East

884,1862 The Movie
Channel Xtra East HD
1771 FLIX East HD²
1822 MoreMAX East
1824 ActionMAX East
1826 ThrillerMax East
1828 MovieMax
1830 5StarMAX
1832 OuterMAX
1873 EPIX 2 HD²
1874 EPIX Hits HD²
1875 EPIX Drive-In HD²

INTERNATIONAL SELECTIONS³

3101 Willow Plus HD
3102 TV Asia HD
3103 ZeeTV HD
3106 SET HD
3108 ABP News
3109 NDTV 24X7
3135 CCTV4
3137 Phoenix Info News
3138 CTI Zhong Tian
Channel
3139 Phoenix NA
3150 TVB Jade
3180 TV JAPAN HD
3185 Saigon Broadcasting
Television Network
3194 The Filipino
Channel HD
3195 GMA Pinoy TV
3196 GMA Life TV
3210 SporTV
3211 Band
Internacional HD
3212 RecordTV Europa HD
3213 TV Globo HD
3216 SIC International
3225 RTVI (Russian)
3226 RTN (Russian)
3227 Russian Kino
3228 NTV America
3229 Channel One Russia
3230 Impact TV
3232 RTR PLAN
3233 ROSSIYA
3234 CTC
3245 ART Network
3250 The Israeli Network
3260 DW Deutsche +
3265 TV5 Monde HD
3275 Antenna TV
3280 RAI International HD
3281 Mediaset Italia
3285 Willow Plus
3286 TV Asia
3287 ZeeTV
3289 SET
3290 TV JAPAN
3291 Band Internacional
3292 RecordTV
3293 TV Globo
3294 TV5 Monde
3295 RAI International
3296 The Filipino Channel

PAY-PER-VIEW

399,800,1201 IN DEMAND
PPV HD
401 IN DEMAND PPV
402 IN DEMAND PPV 7
435,1888 Penthouse Block
452,1893 Juicy
453,1887 Vivid TV
457,1894 TEN
458,1891 XTSY
459,1890 Hustler TV
913,1218 NBA TV HD
3001 MLB EI - Arizona
Diamondbacks
3002 MLB EI - Atlanta
Braves
3003 MLB EI - Baltimore
Orioles
3004 MLB EI - Boston Red
Sox
3005 MLB EI - Chicago Cubs
3006 MLB EI - Chicago
White Sox
3007 MLB EI - Cincinnati
Reds
3008 MLB EI - Cleveland
Indians
3009 MLB EI - Colorado
Rockies
3010 MLB EI - Detroit
Tigers
3011 MLB EI - Houston
Astros
3012 MLB EI - Kansas
City Royals
3013 MLB EI - Los
Angeles Angels
3014 MLB EI - Los
Angeles Dodgers
3015 MLB EI - Miami
Marlins
3016 MLB EI - Milwaukee
Brewers
3017 MLB EI - Minnesota
Twins
3018 MLB EI - New York
Mets
3019 MLB EI - New York
Yankees
3020 MLB EI - Oakland
Athletics
3021 MLB EI -
Philadelphia Phillies
3022 MLB EI - Pittsburgh
Pirates
3023 MLB EI - San Diego
Padres
3024 MLB EI - San
Francisco Giants
3025 MLB EI - Seattle
Mariners
3026 MLB EI - St. Louis
Cardinals
3027 MLB EI - Tampa Bay
Rays
3028 MLB EI - Texas
Rangers
3029 MLB EI - Toronto
Blue Jays

3030 MLB EI - Washington
Nationals
3034 NBA LP - Atlanta
Hawks
3035 NBA LP - Boston
Celtics
3036 NBA LP - Brooklyn
Nets
3037 NBA LP - Charlotte
Hornets
3038 NBA LP - Chicago
Bulls
3039 NBA LP - Cleveland
Cavaliers
3040 NBA LP - Dallas
Mavericks
3041 NBA LP - Denver
Nuggets
3042 NBA LP - Detroit
Pistons
3043 NBA LP - Golden
State Warriors
3044 NBA LP - Houston
Rockets
3045 NBA LP - Indiana
Pacers
3046 NBA LP - Los
Angeles Clippers
3047 NBA LP - Los
Angeles Lakers
3048 NBA LP - Memphis
Grizzlies
3049 NBA LP - Miami Heat
3050 NBA LP - Milwaukee
Bucks
3051 NBA LP - Min
Timberwolves
3052 NBA LP - New
Orleans Pelicans
3053 NBA LP - New York
Knicks
3054 NBA LP - Oklahoma
City Thunder
3055 NBA LP - Orlando
Magic
3056 NBA LP -
Philadelphia 76ers
3057 NBA LP - Phoenix
Suns
3058 NBA LP - Portland
Trailblazers
3059 NBA LP - Sacramento
Kings
3060 NBA LP - San
Antonio Spurs
3061 NBA LP - Toronto
Raptors
3062 NBA LP - Utah Jazz
3063 NBA LP - Washington
Wizards
3067 NHL CI - Anaheim
Ducks
3068 NHL CI - Arizona
Coyotes
3069 NHL CI - Boston
Bruins
3070 NHL CI - Buffalo
Sabres
3071 NHL CI - Calgary
Flames

3072 NHL CI - Carolina Hurricanes
 3073 NHL CI - Chicago Blackhawks
 3074 NHL CI - Colorado Avalanche
 3075 NHL CI - Columbus Blue Jackets
 3076 NHL CI - Dallas Stars
 3077 NHL CI - Detroit Red Wings
 3078 NHL CI - Edmonton Oilers
 3079 NHL CI - Florida Panthers
 3080 NHL CI - Los Angeles Kings
 3081 NHL CI - Minnesota Wild
 3082 NHL CI - Montreal Canadiens
 3083 NHL CI - Nashville Predators
 3084 NHL CI - New Jersey Devils
 3085 NHL CI - New York Islanders
 3086 NHL CI - New York Rangers
 3087 NHL CI - Ottawa Senators
 3088 NHL CI - Philadelphia Flyers
 3089 NHL CI - Pittsburgh Penguins
 3090 NHL CI - San Jose Sharks
 3091 NHL CI - Seattle Kraken
 3092 NHL CI - St. Louis Blues
 3093 NHL CI - Tampa Bay Lightning
 3094 NHL CI - Toronto Maple Leafs
 3095 NHL CI - Vancouver Canucks
 3096 NHL CI - Vegas Golden Knights
 3097 NHL CI - Washington Capitals
 3098 NHL CI - Winnipeg Jets

ON DEMAND

1,1000,1882,1897 Xfinity Presents
 184,640,1883,1896 Xfinity Latino Presenta
 342,1817,1880,1899 Hitz
 343,1818,1881,1898 Hitz 2
 344,1819 Hitz 3
 434,1885 Adult On Demand
 460,1884,1895,3349 PARENTAL
 888,1622 Xfinity Black Experience
 1100,1125,1242 Searchlight On Demand

1751 Free Movies On Demand
 1801 HBO On Demand
 1867 STARZ On Demand
 3300,3370,3400 Xfinity Latino Presenta
 3440,3450,3480 PARENTAL

XFINITY INSTANT TV LATINO

(NO LONGER AVAILABLE FOR NEW SUBSCRIPTIONS)
 644,3383 Pasiones
 658,3340 Vme Kids
 667,3445 Cinema Dinamita
 675 Sony Cine
 706 Discovery en Espanol
 707,3441 Cinelatino
 709,3396 CNN en Espanol
 712 ViendoMovies
 713,3442 Cine Mexicano
 716 HISTORY en Espanol
 719,3483 Galavisión
 722,3331 BabyFirst Americas - Spanish
 725 Discovery Familia
 3335 Discovery Familia HD²
 3371 Discovery en Espanol HD²
 3375 Galavisión HD²
 3377 HISTORY en Espanol HD²
 3443 Sony Cine HD²
 3447 ViendoMovies HD²

DIGITAL ECONOMY
 (NO LONGER AVAILABLE FOR NEW SUBSCRIPTIONS)

34 EI
 35 USA Network
 36 Lifetime
 37 A&E
 39 Discovery
 41 FOX News Channel
 42 CNN
 45 Bloomberg TV
 54,251 MSNBC
 58,238 EWTN
 57 Bravo
 59 AMC
 61 Comedy Central
 62 Syfy
 63 Animal Planet
 64 TV Land
 66,208 Hallmark Channel
 68 BET
 71 HISTORY
 190 BBC World News
 193 Smithsonian Channel
 199 Hallmark Movies & Mysteries
 210 National Geographic Channel
 241 BBC America
 256 FX
 284 FOX Business Network
 789,1123 FOX Business Network HD
 790,1459 Hallmark Movies & Mysteries HD
 794,1463 Bravo HD

821,1473 National Geographic HD
 823,1449 Discovery HD
 834,1466 EI HD
 835,1403 USA Network HD
 836,1455 Lifetime HD
 837,1402 A&E HD
 841,1110 FOX News Channel HD
 842,1111 CNN HD
 844,1122 Bloomberg TV HD
 858,1435 Comedy Central HD
 859,1405 AMC HD
 862,1411 Syfy HD
 863,1471 Animal Planet HD
 872,1478 HISTORY HD
 901,1113 MSNBC HD
 905,1625 BET HD
 907,1458 Hallmark Channel HD
 920,1418 BBC America HD
 924,1410 FX HD
 1117 BBC World News HD²
 1426 TV Land HD²
 1477 Smithsonian Channel HD²
 1627 ASPIRE HD²
 1668 EWTN HD²

FAMILY TIER
 (NO LONGER AVAILABLE FOR NEW SUBSCRIPTIONS)

24 Disney Channel
 25 Nickelodeon
 32 HGTV
 43 HLN
 47 The Weather Channel
 53 Food Network
 210 National Geographic Channel
 218 Universal Kids
 221 Discovery Family Channel
 222 Disney XD
 224 TeenNick
 227 Science
 240 Magnolia Network TV
 792,1716 Disney XD HD
 821,1473 National Geographic HD
 824,1715 Disney Channel HD
 825,1728 Nickelodeon HD
 832,1492 HGTV HD
 843,1112 HLN HD
 847,1102 The Weather Channel HD
 854,1484 Food Network HD
 866,1451 Science HD
 927,1707 Universal Kids HD
 1740 TeenNick HD²

STARTER LATINO TV
 (NO LONGER AVAILABLE FOR NEW SUBSCRIPTIONS)

25 Nickelodeon
 26 Freeform
 28 MTV
 29 VH1

30 FX
 31 TBS
 32 HGTV
 33 TNT
 38 TLC
 40 Travel Channel
 43 HLN
 46 CNBC
 49 ESPN
 50 ESPN2
 51 NESN
 52 NBC Sports Boston
 69 Golf Channel
 84 NESN+
 85,1256 NBC Sports Boston Overflow
 88,1049 HSN2
 124 NewsNation
 139 ACC NETWORK
 214 TV One
 215 WE tv
 218 Universal Kids
 226 OWN (Oprah Winfrey Network)
 234 INSP
 236,1682 The Impact Network
 250 FOX Sports 1
 267 GSN
 270 LMN
 784,1488 Travel Channel HD
 788,1456 LMN HD
 795,1121 CNBC HD
 799,1428 WE tv HD
 825,1728 Nickelodeon HD
 826,1742 Freeform HD
 827,1606 MTV HD
 828,1612 MTV Live HD
 829,1607 VH1 HD
 830,1409 FX HD
 831,1434 TBS HD
 832,1492 HGTV HD
 833,1404 TNT HD
 839,1243 MotorTrend Network
 843,1112 HLN HD
 846,1222 Olympic Channel HD
 848,1223 Golf Channel HD
 849,1205 ESPN HD
 850,1206 ESPN2 HD
 851,1250 NESN HD
 852,1251 NBC Sports Boston HD
 857,1464 OWN HD (Oprah Winfrey Network)
 867,1450 TLC HD
 894,1255 NESN+ HD
 912,1626 TV One HD
 925,1208 FOX Sports 1 HD
 927,1707 Universal Kids HD
 1325 ACC NETWORK HD

ECONOMY PLUS

LATINO TV
 (NO LONGER AVAILABLE FOR NEW SUBSCRIPTIONS)

25 Nickelodeon
 26 Freeform
 28 MTV
 29 VH1
 30 FX
 32 HGTV
 38 TLC
 40 Travel Channel
 43 HLN
 46 CNBC
 88,1049 HSN2
 124 NewsNation
 214 TV One
 215 WE tv
 218 Universal Kids
 226 OWN (Oprah Winfrey Network)
 234 INSP
 236,1682 The Impact Network
 250 FOX Sports 1
 267 GSN
 270 LMN
 784,1488 Travel Channel HD
 788,1456 LMN HD
 795,1121 CNBC HD
 799,1428 WE tv HD
 825,1728 Nickelodeon HD
 826,1742 Freeform HD
 827,1606 MTV HD
 828,1612 MTV Live HD
 829,1607 VH1 HD
 830,1409 FX HD
 832,1492 HGTV HD
 839,1243 MotorTrend Network
 843,1112 HLN HD
 846,1222 Olympic Channel HD
 857,1464 OWN HD (Oprah Winfrey Network)
 867,1450 TLC HD
 912,1626 TV One HD
 925,1208 FOX Sports 1 HD
 927,1707 Universal Kids HD

SELECTO

(NO LONGER AVAILABLE FOR NEW SUBSCRIPTIONS)

704,3414 Supercanal
 705,3486 NBC Universo
 706 Discovery en Espanol
 707,3441 Cinelatino
 708,3482 FOX Deportes
 709,3396 CNN en Espanol
 710,3485 TUDN
 711,3380 MTV TR3s
 712 ViendoMovies
 713,3442 Cine Mexicano
 716 HISTORY en Espanol
 717,3428 WAPA America
 718,3420 Telemicro Internacional
 719,3483 Galavisión

720,1231,3351,3481 ESPN
Deportes
1228,3360 Zona Futbol HD²
1229,3359 TUDN HD²
1230,3353 FOX Deportes HD²
1232,3387 NBC Universo HD²
3371 Discovery en
Espanol HD²
3375 Galavision HD²
3377 HISTORY en
Espanol HD²
3447 ViendoMovies HD²
3491 Zona Futbol¹

¹Requires designated Xfinity TV service, X1 TV Box or compatible customer owned device and Xfinity Internet Service.

²Requires designated Xfinity TV service, X1 TV Box or compatible customer owned device and Xfinity Internet Service. Requires HD Technology Fee.

³Requires designated Xfinity TV service, X1 TV Box or compatible customer owned device and Xfinity Internet Service.

A subscription to Limited Basic is required to receive video services unless otherwise indicated. TV Box, TV Adapter, CableCARD or compatible customer owned device is required to receive video services. Channel lineup for outlets with TV Adapters is same as the primary outlet with the following exceptions: premium channels are not available and only the following HD channels with channel numbers above 1000 are available: The Weather Channel, Fox News, CNN, HLN, MSNBC, CNBC, Bloomberg, Fox Business, CSPAN, CSPAN2, CSPAN 3, and your local news stations. Except for Limited Basic only customers, HD programming requires subscription to HD Technology Fee and HD compatible equipment. Channel lineup subject to change. Additional restrictions may apply. See Services & Pricing card for additional information. © 2022 Comcast. All rights reserved.

87731000; 0140;0150;0160;0170;0510;0550;0580;0590;2770

For more information visit xfinity.com/support/local-channel-lineup.



Hopedale, MA

Mendon, MA

BUNDLED PACKAGES^{1,2}

QUAD PLAY PACKAGES

QUAD PLAY PACKAGE PRICING BELOW IS ADDITIONAL TO TRIPLE PLAY PACKAGE PRICING

with Xfinity Home Pro Protection add ²⁷	\$30.00
with Xfinity Home Pro Protection Plus add ²⁸	\$40.00

TRIPLE PLAY PACKAGES^{4,3}

Standard+ More

Includes Limited Basic, Expanded Basic and HD programming for primary outlet, 20 Hour DVR Service, Performance Pro Internet and Unlimited Voice

SurePrice³⁷	\$139.99
- with Xfinity Mobile save	\$-10.00
- with DVR Service upgrade add	\$10.00
- with Premium DVR Service upgrade add	\$20.00
- with Gigabit Pro Internet upgrade add ³⁸	\$235.00
- with Blast! Internet upgrade add	\$20.00
- with Extreme Pro Internet upgrade add	\$25.00
- with Gigabit Internet upgrade add	\$30.00

Select+ More

Includes Limited Basic, Expanded Basic, Digital Preferred Tier and HD programming for primary outlet, DVR Service, Extreme Pro Internet and Unlimited Voice

SurePrice³⁷	\$159.99
- with Xfinity Mobile save	\$134.99
- with Premium DVR Service upgrade add	\$-10.00
- with Premium DVR Service upgrade add	\$10.00
- with Gigabit Pro Internet upgrade add ³⁸	\$235.00
- with Gigabit Internet upgrade add	\$30.00

Signature+ More

Includes Limited Basic, Expanded Basic, Digital Preferred Tier, Epix, and HD programming for primary outlet, Premium DVR Service, Gigabit Internet, Unlimited Voice and Netflix Standard HD Plan

SurePrice³⁷	\$189.99
- with Xfinity Mobile save	\$164.99
- with Gigabit Pro Internet upgrade add ³⁸	\$-10.00
- with Netflix Premium UHD Plan upgrade add	\$235.00
- with Netflix Premium UHD Plan upgrade add	\$4.00

Super+ More

Includes Limited Basic, Expanded Basic, Digital Preferred Tier, Epix, HBO Max, Showtime, TMC, More Sports & Entertainment Package and HD programming for primary outlet, Premium DVR Service, Gigabit Internet, Unlimited Voice and Netflix Standard HD Plan

SurePrice³⁷	\$199.99
- with Xfinity Mobile save	\$184.99
- with Gigabit Pro Internet upgrade add ³⁸	\$-10.00
- with Netflix Premium UHD Plan upgrade add	\$235.00
- with Netflix Premium UHD Plan upgrade add	\$4.00

DOUBLE PLAY PACKAGES^{2,6}

Choice Double Play³⁹

Includes Choice Limited TV and Performance Internet	\$89.99
- with DVR Service upgrade add	\$10.00
- with Premium DVR Service upgrade add	\$20.00
- with Performance Pro Internet upgrade add	\$20.00
- with Blast! Internet upgrade add	\$15.00
- with Extreme Pro Internet upgrade add	\$20.00
- with Gigabit Internet upgrade add	\$25.00
- with Gigabit Pro Internet upgrade add ³⁸	\$30.00
- with Gigabit Pro Internet upgrade add ³⁸	\$235.00

Standard+

Includes Limited Basic, Expanded Basic and HD programming for primary outlet, 20 Hour DVR Service, and Performance Pro Internet	\$110.99
- with DVR Service upgrade add	\$10.00
- with Premium DVR Service upgrade add	\$20.00
- with Blast! Internet upgrade add	\$20.00
- with Extreme Pro Internet upgrade add	\$25.00
- with Gigabit Internet upgrade add	\$30.00
- with Gigabit Pro Internet upgrade add ³⁸	\$235.00

Select+

Includes Limited Basic, Expanded Basic, Digital Preferred Tier and HD programming for primary outlet, 20 Hour DVR Service, and Blast! Internet	\$139.99
- with DVR Service upgrade add	\$10.00
- with Premium DVR Service upgrade add	\$20.00
- with Extreme Pro Internet upgrade add	\$25.00
- with Gigabit Internet upgrade add	\$30.00
- with Gigabit Pro Internet upgrade add ³⁸	\$235.00

Signature+

Includes Limited Basic, Expanded Basic, Digital Preferred Tier, Epix, and HD programming for primary outlet, DVR Service, Extreme Pro Internet, and Netflix Standard HD Plan	\$169.99
- with Premium DVR Service upgrade add	\$10.00
- with Netflix Premium UHD Plan upgrade add	\$4.00
- with Gigabit Internet upgrade add	\$30.00
- with Gigabit Pro Internet upgrade add ³⁸	\$235.00

Super+

Includes Limited Basic, Expanded Basic, Digital Preferred Tier, Epix, HBO Max, Showtime, TMC and HD programming for primary outlet, DVR Service, Extreme Pro Internet, and Netflix Standard HD Plan	\$189.99
- with Premium DVR Service upgrade add	\$10.00
- with Netflix Premium UHD Plan upgrade add	\$4.00
- with Gigabit Internet upgrade add	\$30.00
- with Gigabit Pro Internet upgrade add ³⁸	\$235.00

XFINITY TV¹

BASIC SERVICES

Limited Basic⁵	\$21.00
Broadcast TV Fee¹⁸	\$22.25
Franchise Costs²⁸	
Hopedale	\$0.13
Mendon	\$0.79
Expanded Basic³ Includes Kids & Family, Entertainment and Sports & News	\$46.27

XFINITY TV SERVICES

Choice Limited TV³³ Includes Limited Basic, Streampix, 20 hours DVR Service, and HD programming	\$30.00
Choice TV Select³⁴ Includes Limited Basic, Streampix, 20 hours DVR Service, HD programming, Streaming to 2 devices, and Broadcast TV Fee	\$32.50
- with TV Box	\$41.00
Genre Packs²³ Choose up to 2	
Kids & Family Includes kid and family-friendly channels including Disney Channel, Nickelodeon, and Universal Kids	\$10.00
Entertainment Includes entertainment channels including A&E, AMC, Bravo, Food Network, FX, TNT, and VH1	\$17.00

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

Sports & News Includes sports and news channels including CNBC, CNN, ESPN, Golf, MSNBC, and NBC Sports	\$30.00
Extra²² Includes Limited Basic, Expanded Basic for primary outlet, additional digital channels, access to Pay-Per-View and On Demand programming and Music Choice	\$67.27
Digital Preferred Tier⁸ Includes over 65 channels including CBS College Sports, Destination America, Disney XD and Science Channel	\$17.95
Digital Preferred Tier plus One Premium Includes Digital Preferred Tier and choice of Showtime, Cinemax, or The Movie Channel	\$29.95
Digital Preferred Tier with HBO Max Includes Digital Preferred Tier and HBO Max	\$32.94
Digital Premier Tier Includes Digital Preferred Tier, HBO Max, Showtime, EPIX, Hitz, and The Movie Channel	\$64.95
More Sports & Entertainment Package⁴⁰ Includes over 15 channels including NFL Red Zone, ESPNNews and TCM	\$9.95
Deportes³ Includes over 6 deportes channels including ESPN Deportes, FOX Deportes and NBC Universo	\$5.00
Xfinity TV Latino³ Includes up to 45 channels of Spanish language programming, including Discovery Espanol, ESPN Deportes and Pasiones	\$10.00
HBO Max³	\$14.99
HBO³	\$15.00
Showtime³	\$12.00
Starz³	\$8.99
Cinemax³	\$12.00
The Movie Channel³	\$12.00
EPIX²⁴	\$5.99
Playboy³	\$15.00
HD Technology Fee⁴	\$9.95
DVR Service³²	\$10.00
Premium DVR Service⁴¹	\$20.00
Service to Additional TV with TV Adapter⁷	\$8.50

INTERNATIONAL SELECTIONS²⁵

ART: Arabic	\$9.99
TV Globo: Brazilian	\$19.99
Brazilian 2 Pack Includes TV Globo and SporTV	\$24.99
Brazilian 4 Pack Includes TV Globo, SporTV, Band Internacional, and Record TV	\$34.99
Mandarin 2 Pack Includes Phoenix Info News and Phoenix North America	\$6.99
Mandarin 4 Pack Includes CTI Zhong Tian, CCTV4, Phoenix Info News, and Phoenix North America	\$19.99
Filipino 2 Pack Includes GMA Pinoy w/ GMA Video On Demand and GMA Life	\$14.99
Filipino 3 Pack Includes GMA Pinoy w/ GMA Video On Demand, GMA Life, and TFC	\$22.99
TV5MONDE: French With Cinema On Demand	\$9.99
DW Deutsche +: German	\$9.99
Antenna: Greek	\$14.99
The Israel Network	\$19.99
Rai Italia: Italian	\$9.99
Italian 2 Pack Includes Rai Italia and Mediaset	\$14.99
TV JAPAN	\$24.99
SIC: Portuguese	\$9.99
Portuguese 2 Pack Includes RTP1 and SIC	\$14.99
Impact TV: Russian Add-on With any International package	\$6.99
Russian 2 Pack Includes Channel One Russia and NTV America	\$14.99
Russian 4 Pack Includes Channel One Russia, RTN, TV1000 Russian Kino, and NTV America	\$26.99
Russian 5 Pack Includes Channel One Russia, RTVI, NTV America, RTR-Planeta, and Rossiya 24	\$26.99
Russian 8 Pack Includes Channel One Russia, RTN, RTVI, TV1000 Russian Kino, NTV America, RTR-Planeta, Rossiya 24, and CTC	\$34.99
Willow: Cricket Add-on With any International package	\$6.99
Willow: Cricket	\$14.99
Zee TV: Hindi	\$14.99

Hindi 2 Pack Includes Zee TV and SET	\$24.99
SET: Hindi	\$14.99
Hindi Pack Includes Zee TV, SET, TV Asia, and NDTV 24x7	\$29.99
Hindi Plus Pack Includes Zee TV, SET, TV Asia, NDTV 24x7, Eros Now, and Willow	\$39.99
SETN: Vietnamese	\$14.99
TVB Jade: Cantonese	\$10.99
Record TV: Brazilian	\$14.99
ABP News: Hindi	\$7.99
TFC: Filipino	\$11.99

PAY-PER-VIEW AND ON DEMAND SUBSCRIPTION SERVICES

Eros Now On Demand³¹	\$12.99
Eros Now On Demand³¹ w/a South Asian international selection	\$9.99
here! TV On Demand³¹	\$7.99
Filipino On Demand³¹	\$7.99
Filipino On Demand³¹ w/a Filipino international selection	\$5.99
The Jewish Channel On Demand³¹	\$6.99
Galam TV Fit & Yoga On Demand³¹	\$7.99
Lifetime Movie Club On Demand³¹	\$3.99
History Vault On Demand³¹	\$4.99
Kidstream On Demand³¹	\$4.99
Grokker Yoga Fitness On Demand³¹	\$6.99
UP Faith and Family On Demand³¹	\$5.99
Anime Network On Demand³¹	\$6.99
Stingray Karaoke On Demand³¹	\$6.99
DOGTV On Demand³¹	\$4.99
Gale On Demand³¹	\$11.99
AMC + On Demand³¹	\$6.99
Stingray Classica On Demand³¹	\$6.99
TumbleBooksTV On Demand³¹	\$4.99
FitFusion On Demand³¹	\$6.99
CuriosityStream On Demand³¹	\$2.99
PlayKids On Demand²¹	\$6.99
Daily Burn On Demand²¹	\$14.99
Xive TV On Demand²¹	\$4.99
Quark On Demand²¹	\$4.99
Lion Mountain TV On Demand²¹	\$3.99
Disney Story Central On Demand³¹	\$4.99
Acorn TV On Demand³¹	\$5.99
Pro Guitar Lessons On Demand²¹	\$4.99
MagellanTV History On Demand²¹	\$5.99
Craftsy On Demand²¹	\$7.99
WE tv + On Demand³¹	\$5.99
The Great Courses Signature On Demand²¹	\$7.99
Pantaya On Demand³¹	\$5.99
DJAZZ On Demand²¹	\$6.99
Ride TV On Demand²¹	\$4.99
Outside TV Features On Demand²¹	\$4.99
The Reading Corner On Demand²¹	\$3.99
Hopster On Demand²¹	\$6.99
Brown Sugar On Demand²¹	\$3.99
EchoBoom Sports On Demand²¹	\$5.99
Stingray Qello On Demand²¹	\$7.99
GOLFPASS On Demand²¹	\$4.99
Hallmark Movies Now On Demand²¹	\$5.99
Dove Channel On Demand²¹	\$4.99

Kocowa On Demand ²¹	\$6.99
WHAM On Demand ²¹	\$2.99
Gravitas Movies On Demand ²¹	\$4.99
MHz Choice On Demand ²¹	\$7.99
HI-YAHI On Demand ²¹	\$2.99
True Royalty On Demand ²¹	\$5.99
Real Vision On Demand ²¹	\$14.99
Docurama On Demand ²¹	\$4.99
Con TV On Demand ²¹	\$4.99
Walter Presents On Demand ²¹	\$6.99
Dekkoo On Demand ²¹	\$9.99
ZooMoo On Demand ²¹	\$2.99
Minutev On Demand ²¹	\$1.99
WildBrain On Demand ²¹	\$5.99
Cinemol On Demand ²¹	\$2.99
Fox Nation On Demand ³¹	\$5.99
Music Choice Karaoke On Demand ²¹	\$6.99
Music Choice Relax On Demand ²¹	\$5.99
Curious World On Demand ²¹	\$3.99
kwelTV On Demand ²¹	\$5.99
Marquee TV On Demand ²¹	\$8.99
Passionflix On Demand ²¹	\$5.99
Conspiracy TV On Demand ²¹	\$4.99
FlixFlng On Demand ²¹	\$7.99
A&E Crime Central On Demand ²¹	\$4.99
CultFlix On Demand ²¹	\$4.99
CineFest On Demand ²¹	\$4.99
PREMO On Demand ²¹	\$5.99
MyOutdoorTV On Demand ²¹	\$9.99
One Day University On Demand ²¹	\$7.99
Qwest TV On Demand ²¹	\$4.99
Black&SexyTV On Demand ²¹	\$4.99
Air 2 Air On Demand ²¹	\$4.99
Cohen Media Channel On Demand ²¹	\$4.99
Sport Now Insight On Demand ²¹	\$4.99
Sweat Factor On Demand ²¹	\$4.99
IMPACT Wrestling Channel On Demand ²¹	\$7.99
Da Vinci Kids On Demand ²¹	\$7.99
Screambox On Demand ²¹	\$4.99
Fandor On Demand ²¹	\$3.99
InSightTV On Demand ²¹	\$4.99
Viaplay On Demand ²¹	\$4.99
Hitz ^{29,31}	\$12.00
Streamplx ⁹	\$4.99
Pay-Per-View and On Demand Movies and Events ^{8,31} (per title or event)	Prices Vary
Revy On Demand ²¹	\$6.99
Vivid On Demand Subscription ^{10,31}	\$19.99
Hustler On Demand Subscription ^{10,31}	\$19.99
TEN On Demand Subscription ^{10,31}	\$19.99
Girlfriends Films On Demand ^{10,31}	\$19.99
Too Much for TV On Demand ³¹	\$14.99
Wicked On Demand ^{10,31}	\$19.99
Urban Fantasy On Demand ^{10,31}	\$19.99
Falcon On Demand ^{10,31}	\$19.99
Homegrown Amateur On Demand ^{10,31}	\$19.99
Evil Angel On Demand ^{10,31}	\$19.99
Mature Lust On Demand ^{10,31}	\$19.99

Penthouse On Demand ^{10,31}	\$19.99
XTSY On Demand ^{10,31}	\$19.99
Arouse On Demand ^{10,31}	\$19.99
Vixen On Demand ^{10,31}	\$19.99
Buku TV On Demand ^{10,31}	\$19.99
Zero Tolerance On Demand ^{10,31}	\$19.99

SPORTS PACKAGES³⁰

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 and Remote	\$8.50
TV Box	\$8.10
Remotes	\$0.40
HD TV Box Limited Basic	\$8.10
HD TV Box and Remote Limited Basic	\$8.50
TV Adapter (Limited Basic — Primary TV)	\$0.00
TV Adapter (Limited Basic — 1st and 2nd Additional TV)	\$0.00
TV Adapter (Limited Basic — 3rd Additional TV)	\$0.50
CableCARD (first card in device)	\$0.00

INSTALLATION (PER OCCURRENCE UNLESS NOTED)	Initial Installation of Service	After Initial Installation of Service
Professional Installation ^{11,12}	\$100.00	N/A
Self Installation Plus ⁴²	\$39.99	N/A
In-Home Service Visit ³⁵	N/A	\$70.00
Hourly Service Charge ¹¹ (Custom Installation)	\$50.00	\$50.00
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
Reactivation - Voice	\$6.00

MISCELLANEOUS (PER OCCURRENCE UNLESS NOTED)

Regional Sports Fee ²⁰ (per month)	\$14.10
Returned Payment Item (each)	\$20.00
Late Fee	5% of overdue balance
Agent Assisted Payment For payment made by phone with a Customer Care Representative	\$5.99
Unreturned or Damaged Equipment Fees ¹³ (per piece)	Replacement Cost
Getting Started Kit Shipping and Handling (Standard Shipping)	\$15.00
Getting Started Kit Shipping and Handling (Priority Shipping)	\$29.95
Accessory Shipping and Handling	\$5.95

XFINITY VOICE^{1,14}

Xfinity Voice—Unlimited	\$44.95
With TV and Internet Service	\$39.95
With TV, Internet, or Xfinity Home Pro Protection	\$10.00

Xfinity Voice—Local with More	\$34.95
With TV or Internet Service	\$24.95

XFINITY INTERNET^{1,15}

	Xfinity Internet Service Only	with Xfinity TV or Voice Service¹⁸	
Performance Starter	\$65.00	\$49.95	
Performance	\$83.95	\$64.95	
Performance Pro	\$98.95	\$79.95	
Blast!	\$103.95	\$84.95	
Extreme Pro¹⁶	\$108.95	\$89.95	
Gigabit¹⁶	\$113.95	\$94.95	
Gigabit Pro^{16,17}	\$299.95	\$299.95	
Modem Rental			\$14.00
Wireless Adapter (each, one-time charge)			\$30.00
Gigabit Pro Activation Fee (per occurrence)			\$500.00
			Replacement
Unreturned or Damaged Equipment Fees¹³ (per piece, per occurrence)			Cost

- Certain services available separately or as a part of other levels of service. Xfinity services are 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 Cost Recovery, Public Access fees, other state or local fees or other applicable charges (e.g., pay-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. © 2022 Comcast. All rights reserved.
- Requires a compatible modem and TV Box with remote, CableCARD or compatible customer owned device.
- Requires Limited Basic.
- Not available to customers with Limited Basic only. Must subscribe to HD Technology Fee to receive HD programming.
- Requires TV Box, TV Adapter, CableCARD or compatible customer owned device.
- Requires Extra.
- 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.
- 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.
- Requires Limited Basic and TV Box and remote or compatible customer owned device. Requires HD Technology Fee to receive HD programming.
- One month minimum purchase required. Not available in all areas.
- Standard installation includes installation of service line up to 125 feet from existing Comcast plant, except as otherwise required under local franchise agreement. Comcast does not perform custom installations, including installations which require in-wall wiring, wiring in extensive drop ceilings, basements, or crawl spaces.
- 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 Home Pro Protection or Xfinity Gigabit Pro Internet.
- Contact 1-800-XFINITY for questions regarding equipment replacement charges.
- Requires a compatible modem. Unlimited Local and Long Distance package pricing applies only to direct dialed calls from home to locations included in the plan. Plans do not include other international calls. For more information regarding Xfinity Voice pricing go to <https://www.xfinity.com/Corporate/About/PhoneTermsOfService/ComcastDigitalVoice/cvresidential>.
- A compatible modem is required. For more information regarding Xfinity Internet go to <http://www.xfinity.com/Internet-service.html>.
- Not available in all areas. May require installation and non-refundable installation charge.
- Requires 2 year contract. Monthly rental of Gigabit Pro cable modem/router additional. Activation and professional installation fees additional. Gigabit Pro does not qualify for Comcast 30-day money back guarantee.
- Xfinity Internet discount does not apply to Choice Limited TV.
- Applies to Limited Basic.
- Applies to Extra and above, and Sports & News.
- Requires Limited Basic with X1 TV Box and Xfinity Internet service.
- For Mendon customers: discount of \$2.00 off of Extra available to seniors who qualify for discount. Age and income restrictions apply. Call 1-800-XFINITY for more information.
- Requires Choice Double Play, Choice Limited TV or Choice TV Select. Cannot be combined with Limited Basic only.
- Requires Limited Basic, HD Technology Fee and TV Box, CableCARD, or compatible customer owned device.
- Requires Limited Basic with X1 TV Box or compatible customer owned device and Xfinity Internet service.
- Franchise Costs are costs associated with providing public, educational and/or government access facilities and equipment and/or other related costs in your community.
- Equipment required at an additional cost. For additional information go to <http://www.xfinity.com/homesecurity>.

- Includes Xfinity Home Pro Protection and 24/7 Video Recording for up to 4 cameras. Equipment required at an additional cost. For more information on 24/7 Video Recording go to <http://www.xfinity.com/video-recording>.
- Requires Limited Basic TV service and a compatible Xfinity TV Box or customer owned device.
- Requires Limited Basic, HD Technology Fee, X1 TV Box with remote or compatible customer owned device. Sports Package subscriptions can be billed at once or in 4 total payments. Call 1-800-XFINITY to cancel subscription within 30 days of first charge to bill. Charges are non-refundable after 30 days of first charge to bill. Restrictions may apply.
- Requires Limited Basic and Xfinity Internet.
- Requires HD Technology Fee and TV Box or compatible customer owned device. DVR Service with compatible customer owned device limited to 60 hours DVR Service.
- Requires TV Box, CableCARD, or compatible customer owned device. 20 Hours DVR Service available with X1 TV Box (X1 TV Box requires subscription to one Genre Pack) or compatible customer owned device. Cannot be combined with Xfinity Voice or Xfinity Home Pro Protection.
- Requires minimum of Xfinity Performance Internet service and an Xfinity Flex Streaming device. Choice TV Select available for ordering through the Flex box only. Not eligible for multiproduct pricing on Xfinity Internet, Xfinity Voice, or Xfinity Home Pro Protection. Streaming requires an internet connection.
- 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. Does not cover installation or in-home visits for Xfinity Home Pro Protection.
- 20 Hour DVR Service requires Xfinity Internet Service and either an X1 TV Box or compatible customer owned device.
- SurePrice only available for 12 months to customers with Standard+ More, Select+ More, Signature+ More and Super+ More packages after qualifying 12 month promotional pricing.
- Requires 2-year contract. Monthly rental of Gigabit Pro compatible modem/router additional. Activation and professional installation fees additional. Gigabit Pro does not qualify for Comcast 30-day money back guarantee.
- Cannot be combined with Sports & News genre pack.
- Requires Extra.
- Requires Xfinity TV Latino, More Sports & Entertainment Package, Choice TV Double Play with one Genre Pack, Choice TV Select, or Extra or higher, Xfinity Internet, TV Box or compatible customer owned equipment.
- Includes delivery of up to a total of three Get Started Kits for Xfinity TV, Xfinity Internet, or Xfinity Voice and a network signal test. Requires service address activation for Xfinity services within in the last 2 years. Does not include installation or relocation of outlets, equipment installation, setup or troubleshooting, or installation of Xfinity Home or Xfinity Gigabit Pro Internet.
- 20 Hour DVR Service requires Xfinity Internet Service and either an X1 TV Box or compatible customer owned device.

Xfinity Home License Numbers:

AL: 001484, 001504; AR: 12-030; AZ: ROC 280515, BTR 18287-0; CA: CSLB 974291, ACO 7118; CT: ELC 0189754-C5; DE: FAL-0299, FAC-0293, SSPs 11-123; FL: EP0000921, EP2001002, EP0001095; GA: LVU406303, LVU406264, LVU406190, LVU406354; IL: PACA 127-001503; LA: F1691; MA: SS-001968; MD: 107-1776; ME: LM50017039; MI: 3601206217; MN: TS674412; NC: 2335-CSA; NJ: Burglar and Fire Alarm Business Lic. # 34BF00047700; NM: 373379; NY: licensed by the N.Y.S. Department of State 12000305421; OH: UC# 53-89-1732; OR: CCB 182945; SC: BAC-13497, FAC-13440; TN: ACL 1597, ACL 1604; TX: ACR-1672104, -1818, B16922, B02571; UT: B226921-6501; VA: 2705145289, DCJS 11-7361; VT: ES-02366; WA: COMCABS892DS; WASHINGTON, DC: ECS 902687, BBL 602512000005; WV: WVD4921.

MS: 15018010

Valid 1/1/22. See www.xfinity.com/home-security for current list.

87731000: 0550;0580

IMPORTANT INFORMATION FOR XFINITY TV CUSTOMERS

SERVICE PROBLEMS

You will find helpful information for troubleshooting TV picture or signal quality issues at www.xfinity.com/support. If the problem does not clear up, please feel free to chat with us at www.xfinity.com/support/contact-us or call us at 1-800-XFINITY, and a customer service representative will attempt to address that issue. We will try to resolve any complaints you have concerning the quality of our signals promptly and efficiently. We will respond to your report of a service interruption no later than 24 hours after you notify us, except in extraordinary circumstances or where conditions are beyond our control. We will respond to your report of other service problems no later than the next business day after you notify us. We may need access to your home in order to correct a service related issue. If a service call is required it will be scheduled at a time convenient to you. If you are dissatisfied with our resolution of your service problem, you may contact your local franchising authority to discuss the problem with your service. If your local franchise authority information is not listed on your bill, please call us at 1-800-XFINITY for the name and address of your local franchising authority.

SERVICE OR BILLING COMPLAINTS

Information regarding your Xfinity services and billing is available through My Account at www.xfinity.com. You also may download the Xfinity My Account app to your smartphone or other device for quick access to up to date information on your account. If you have a complaint regarding your Xfinity TV service or your bill, you will find information on contacting us through chat or by phone at <https://www.xfinity.com/support/contact-us>. Also, you can visit us at one of our Xfinity store locations. Visit <https://www.xfinity.com/support/service-center-locations/> to find the Xfinity store closest to you. If you wish to put your comments in writing, your letter should be addressed to us at the local address listed on the How To Reach Us insert.

We will try to resolve your complaint promptly. If you are dissatisfied with our resolution of your complaint, or we are unable to resolve your complaint, you may contact your local franchising authority to discuss your complaint. If your local franchise authority information is not listed on your bill, please call us at 1-800-XFINITY for the name and address of your local franchising authority.

If you have a complaint regarding closed captioning please email us at accessibility@comcast.com or call us at 1-855-270-0379.

MOVING

Please visit <https://www.xfinity.com/moving> before you move. This is the best way for us to arrange for your service to be disconnected and to schedule an installation at your new home, if your new home is in our service area.

EQUIPMENT COMPATIBILITY

Xfinity TV service is encrypted and requires a TV Box, TV Adapter, CableCARD or other navigation device that is compatible with our system for each television you wish to use with our service. You may not be able to use special features or functions of your television, VCR or DVD player/recorder with Xfinity TV service. Some of these problems may be resolved by the use of signal splitters, and/or other supplemental equipment that can be purchased from us or at electronic stores. Please call us if you would like to discuss the type of special equipment needed to resolve individual compatibility problems or if you have any questions regarding other equipment compatibility issues.

If you have a TiVo digital cable-ready DVR, you can access switched digital video services by obtaining a "tuning adapter" device. If you have a TiVo DVR or other digital cable-ready devices, you will need a TV Box, TV Adapter, or CableCARD from us to access switched digital video and other two-way cable services. Upon your request, we will provide you with the technical parameters necessary for a navigation device rented or acquired from retail outlets to operate with our system. Because of the need to protect our Xfinity TV service, we will not authorize the use of a navigation device that does not conform to all required signal security specifications. For information regarding other navigation devices, please go to <https://www.xfinity.com/support>.

REMOTE CONTROL UNITS

If you rent a TV Box or TV Adapter from us we will provide a compatible remote control. Also, you may purchase compatible remotes at local electronic stores or other retail outlets. A representative list of compatible remote control models currently available from local retailers includes: Philips PHL PMDVR6, RCA RCR612, and Sony RM-V202. A list of additional compatible remotes may be obtained from your local Xfinity store. Although these remote control units are compatible with the TV Box or TV Adapter that we currently offer, these remotes may not be functional if we change the type of TV Box or TV Adapter we rent. If you have any questions regarding whether a particular remote control unit would be compatible with our equipment, please contact us.

SERVICE CHANGES AND INSTALLATION

Standard installations are generally completed within 7 business days. If you change the services you receive, you may be subject to an installation or change of service charge. You may obtain additional information about our current services, fees and prices online at www.xfinity.com or by calling us at 1-800-XFINITY.

UPCOMING PROGRAMMER CONTRACT EXPIRATIONS

Information on programmer contract expirations, which could affect our carriage of the programmer's channels, can be found at <https://my.xfinity.com/contractrenewals/> or by calling 866-216-8634.

OTHER INFORMATION

For those of our customers receiving service through commercial accounts, bulk rate arrangements or similar arrangements, some of the policies, procedures and services herein may not apply. Please call us at 1-800-XFINITY to talk to one of our customer service representatives for further information.

INFORMACIÓN IMPORTANTE PARA LOS CLIENTES DE XFINITY TV

PROBLEMAS CON EL SERVICIO

Si tiene problemas con la calidad de la señal o la imagen de TV, encontrará información útil para resolverlos en www.xfinity.com/support. Si el problema no se resuelve, no dude en contactarnos por chat en www.xfinity.com/support/contact-us o llamarnos al 1-800-XFINITY. Un representante de atención al cliente intentará resolver el problema. Trataremos de resolver toda queja relativa a la calidad de la señal de manera oportuna y eficiente. Si denuncia una interrupción en el servicio, responderemos a su denuncia en el transcurso de 24 horas, excepto en circunstancias extraordinarias o en el caso de condiciones que estén fuera de nuestro control. Si denuncia otros problemas con el servicio, responderemos a más tardar el día hábil siguiente al día en el que nos notifique. Es posible que, para corregir un problema con el servicio, debamos acceder a su hogar. Si se necesita una visita de servicio, la programaremos para un horario que le quede cómodo. Si no está satisfecho con la resolución del problema, puede ponerse en contacto con la autoridad local de franquicias para discutirlo. Si la información sobre la autoridad local de franquicias no se indica en la factura, llámenos al 1-800-XFINITY para obtener el nombre y la dirección de dicha autoridad.

QUEJAS RELATIVAS AL SERVICIO Y LA FACTURACIÓN

Puede acceder a información sobre sus servicios Xfinity y la facturación de los mismos a través de la sección My Account (Mi Cuenta) en www.xfinity.com. También puede descargar la aplicación My Account de Xfinity a su teléfono inteligente u otro dispositivo para acceder rápidamente a información actualizada sobre su cuenta. Si tiene una queja sobre el servicio Xfinity TV o su factura, puede encontrar la información necesaria para contactarnos por chat o por teléfono en <https://www.xfinity.com/support/contact-us>. También puede visitarnos en una de las tiendas de Xfinity. Visite <https://www.xfinity.com/support/service-center-locations/> para encontrar la más cercana. Si desea poner sus comentarios por escrito, debe enviarnos su carta a la dirección local que figura en el cuadro How To Reach Us (Cómo ponerse en contacto con nosotros).

Intentaremos resolver su queja de manera oportuna. Si no está satisfecho con la resolución de su queja o no podemos resolverla, puede ponerse en contacto con la autoridad local de franquicias para discutir su queja. Si la información sobre la autoridad local de franquicias no se indica en la factura, llámenos al 1-800-XFINITY para obtener el nombre y la dirección de dicha autoridad.

Si tiene una queja relativa a los subtítulos, envíenos un correo electrónico a accessibility@comcast.com o llámenos al 1-855-270-0379.

MUDANZAS

Antes de mudarse, ingrese en <https://www.xfinity.com/moving>. Esta es la mejor manera de coordinar la desconexión del servicio y programar la instalación en su nuevo hogar si el mismo está dentro de nuestra zona de servicio.

COMPATIBILIDAD ENTRE EQUIPOS

El servicio Xfinity TV está cifrado y requiere, por cada televisor con el que desee usar el servicio, un decodificador de TV, un adaptador de TV, una tarjeta CableCARD u otro dispositivo de navegación que sea compatible con nuestro sistema. Posiblemente no pueda utilizar funciones o características especiales de su televisor, su grabadora o su reproductor/grabador de DVD junto con el servicio Xfinity TV. Algunos de estos problemas se pueden resolver mediante el uso de divisores de señal y/u otros equipos complementarios que se pueden comprar en nuestra empresa o en tiendas de electrónica. Llámenos si quiere discutir qué tipo de equipos especiales necesitaría para resolver problemas de compatibilidad específicos o si tiene preguntas acerca de otros problemas de compatibilidad entre equipos.

Si tiene una grabadora digital TiVo apta para televisión por cable, puede acceder a servicios de video digital conmutados mediante un "adaptador de sintonización". Si tiene una grabadora digital TiVo u otros dispositivos digitales aptos para televisión por cable, necesitará que le proveamos un decodificador de TV, un adaptador de TV o una tarjeta CableCARD para acceder al servicio de video digital conmutado y a otros servicios bidireccionales por cable. Si lo solicita, le proporcionaremos los parámetros técnicos necesarios para un dispositivo de navegación que alquile o compre en nuestros puntos de venta minorista para usar con nuestro sistema. Debido a la necesidad de proteger nuestro servicio Xfinity TV, no autorizaremos el uso de dispositivos de navegación que no cumplan con todas las especificaciones necesarias para la seguridad de la señal. Para obtener información sobre otros dispositivos de navegación, visite <https://www.xfinity.com/support>.

UNIDADES DE CONTROL REMOTO

Si usted alquila uno de nuestros decodificadores o adaptadores de TV, le proveeremos un control remoto compatible. También puede comprar un control remoto compatible en una tienda electrónica local u otro punto de venta minorista. La siguiente es una lista representativa de los modelos de control remoto disponibles en tiendas minoristas locales: Phillips PHL PMDVR8, RCA RCR612, y Sony RM-V202. En su tienda Xfinity local podrá obtener una lista de otros controles remotos compatibles. Aunque estas unidades de control remoto son compatibles con el decodificador y el adaptador de TV que ofrecemos actualmente, es posible que no funcionen si cambiamos el tipo de decodificador o adaptador de TV que le alquilamos. Si tiene dudas acerca de si una determinada unidad de control remoto sería compatible con nuestros equipos, póngase en contacto con nosotros.

CAMBIOS EN EL SERVICIO E INSTALACIÓN

Las instalaciones estándar generalmente se terminan en el transcurso de 7 días hábiles. Si cambia los servicios que recibe, es posible que se le cobre una tarifa de instalación o una tarifa por cambio de servicio. Para obtener más información sobre nuestros servicios, tarifas y precios actuales, visite www.xfinity.com o llámenos al 1-800-XFINITY.

PRÓXIMOS VENCIMIENTOS DE LOS CONTRATOS DE PROGRAMACIÓN

Para obtener información sobre los vencimientos de los contratos de programación, que podrían afectar nuestra transmisión de los canales, visite <https://my.xfinity.com/contractrenewals/> o llame al 866-216-8634.

INFORMACIÓN ADICIONAL

Para aquellos clientes que reciben el servicio a través de una cuenta comercial, acuerdos de tarifas grupales o acuerdos similares, es posible que no correspondan algunas de las políticas, procedimientos o servicios que se describen en el presente documento. Llámenos al 1-800-XFINITY para hablar con uno de nuestros representantes de atención al cliente y obtener más información.

**SERVICE AREA /
ÁREA DE SERVICIO**
MA, NH & ME**PHONE NUMBERS**
Billing/Repair
New Services/Sales /
NÚMEROS DE TELÉFONO
Facturación/Reparación
Nuevos servicios/Ventas
1-800-266-2278**OFFICE HOURS /
HORARIO LABORAL**
Please check your monthly billing
statement for the location and hours
of operation of the nearest customer
service office.**MAILING/OFFICE ADDRESS /
DIRECCIÓN DE CORREO/DE LA
OFICINA**Comcast
1 Comcast Center
Philadelphia, PA 19102**PUBLIC INFORMATION OFFICES/
FRANCHISE AUTHORITIES /
OFICINAS DE INFORMACIÓN
PÚBLICA/
AUTORIDADES DE LA
FRANQUICIA**Consumer Division of the
Department of Telecommunications
and Cable
1-800-392-6066
1000 Washington Street, Suite 820
Boston, MA 02118Office of the Attorney General
Consumer Protection and Antitrust
Bureau
33 Capital Street
Concord, NH 03301Office of the Attorney General
Consumer Information and Mediation
Service
6 State House Station
Augusta, ME 04333



Comcast Xfinity Privacy Policy

Effective December 4, 2020

We know you care about your privacy and the protection of your personal information. We also know it is our responsibility to be clear about how we protect your information. We designed this Privacy Policy to do just that. It explains the types of personal information we collect, and how we collect, use, maintain, protect, and share this information. This Privacy Policy also tells you about the rights and choices you may have when it comes to your personal information.

Some of what we say in our Privacy Policy is required by law, and may at times seem long and complicated, but we've worked hard to try to make our Privacy Policy easy to understand and provide examples where possible. The Xfinity Privacy Center (www.xfinity.com/privacy) includes more information about:

- How to review and manage your personal information and account activity
- How to set your marketing and advertising preferences, and opt out of certain information sharing
- How our products and services help to protect you
- How you can better protect yourself online

You can review this Privacy Policy and the information in the Xfinity Privacy Center anytime. If you still have questions, you can contact us for more information.

WHEN THE PRIVACY POLICY APPLIES

This Privacy Policy applies to the information we collect when you use Xfinity-branded products, services, networks, and platforms, including our websites and mobile apps. This Privacy Policy also applies to other Comcast-branded products and services that link to it. We'll refer to these as our "Services" in this Privacy Policy. It also applies to the information we collect about you from third parties. This Privacy Policy does **not** apply to non-Xfinity products, services, websites, and mobile applications that you may access or use through Xfinity platforms.

Learn more about when the Privacy Policy applies

Because this Privacy Policy describes the privacy practices for all of our Services, some parts may not apply to you. For example, if you do not subscribe to Xfinity Voice (home phone service) or Xfinity Mobile, we will not collect call detail information. If you do not subscribe to Xfinity Home, we will not collect home security event information.

Some Services may have additional privacy practices that may be described to you in different ways, such as in a separate contract for Comcast Business Services. To the extent there is an overlap between this Privacy Policy and a Service-specific privacy policy, the Service-specific policy or agreement will control with respect to that Service.

This Policy does **not** apply to the non-Xfinity products, services, websites, and mobile applications that you may use through the Xfinity platforms. For example, if you subscribe to Xfinity Internet and visit a news or shopping website, the privacy policy for that website will apply. If you subscribe to Xfinity TV and use our Xfinity X1 platform to use another company's streaming service, the privacy policy for that streaming service will apply to information it collects. Likewise, if you connect your smart thermostat to your Xfinity Home security and automation service, the privacy policy of the smart thermostat company will apply to the information it collects.

THE PERSONAL INFORMATION WE COLLECT AND HOW WE COLLECT IT

To provide you with our Services, we collect your personal information. This can include information that does not personally identify you — such as device numbers, IP addresses, and account numbers. It may also include information that does personally identify you, such as your name, address, and telephone number. We call any information that identifies you "personally identifiable information" or "PII."

If you allow others to use your Comcast or Xfinity accounts or Services, we will also collect personal information about those individuals. If you are not a Comcast or Xfinity customer, but use our Services through someone else's account, we will collect information about you, but it may not identify who you are to us. We may also collect information about you from third parties.

We collect this information to provide our Services, respond to your requests, and to tailor our Services to best meet your needs and interests.

Learn more about the information we collect and to see examples

What We Collect

- **Account Information** — Information we use to identify who you are and/or to provide or maintain your account and Services, which may include biometric information, such as audio recordings and facial scans when used as a means of identification
- **Analytics and Inferences** — Information related to your household, account, or your use of our Services, and our predictions about what you might like or not like
- **Billing Information** — Information including your financial transactions that are available on your billing statements and other payment receipts
- **Contact Information** — Information such as your full name and telephone number that we use to stay in contact with you
- **Demographic and Interest Information** — Information we obtain from other companies to better tailor our marketing and advertising services to you
- **Service Activity Information** — Information associated with your use of our Services

In some cases, California requires that we use different names to describe the categories of information that we collect. For more information about these categories, please see the Special Information Regarding California Residents' Privacy Rights, below.

How We Collect Personal Information

We collect personal information about you in several ways.

1. Directly from you when you create an account or interact with our customer service, such as:
 - Contact information, which may include your name, mailing address, email address, or telephone number
 - Login credentials for our Services, such as your username and password
 - Biometric information, such as audio recordings for voiceprints and facial scans that we create in the identity verification process
 - Customer communications records, including records of calls and chats with our customer service representatives
 - Information that you provide when interacting with us on our social media pages, message boards, and other forums, including your username, profile pictures, and comments, as well as information you publicly share about us
 - Photographs or images of your property
 - Payment information, such as your credit/debit card or other financial account information
 - Your Social Security number
 - Your driver's license, state identification cards, or other forms of identification
 - Legal documents, such as documentation of the authority to act on behalf of another person
2. When you use or interact with our Services, such as:

- Household and device video selection and viewing activity[Ⓒ] when you use our Services
 - Voice commands and audio recordings made through voice activated devices that are part of the Services, such as the Voice Remote
 - Geolocation information on where you are at a specific point in time based on your service address to help us authenticate you[Ⓒ] for certain services on our platform
 - IP addresses, device identifiers, and network equipment addresses when devices connect to our Services
 - Device and user activity information, including what you search and how long you use our websites and applications, using cookies and other technologies (Cookie Notice: <https://www.xfinity.com/privacy/policy/cookie/notice>)
 - Domain Name Server or "DNS"[Ⓒ] searches and network traffic activity[Ⓒ] when you use our Services, such as Xfinity Internet, Xfinity Mobile or Xfinity WiFi
 - Geolocation information that indicates where your device is at a specific point in time when you use Xfinity Mobile[Ⓒ] or enable that function in our mobile apps[Ⓒ]
 - General location information, such as the city or ZIP Code that correlates with the location of a WiFi service access point or with the license of your device IP address when you use Xfinity Internet or Xfinity WiFi
 - The quantity, technical configuration, type, features, call history, and amount of your use of voice services (known as Customer Proprietary Network Information or "CPNI")
 - Video and audio recordings (if you have turned these features on) when you use Xfinity Home security and automation
3. From third parties, such as:
- Credit reporting agencies that provide credit scoring, fraud protection, and other services
 - Landlords and property owners that provide contact and other information
 - Government entities that offer public records
 - Consumer data providers that offer demographic[Ⓒ], interest[Ⓒ], purchase[Ⓒ], and other data that we use to tailor our marketing and communications to your interest
 - Social networks and other publicly available data, like Facebook[Ⓒ]
 - Online advertising companies who may share information about the marketing and advertisements you have seen or clicked on

HOW AND WHEN WE USE INFORMATION, INCLUDING FOR MARKETING AND ADVERTISING

We use the information we collect to provide our Services and communicate with you. We also use it to improve our Services, develop new products and services, give recommendations, deliver personalized marketing and advertising for our own and others' products and services, investigate theft and other illegal activities, and to ensure a secure online environment.

We may combine information across our systems, platforms, and databases. This includes combining information we receive from third parties and information about your use of our Services. We may also combine information about your use of one Service with information we get from your use of another Service.

Learn more about our uses of your information and to see examples

To Provide the Services

- Set up your account and account management
- Measure credit and payment risk
- Service delivery
- Bill and invoice
- Authenticate access to your account, including identity verification
- Management of the network and devices supporting our service and our systems, and other maintenance and operations
- Provide technical support
- Help with hardware and software upgrades for devices and systems

To Communicate with You

- Respond to your questions
- Personalize communications
- Send you service-related announcements

To Understand Your Use of and Make Improvements to Our Services

- Understand the use of our existing Services
- Identify and develop new products and services
- Create measurement and analytics reports for us and others[Ⓒ]

To Provide Recommendations and Deliver Relevant Advertising

- Market the Services
- Recommend movies or television shows to you
- Let you know which products and services we think may be of interest to you
- Help third-party advertisers and programmers deliver more relevant advertising on our Services and other services and platforms

To Investigate Theft or Other Illegal Activities, to Ensure a Secure Online Environment, and to Protect Health and Safety

- Detect the unauthorized use, or abuse of the Services
- Protect our customers from fraudulent, abusive, or unlawful use of the Services
- Protect our rights, our personnel, and our property
- Comply with applicable law
- To protect the health and safety of our customers, employees, contractors, or the general public

WHEN AND WITH WHOM WE SHARE INFORMATION

We do not sell, and have never sold, information that identifies who you are to anyone. This includes your internet usage information, video usage information, or call detail information.

We share personal information with others when it's needed to provide you with our Services. We also share personal information with others:

- When you direct us to do so, including to authorize other users on your account
- When required by law or to respond to legal process
- To protect our property or rights or the safety of our employees, our customers, or other individuals

If we share your personal information with other companies for their own marketing and advertising activities, we will first get your consent. This may be through opt-in or opt-out settings[Ⓒ], depending on the type of personal information shared.

We may also share personal information that does not identify you with third parties for their own marketing and advertising purposes, which you can opt out of. This mainly occurs when you interact with our websites and mobile applications that contain third-party cookies or other advertising trackers. To learn more about this, please read our Cookies Policy

(<https://www.xfinity.com/privacy/policy/cookie/notice>).

Learn more about when and with whom we share information

The Comcast Family of Businesses

If Comcast shares the personal information it collects about you with separate Comcast companies, such as NBCUniversal-branded companies, for their own marketing or advertising purposes, we will first give you the choice to opt out of or opt in to any sharing in the Xfinity Privacy Preferences Center. (www.xfinity.com/privacy/manage-preference)

Account Owners and Other Authorized Users

We may share information about a customer's account and use of a Service to the primary account owner following appropriate authentication. The primary account owner may also allow others to see information on the account.

Service Providers

To provide and support the Services, sometimes we use other companies as service providers to transmit, collect, process, or store information for us. We require these service providers to treat the information we share with them as confidential and to use it only for providing their services to us. These include:

- **Billing and collection providers**, such as payment processors and organizations that assist us in assessing your credit and payment status
- **Accounting, auditing, and tax providers**
- **Insurance providers**
- **Professional services providers**, such as firms that provide consultative services, assist with improving our programming, provide legal services, or supply project-based resources and assistance
- **Analytics services**, including entities that analyze traffic to and on our websites, analyze how our Services are used, and assist with identifying and communicating with potential customers
- **Marketing, advertising, and sales** entities that assist us in creating and executing marketing, advertising, and sales programs, including order application processing, and printing, mailing, and electronic communications services
- **Security providers**, such as entities that assist with security incident verification and response, service notifications, fraud prevention, identity verification and management, and authentication
- **Information technology providers**, such as entities that assist with website design, hosting, and maintenance, data and software storage, and network operations
- **Customer service support**, including services related to our call centers, installation, maintenance, and repair services

Third Parties

We do not sell, and have never sold, information that personally identifies you to anyone. Although permitted by federal law, we do not disclose your name and address to non-governmental entities, such as charities or businesses, for their own marketing purposes.

Sometimes, you may ask us to share information that personally identifies you with another company. In that instance, we will make sure you give us clear direction about what you want us to share and with whom, before we share that information.

Other sharing with third parties can include:

Social Media Companies

You may interact with parts of our Services that cause information to be published to your social networks. For example, you may click on a Facebook "like" button, which publishes to your Facebook account that you "like" one of our Services. On those parts of our websites with social network functionality, a social network may be able to collect information about you. For example, if a page contains a Facebook "like" button, Facebook may be able to collect data about your visit to that page, even if you don't click on the "like" button. To control this sharing of information, please review the privacy policy of the relevant social network and/or sign out of it before you use our Services.

Online Advertising Partners

We may use cookies to deliver personalized advertising to you when you visit other websites, including advertising based on the products and services you viewed on our Services. We also allow our partners, including advertisers and service providers, to use cookies and similar tracking technologies when you use our Services. For more information about the use of cookies and other technologies on our online Services, please see the Cookies Policy (<https://www.xfinity.com/privacy/policy/cookie/notice>).

Audience Measurement and Analytics Companies

We work with business partners to help us measure and analyze how our customers are using our Services. For video, this includes assessing which programs are most popular, how many people watch a program to its conclusion, whether people are watching advertisements, and what programming and video content we will carry on the Services. It also includes determining how our customers prefer to view certain kinds of programming when they use our Services, such as whether they like to watch certain programs live, or if they prefer to view them on demand, on mobile devices, or online. Our business partners may compile this information into reports with aggregated and anonymous statistics that are then made commercially available (for example, a ratings report that indicates what percentage of viewers watched a particular program live vs. on-demand). Xfinity Stream includes Nielsen's proprietary measurement software, which will allow users to contribute to market research, like Nielsen's television ratings. By visiting www.nielsen.com/digitalprivacy, users can access more information about the measurement software and learn about their choices with regard to Nielsen's measurement.

Third-Party Apps and Partners

When you use a third-party app through devices that are part of the Services, you are directing us to share certain information with the provider of the app, including but not limited to information needed to run the app and play the selected content. When using third-party apps, you are interacting with the third-party app directly, and their privacy policies and terms of service apply. For more information, please visit <https://my.xfinity.com/privacy/providers>. Certain apps may also run using technology provided by Metrological, a Comcast company, whose privacy practices are described at <https://www.metrological.com/privacypolicy>.

Public Safety Authorities

If you have our Xfinity Voice service, Comcast will disclose your name and contact information to public safety authorities such as 911/E911 and related emergency services.

Directory Services, Assistance, and Caller ID

Your name, address, and telephone number may be sent to publishers to be printed in directories and posted in online directories. Once that information is printed or posted online, it is outside of our control and may be sorted or repackaged and made available again in different formats by anyone, including data aggregators, for a variety of purposes, including marketing. For a fee, you can choose to have a nonpublished number, which means that Comcast will not provide your name, address, and telephone number for publishing in the phone book and online directories. You can also choose to have a published number, but choose the "omit address feature," which means we will not provide your street address for publishing in the phone book and online directories. If initiating service online, select "non-published" option, otherwise call 1-800-XFINITY to sign up.

We may also make your number, name, and address available to directory assistance (411) providers. If you have a nonpublished number, Comcast will not make your number available through directory assistance. Comcast may still share your name and address with the 411 provider when specified by law (but the provider is not authorized to share your non-published number).

Please note: While the non-published feature will keep your name, address, and telephone number out of printed and online directories over which Comcast exercises control, even a non-published phone number may exist in databases not controlled by Comcast – if, for example, your present telephone number or address was previously published under your name, or if you provided this information to businesses or government agencies. One way to help protect your privacy may be to request assignment of a new telephone number (with which your name has not previously been associated). You may also want to activate Caller ID Blocking or select the do-not-call option.

Caller ID provides your name and telephone number to the person you are calling – even if you have a nonpublished number. Per Line Caller ID Blocking will automatically block Caller ID for all calls you make from your registered telephone number and can be activated by calling 1-800-XFINITY. Per Call Caller ID Blocking will block name and number on a per-call basis and can be activated by dialing *86 before each call you want to block.

Potential Purchasers of our Business

If we enter into a potential or actual merger, acquisition, or sale of all or a portion of our assets, then information about you and your subscription will, in most cases, be shared or transferred as part of the transaction. This includes information that personally identifies you. If this Policy will be changed as a result of such a transaction, you should refer below under "Changes to this Privacy Policy."

Government Entities When Required by Law or To Protect Comcast and Others

There are times when we may be required by law to disclose information about you to third parties. This may happen with or without your consent, and with or without notice, in compliance with the terms of valid legal process such as a subpoena, court order, or search warrant.

If you subscribe to our Xfinity Video service, Comcast may be required to disclose information that personally identifies you to a governmental entity in response to a court order. In this case, the Cable Act requires that you be given the opportunity to appear in a court proceeding to contest any claims made in support of the court order, and the governmental entity must offer clear and convincing evidence that you are reasonably suspected of engaging in criminal activity and that the information sought would be material evidence in the case. For more information, see "Your Rights and Our Limitations Under Federal Laws."

If you subscribe to the Xfinity Internet, Voice, Mobile, or Home security and automation Services, Comcast may be required to disclose information that personally identifies you to a governmental entity in response to a subpoena, court order, or search warrant, depending on the type of information sought. We are usually prohibited from notifying you of any such disclosures by the terms of the legal process.

A non-governmental entity, such as a civil litigant, can seek information that personally identifies you or your use of the Xfinity Video, Internet, or Voice Services only pursuant to a court order, and we are required by the Cable Act to notify you of such court order. If Comcast is required to give information that personally identifies you to a private third party in response to a civil court order for these or other Services, we will notify you prior to making such disclosure unless legally prohibited from doing so.

We may also disclose information that personally identifies you as permitted by law and without your consent when it is necessary to protect our customers, employees, or property; in emergency situations; or to enforce our rights under our terms of service and policies.

HOW WE PROTECT YOUR INFORMATION

We follow industry-standard practices to secure the information we collect to prevent the unauthorized access, use, or disclosure of any personal information we collect and maintain. These security practices include technical, administrative, and physical safeguards, which may vary, depending on the type and sensitivity of the information. Although we take the responsibility of safeguarding your personal information seriously, no security measures are 100% effective and we cannot guarantee that these practices will prevent every unauthorized attempt to access, use, or disclose your information. Comcast also takes additional steps to increase the security and reliability of customer communications. We do not read your outgoing or incoming email, file attachments, video mail, private chat, or instant messages. However, we (along with our service providers) use software and hardware tools to help prevent and block "spam" emails, viruses, spyware, and other harmful or unwanted communications and programs from being sent and received over Comcast.net email and the Comcast Services. To help protect you and the Services against these harmful or unwanted communications and programs, these tools may automatically scan your emails, video mails, instant messages, file attachments, and other files and communications. We do not use these tools for marketing or advertising.

HOW LONG WE KEEP YOUR INFORMATION

We keep your personal information for different lengths of time depending on the type of information and the business and legal requirements. For example, if you are a customer, we keep information that personally identifies you as long as you subscribe to one or more of our Services. If you no longer subscribe to a Service, we still may need that information for business and legal requirements, such as to protect against fraud, calculate taxes, or respond to legal requests. Other information is deleted automatically after a set period of time, often set by law, unless we are legally required to hold it longer, such as for pending litigation. We destroy, de-identify, or anonymize the information when it is no longer needed in identifiable form.

THE CHOICES YOU HAVE TO CONTROL OUR USE OF PERSONAL INFORMATION

You have many choices about how we communicate with you and how we use or share your information. You can manage these settings in the Xfinity Privacy Preferences Center (www.xfinity.com/privacy/manage-preference). If you change your mind, you can update your preferences anytime.

Learn more about your privacy choices

For your convenience, we have created the Xfinity Privacy Preferences Center where you can manage:

- your account communications and notifications
- your marketing calls, texts, and direct mail preferences
- your preference for door-to-door sales calls
- promotional or commercial emails Comcast may send to you
- personalized advertising for third-party products and services based on your interests

You can review your options, get more information about the types of marketing activities you can opt out of, and make your choices. If you change your mind, you can return any time to update your preferences. Some of the selections are tied to customer accounts and may require you to sign into your Xfinity My Account.

We understand that sometimes you may want to speak to a Comcast representative who can assist you with your choices. You can contact Comcast at 1-800-XFINITY and ask us to put your name on our internal company "do not call," "do not mail," or "do not knock" list.

HOW TO ACCESS AND CORRECT THE INFORMATION IN OUR RECORDS

Part of our commitment to transparency includes giving our customers access to the personally identifiable information we have about them. If you subscribe to Xfinity Services, you have the ability to see and correct your personally identifiable information through the My Account or Xfinity Home portals.

If you are a California resident, you may have additional rights described in the "Special Information Regarding California Residents' Privacy Rights" section of this Privacy Policy.

Learn more about how to access personally identifiable customer information

If you subscribe to an Xfinity Service, you may correct or update information by visiting the My Account portal or by contacting us as described below. If you are an Xfinity Home customer, you can visit the subscriber portal at xfinity.com/xhportal anytime. We will correct our records once we have verified that the changes you request are proper.

If you subscribe to Xfinity TV, Internet, or Voice services and would like to see your own personally identifiable information, other than your customer proprietary network information ("CPNI"), you may do so at your local Comcast office. To do so, please contact us by email at Comcast_Privacy@comcast.com or by phone at 1-800-XFINITY, giving us a reasonable period of time to locate and, if necessary, prepare the information for review, and to arrange an appointment during regular business hours. You will need to have proper identification and will only be able to see the personally identifiable information in your account and no other account.

If you make a written request for a copy of your Xfinity Voice or Mobile CPNI, we will provide you with the relevant information we have by mailing it to your account address, or to any person authorized by you, if we reasonably believe the request is valid. However, subscribers to our Xfinity Voice and Mobile Services should be aware that we generally do not provide them with records of any inbound or outbound calls or other records that we do not furnish in the ordinary course of business (for example, as part of a bill) or which are available only from our archives, without valid legal process such as a court order. In addition, we cannot correct any errors in customer names, addresses, or telephone numbers appearing in, or omitted from, our or our vendors' directory lists until the next available publication of those directory lists. Further, we may have no control over information appearing in the directory lists or directory assistance services of directory publishers or directory assistance providers that are not owned by us.

Comcast reserves the right to charge you for the reasonable cost of retrieving and photocopying any information or documents that you request, where permitted by law.

YOUR RIGHTS AND OUR LIMITATIONS UNDER FEDERAL LAWS

The federal Cable Act imposes limitations on our collection and sharing of information that personally identifies you when you subscribe to Services that use the facilities of the Comcast cable system. The Communications Act imposes restrictions on our use and sharing of CPNI when you use Services that are deemed telecommunications services.

Learn more about your rights and our limitations under federal laws

The Cable Act and Personally Identifiable Information

This Privacy Policy is designed to comply with Section 631 of the Cable Communications Policy Act of 1984, as amended, (the "Cable Act"). The Cable Act permits Comcast to use the cable system to collect personally identifiable information about you. Personally identifiable information is information that identifies you specifically; it does not include de-identified, anonymous, aggregate, or other data that does not identify you. We may collect personally identifiable information when it is necessary to render cable services or other services to you and to detect unauthorized reception or use of the services. We may use the cable system to collect personally identifiable information about you for additional purposes with your prior written or electronic consent. The Cable Act also permits Comcast to disclose personally identifiable information if the disclosure is necessary to render, or conduct a legitimate business activity related to, the cable service or other services provided to you; required by law or legal process; or limited to your name and address, subject to your opt-out consent. The frequency of any disclosure of personally identifiable information varies in accordance with our business needs and activities as described in this Policy.

If you believe that you have been aggrieved by any act of ours in violation of the Cable Act or other applicable laws, we encourage you to contact us directly at Comcast_Privacy@comcast.com in order to resolve your question or concern. You may also enforce the limitations imposed on us by the Cable Act as applicable with respect to your personally identifiable information through a civil lawsuit seeking damages, attorneys' fees, and litigation costs. Other rights and remedies may be available to you under federal or other applicable laws as well.

This Privacy Policy neither supersedes, enhances, nor modifies any arbitration agreement to which you may be bound as a subscriber to one or more of the Services.

The Communications Act and CPNI

Section 222 of the Communications Act of 1934, as amended (the "Communications Act"), provides additional privacy protections for information about the quantity, technical configuration, type, destination, location, and amount of your use of telecommunications services, including Xfinity Voice and Mobile Services, and the information about those services contained on your bills for those Services. This information is known as customer proprietary network information or "CPNI." CPNI does not include your name, address, or telephone number, which is defined by the Communications Act as "subscriber list information." However, that information is otherwise considered personally identifiable information.

If you are a customer of Xfinity Voice or Mobile Service, or another Service that is subject to these requirements, you have the right, and Comcast has a duty, under the Communications Act and other applicable laws, to protect the confidentiality of your CPNI. In addition, the FCC's rules provide additional privacy protections and choices regarding use and sharing that are specific to our Voice and Mobile service that we describe in this Policy.

SPECIAL INFORMATION REGARDING CALIFORNIA RESIDENTS' PRIVACY RIGHTS

The California Consumer Privacy Act of 2018 ("CCPA") provides California residents with rights to receive certain disclosures regarding the collection, use, and sharing of "Personal Information," as well as rights to access, delete, and restrict the sale of certain Personal Information we collect about them. You may submit a request to exercise these rights by visiting <https://www.xfinity.com/privacy/requests> or calling us at 1-844-963-0138. The CCPA defines "Personal Information" to mean "information that identifies, relates to, describes, is capable of being associated with, or could reasonably be linked, directly or indirectly, with a particular consumer or household." If you are a California resident, you have a right not to receive discriminatory treatment for the exercise of the privacy rights conferred by the CCPA.

Residents of the State of California also have the right to request information regarding third parties to whom the company has disclosed certain categories of personal information during the preceding year for the third parties' direct marketing purposes under California's "Shine the Light" law (Cal. Civ. Code §1798.83). Personal information under this California law means "any information that when it was disclosed identified, described, or was able to be associated with an individual." We do not disclose this type of personal information to third parties for their own purposes and we permit you to opt out of any disclosures of non-identifiable personal information. However, if you are a California resident and would like to inquire further, please email Comcast_Privacy@comcast.com.

We do not knowingly allow others to collect personally identifiable information about your online activities over time and across third-party websites when you use our online Services. Because definitions and rules for a "Do Not Track" standard have not yet been established, including whether such signals must be user-enabled, Comcast does not yet respond to "Do Not Track" signals sent from browsers. For more information about cookies and other online tracking technologies, please visit our Cookie Notice (<https://www.xfinity.com/privacy/policy/cookie/notice>); to manage your preferences, please visit the Xfinity Privacy Preferences Center (www.xfinity.com/privacy/manage-preference).

Learn more about your rights if you are a California resident and how to exercise them

Collection and Use of Personal Information

The general section of this Privacy Policy describes the types of personal information we collect, how we collect it, and how we use it in categories that are easy to understand. The CCPA requires us to disclose the personal information we have collected about consumers in the past 12 months in the following categories. Some of the categories include very different types of information within the same category. As a result, how we use and how long we keep the information within each category will vary, and not all types of information within the same category will be used for all the purposes listed.

① DEFINITIONS, EXAMPLES & MORE INFORMATION

Categories	Examples	Collected or Created	Source	Purpose of collection and use
Identifiers	Name, alias, postal address, unique personal identifier, online identifier, Internet protocol address, email address, account name, Social Security number, driver's license number, passport number, or other similar identifiers	Yes	Directly from you when you provide it to us, such as when you create an account From our systems when we generate the information and assign it to you, such as your account number or your IP address	To offer or provide our Services To make improvements to our existing Services and create new products, services, or features To provide marketing and advertising To personalize our Services
Additional categories of information listed in the California Customer Records statute (Cal. Civ. Code § 1798.80(e))	A name, signature, Social Security number, physical characteristics or description, address, telephone number, driver's license or state identification card number, education, employment, bank account number, credit card number, debit card number, or any other financial information. Some personal information included in this category may overlap with other categories	Yes	Directly from you when you provide it to us, such as when you create an account or pay for your Services From third parties who make inferences regarding your household, such as the education level	To offer or provide our products and Services To make improvements to our existing Services and create new products, services, or features To provide marketing and advertising To personalize our Services
Protected classification characteristics under California or federal law	Age (40 years or older), national origin, marital status, gender, veteran or military status	Yes	Directly from you when you provide it to us, such as when you sign up for an offer for veterans From third parties who make inferences regarding your household, such as marital status or the age ranges of people within your household	To offer or provide our Services To make improvements to our existing Services and create new products, services, or features To provide marketing and advertising To personalize our Services
Commercial information	Records of personal property, products or services purchased, obtained, or considered, or other purchasing or consuming histories or tendencies	Yes	From you when you complete transactions with us From third parties	To offer or provide our Services To make improvements to our existing Services and create new products, services, or features To provide marketing and advertising To personalize our Services
Biometric information	Genetic, physiological, behavioral, and biological characteristics, or activity patterns used to extract a template or other identifier or identifying information, such as, fingerprints, faceprints, scans of the hands or face geometry, and voiceprints, iris or retina scans, keystroke, gait, or other physical patterns, and sleep, health, or exercise data	Yes	Directly from you when you provide it to us, such as when you seek to authenticate your identity From our systems when you opt in to certain features of our Services, such as Xfinity Home security, that may collect information and generate inferences about physical patterns to deliver Services and applicable features that you have selected	To provide our Services To verify your identity To make improvements to our existing Services and create new products, services, or features To protect the health and safety of our customers, employees, contractors, or the general public
Internet or other electronic network activity information	Browsing history, search history, and information regarding your interaction with an internet website, application, or advertisement	Yes	From our systems when you use or interact with our Services From third parties	To offer or provide our Services To make improvements to our existing Services and create new products, services, or features To personalize our Services and to provide marketing and advertising, when you use our websites like Xfinity.com or ComcastBusiness.com or apps (see our Cookie Notice). Such information is not collected from our broadband network through the provision of Xfinity Internet or Xfinity Mobile
Geolocation data	Precise physical location or movements	Yes	From our systems when you use or interact with Services that collect this information, such as Xfinity Mobile or the Xfinity Mobile apps and websites	To provide our Services To make improvements to our existing Services To personalize our Services and to provide marketing and advertising, when such information is not collected from our provision of Xfinity Internet or Xfinity Mobile
Sensory data	Audio, electronic, visual, thermal, olfactory, or similar information	Yes	From our systems when you opt in to certain features of products and services that may collect information and generate inferences about physical patterns, such as Xfinity Home security features or when you use the X1 Voice Remote to deliver Services and applicable features that you have selected	To provide our Services To make improvements to our existing Services and create new products, services, or features

Categories	Examples	Collected or Created	Source	Purpose of collection and use
Inferences drawn from other personal information	Profile reflecting a person's preferences, characteristics, psychological trends, predispositions, behavior, attitudes, intelligence, abilities, and aptitudes	Yes	From our systems through a series of computer processes	To offer or provide our Services To make improvements to our existing Services and create new products, services, or features To provide marketing and advertising To personalize our Services

Disclosures to Third Parties for a Business Purpose

We limit disclosures of Personal Information for business purposes to service providers, as described above.

Sale of Personal Information and Right to Opt Out

The CCPA requires companies to include certain disclosures including "Do Not Sell My Info" links on their websites and mobile applications. We do not sell information that identifies who you are to anyone. To opt out of the sale or sharing of non-identifying information, please visit the Xfinity Preferences Page (www.xfinity.com/privacy/manage-preference). Please note that your right to opt out does not apply to our sharing of data with service providers, with whom we work and who are required to use the data only on our behalf.

Categories	Examples	Categories of Third Parties to Whom PI was "Sold"
Identifiers	Unique personal identifier, online identifier, internet protocol address, or other similar identifiers	Affiliates, advertising networks, data analytics providers, social networks, and audience measurement companies
Internet or other electronic network activity information	Information regarding your interaction with an internet website, application, or advertisement	Affiliates, advertising networks, data analytics providers, social networks, and audience measurement companies

Right to Know and Right to Request Deletion of Information

California residents have the right to request that we disclose what personal information we collect, use, and sell, as well as the right to request that we delete certain personal information that we have collected from you. To start this process, go to <https://www.xfinity.com/privacy/requests>. For your security and to ensure unauthorized third parties do not access your personal information, we will require you to verify your identity before we can act on your request. If you are a current customer or still have access to your Xfinity My Account, you will be required to authenticate through your Xfinity account. If you do not have an account with us, you will be required to provide an email address and mobile phone number to start the verification process. You may also be required to provide a qualified government-issued photo identification. If you are asking for access on behalf of someone else, we will require verification of your identity, as well as proof of authorization by the individual whose personal information you wish to access.

There may be information we will not return in response to your access request, such as information that would affect the privacy of others or interfere with legal requirements. Similarly, there may be reasons why we cannot comply with your deletion request, such as the need to keep your personal information to provide you service or to fulfill a legal obligation.

Right to Information Regarding Participation in Data Sharing for Financial Incentives

We may run promotions from time to time and ask you to share personal information with us in exchange for discounts. For example, we may offer a one-time discount if consumers sign up for our email marketing list. We will always give you clear notices about these types of programs when you sign up, and participation is always voluntary. If you change your mind, you will always be able to opt out, and if you don't participate, you will still be able to use our Services.

How to Submit a Request

You may submit a request to exercise your rights by:

- (1) Visiting <https://www.xfinity.com/privacy/requests>.
- (2) Calling us at 1-844-963-0138.

SPECIAL INFORMATION REGARDING MAINE RESIDENTS' PRIVACY RIGHTS

Maine's Broadband Internet Access Service Customer Privacy Act generally prohibits providers of broadband internet access service ("Providers") from using, disclosing, selling or permitting access to "customer personal information" without a customer's express, affirmative consent, which may be revoked at any time.

However, no consent is required for the collection, retention, use, disclosure, or sale or access to customer personal information when such activities are required to:

- Provide the service from which such information is derived or for the services necessary to the provision of such service;
- Advertise or market the Provider's communications-related services to the customer;
- Comply with a lawful court order;
- Initiate, render, bill for and collect payment for broadband internet access service;
- Protect users of the provider's or other providers' services from fraudulent, abusive or unlawful use of or subscription to such services; or
- Provide geolocation information concerning the customer:
 - For the purpose of responding to a customer's call for emergency services, to a public safety answering point; a provider of emergency medical or emergency dispatch services; a public safety, fire service or law enforcement official; or a hospital emergency or trauma care facility; or
 - To a provider of information or database management services solely for the purpose of assisting in the delivery of emergency services in response to an emergency.

A Provider may not refuse to serve a customer who does not provide consent when required or charge a customer a penalty or offer a customer a discount based on the customer's decision to provide or not provide consent.

A Provider shall take reasonable measures to protect customer personal information from unauthorized use, disclosure or access, taking into account the nature and scope of the Provider's activities, the sensitivity of the data the provider collects, the size of the Provider, and the technical feasibility of the security measures.

In addition, a Provider may use, disclose, sell, or permit access to non-CPI, unless the customer opts out.

If you are an Xfinity customer, you can manage your account information and review your privacy settings at www.xfinity.com/privacy/manage. To review the full Xfinity privacy policy, visit www.xfinity.com/privacy. To learn more about our privacy commitments, including our commitment to protect your privacy when you use our broadband internet service, please visit <https://www.xfinity.com/privacy/our-commitment>.

CHANGES TO THIS PRIVACY POLICY

We may change this Privacy Policy over time as our business needs and those of our customers change. If we make material changes to this Privacy Policy that increase our rights to use personal information that we have previously collected about you, we will notify you through written, electronic, or other means so that you can make any necessary decisions.

about your ongoing use of our Services.

HOW TO CONTACT US WITH QUESTIONS ABOUT THIS PRIVACY POLICY

- **Send Us a Message:** [Comcast_Privacy@comcast.com](mailto:Privacy@comcast.com)

Be sure to include your name and address, your Comcast account number, and a daytime telephone number where we can reach you.

MORE INFORMATION ABOUT SOME OF THE TERMS AND PHRASES USED IN THE POLICY

Below you can find illustrative examples and more information about the terms used in the policy that have Ⓞ next to them.

Personal Information: Includes any information that is linked or reasonably linkable to you or your household.

Xfinity products, services, networks and platforms: This includes the Xfinity-branded products and services and other Comcast services that link to this Privacy Policy, including: Xfinity® TV & Streaming, Xfinity Internet, xFi and Xfinity Advanced Security, Xfinity Voice, Xfinity Stream app, Xfinity Wi-Fi service, Xfinity Home, Xfinity Mobile, Xfinity Flex.

Comcast-branded products and services: This includes Comcast services such as Effectv and Comcast Business Services, which are part of Comcast Cable.

Third parties: Third parties are other companies that collect or maintain information about you and share it with us, such as credit bureaus who share information with us when you sign up for service and consent to a credit check.

Respond to your requests: In order to provide better customer service, we keep track of when you contacted us, what the issue was and what is the best way to get in contact with you.

Tailor our services: We collect data from third parties to better understand your interests and provide personalized offers.

Photographs: We may take a picture of your porch or doorstep with the equipment we deliver to you or aerial photographs of our network to assess network safety and compliance.

Video selection and viewing activity: When you use the video services we directly provide, such as Xfinity TV and the Xfinity Stream App, we know what video selection you made in order to deliver it to you. When you access content from third-party applications on the X1 or Flex platform, we will only know that you accessed that application, not what you do within it.

To help us authenticate you: Some of our services can only be provided in certain geographic areas and require us to know that you are physically located at your service address in order to use them or access information.

DNS: The address book of the Internet is known as DNS, or Domain Name System. It's how people navigate the Internet. Millions of Comcast customers look up billions of addresses online every day. We delete the DNS queries generated by our Internet customers every 24 hours except in very specific cases where we need to research a security or network performance issue, protect against security threats, or comply with a valid legal request. You may decide to keep that information in your account longer when you enable certain features, such as our advanced security services that allow you to see the websites that are blocked for up to 30 days. But we've never used that data for any sort of marketing or advertising – and we have never sold it to anyone.

Network traffic activity: Where you go in the Internet is your business, not ours. We de-identify our customer's network traffic activity within 24 hours and then only use that de-identified information to study our network data to assess how the network is performing, understand trends, stay ahead of capacity demands, and build, test, and improve our products and services. We do that with only a small sample of network data that is aggregated and never identifiable to any customer.

Xfinity Mobile: We don't sell, and have never sold, your location data when you use our Xfinity Mobile service.

Mobile apps: If you are using a mobile device to access our Services, we may need to know the location of your mobile device or other device in which you have installed one of our applications for certain functionality, such as connecting you to a nearby Xfinity WiFi Hotspot. We will request your consent to collect and use precise geolocation information before we do so. You can prohibit the collection of this information through your device's settings (see "Your Choices"), but doing so may limit certain functions and features of our Services.

Demographic: Information like gender, age, and census records.

Interest: Information that indicates your interest in things like sports, travel, or cooking.

Purchase: Information from loyalty program or public records.

Facebook: If you interact with our Services on a device through which you also interact with social networks or if you interact with us through a social media function such as a plug-in (for example, a Facebook "like" button) then you may be permitting us to have on-going access to some information from your social network profile (such as your name, email address, your friend list, photo, age, gender, location, birthday, social networking ID, current city, the people/sites you follow, and so forth). If you don't want a social network to collect the information about you as described above, or you don't want a social network to share it with us and other third parties, please review the privacy settings and instructions of the applicable social network before you interact with our Services.

Measurement and analytics reports for us and others: We and service providers who work on our behalf may combine and use data from our business records – including account information, video activity data, and other usage data – with data from third parties to create measurement and analytics reports. These reports are de-identified or aggregated and do not contain any information that personally identifies you.

We use these reports for many of the purposes described in the Privacy Policy, such as for improving the Services, creating and delivering more personalized advertising on behalf of Comcast and other third parties, determining whether and how an advertiser's messages are viewed, and analyzing the effectiveness of certain advertisements on the Comcast Services and other platforms and services. We also use these reports to work with academic or research groups, and for other uses that help us develop and fund improvements in services and infrastructure. We may share these reports with programmers, advertisers, or others. To learn about the choices you have with respect to our use of your information for these purposes, visit the Xfinity Privacy Preferences Center (www.xfinity.com/privacy/manage-preference).

Opt-in or opt-out settings: For example, if we share personal information that does not personally identify you with others for their own use, we will first give you the choice to opt out of such sharing. In other instances, you may want us to share your name, physical address, or email address with another company, such as when you are signing up for a third-party service through our X1 or Flex Platform. In that instance, we will make sure you give us clear direction to do so, before we pass that information on.

Identifies you: We may share de-identified or aggregate information that in no way identifies you with third parties when those third parties commit to not re-identify that information or share it with others who may attempt to do so, including for academic and other research.

Information that personally identifies you: Personally identifiable information includes things like your name, phone number, physical address, or email address.

Another company: For example, when you are signing up for a third-party service through our X1 or Flex Platform, you may ask us to share contact information to help you register or log on. Or if you were interested in a product you saw advertised on television and wanted to share your contact information so that the product provider could send you more information, we might present that option to you.

Vary: For example, the CCPA puts name and social security number in the same category. We may use your name to send you marketing materials for our products, but we will not use your Social Security Number for marketing or advertising.

Customer personal information: (1) Personally identifying information about a broadband customer, including but not limited to the customer's name, billing information, social security number, billing address and demographic data; and (2) information from a customer's use of broadband Internet access service.

Política de Privacidad de Comcast Xfinity

Vigente a partir del 4 de diciembre de 2020

Sabemos que le importa su privacidad y la protección de su información personal. Sabemos también que tenemos la responsabilidad de ser transparentes acerca de cómo protegemos su información. Diseñamos esta Política de privacidad con ese fin precisamente. En ella se explican los tipos de información personal que recopilamos y cómo recogemos, utilizamos, mantenemos, protegemos y compartimos dicha información. Esta Política de privacidad también le informa sobre los derechos y opciones que tiene con respecto a su información personal.

Parte de lo que afirmamos en nuestra Política de privacidad es requerido por ley y en ocasiones podrá parecer largo y complicado, pero nos hemos esforzado en tratar de que sea fácil de entender y de ofrecerle ejemplos siempre que sea posible. El Centro de privacidad de Xfinity (www.xfinity.com/privacy) incluye más información sobre:

- Cómo revisar y administrar su información personal y la actividad de su cuenta
- Cómo configurar sus preferencias de marketing y publicidad, y optar por no compartir cierta información
- Cómo nuestros productos y servicios le ayudan a protegerse
- Cómo puede protegerse mejor en línea

Usted puede revisar esta Política de privacidad y la información del Centro de privacidad de Xfinity en cualquier momento.

Si aún tiene dudas, puede contactarnos para obtener más información.

CUÁNDO CORRESPONDE ESTA POLÍTICA DE PRIVACIDAD

Esta Política de privacidad corresponde a la información que recopilamos cuando usted utiliza los productos, servicios, redes y plataformas de la marca Xfinity, incluso nuestros sitios web y aplicaciones móviles. La Política también corresponde a otros productos y servicios de la marca Comcast que contienen un enlace a la misma. En este documento nos referiremos a estos como nuestros "Servicios". Corresponde además a la información acerca de usted que recopilamos de terceros. Esta Política de privacidad *no* corresponde a productos, servicios, sitios web y aplicaciones móviles que no son de Xfinity, a los que usted podría acceder o que podría utilizar a través de las plataformas de Xfinity.

Obtenga más información sobre los casos en que corresponde la Política de privacidad

Dado que esta Política de privacidad describe las prácticas de privacidad de todos nuestros Servicios, es posible que ciertas partes de ella no correspondan en su caso. Por ejemplo, si no se suscribe a Xfinity Voice (servicio de telefonía domiciliar) o a Xfinity Mobile, no recopilaremos información sobre los detalles de sus llamadas. Del mismo modo, si no se suscribe a Xfinity Home, no recopilaremos información sobre los eventos de seguridad de su hogar.

Algunos de los Servicios podrían tener prácticas de seguridad adicionales que se describirán de distintas maneras (por ejemplo, en un contrato independiente relacionado con los Servicios Comerciales de Comcast [Comcast Business Services]). En la medida que existiera una superposición entre esta Política de privacidad y la política de privacidad específica de un Servicio, prevalecerá la política de privacidad o el contrato específicos del Servicio en lo que respecta al mismo.

Esta Política *no* corresponde a los productos, servicios, sitios web y aplicaciones móviles que no son de Xfinity pero que usted podría utilizar a través de las plataformas Xfinity. Por ejemplo, si usted se suscribe a Xfinity Internet y visita un sitio web de noticias o de compras, corresponderá la política de privacidad de ese sitio web. Si se suscribe a Xfinity TV y usa nuestra plataforma Xfinity X1 para acceder a un servicio de *streaming* de otra empresa, la política de privacidad de ese servicio de *streaming* corresponderá a la información que el servicio recopile. Del mismo modo, si conecta el termostato inteligente de su hogar a su servicio de seguridad y automatización Xfinity Home, la política de privacidad de la empresa del termostato inteligente corresponderá a la información que el termostato recopile.

INFORMACIÓN PERSONAL QUE RECOPIAMOS Y CÓMO LA RECOPIAMOS

Recopilamos su información personal con el fin de proporcionarle nuestros Servicios. Esto puede incluir información que no lo identifica personalmente, como números de equipo, direcciones IP y números de cuenta. También puede incluir información que sí lo identifique personalmente, como su nombre, dirección y número de teléfono. Llamamos "información de identificación personal" o "PII" a cualquier información que lo identifique.

Si usted permite que otras personas utilicen sus cuentas o Servicios de Comcast o Xfinity, también recopilaremos información personal sobre ellas. Si usted no es cliente de Comcast ni Xfinity pero utiliza nuestros Servicios a través de la cuenta de otra persona, recopilaremos información sobre usted, pero es posible que esta no nos identifique quién es usted. También podemos recopilar información acerca de usted de terceros.

Recopilamos esta información para ofrecerle nuestros Servicios, responder a sus solicitudes y adaptar nuestros Servicios a sus necesidades e intereses.

Obtenga más detalles sobre la información que recopilamos, junto con ejemplos de la misma

Qué información recopilamos

- **Información sobre la cuenta:** Información que usamos para identificarlo y/o con el fin de proveerle o mantener su cuenta y Servicios. Esta información podría incluir información biométrica, como grabaciones de audio y escanes faciales, cuando se usa como forma de identificación
- **Estadísticas e Inferencias:** Información relacionada con su hogar, su cuenta o el uso que hace de los Servicios, así como nuestras predicciones acerca de las cosas que podrían o no ser de su agrado o interés
- **Información de facturación:** Información disponible en sus estados de cuenta y otros recibos de pago, incluidas sus transacciones financieras
- **Información de contacto:** Información que usamos para mantenernos en contacto con usted, como su nombre completo y su número de teléfono
- **Información demográfica y sobre sus intereses:** Información que obtenemos de otras compañías para adaptar mejor nuestros servicios de marketing y publicidad a usted
- **Información sobre actividad en los servicios:** Información relacionada con el uso que hace de nuestros Servicios

En algunos casos, California exige que usemos nombres diferentes para describir las categorías de información que recopilamos. Para obtener más información acerca de estas categorías, consulte la información especial sobre los derechos de privacidad de los residentes de California, más adelante.

Cómo recopilamos información personal

Recopilamos información personal sobre usted de distintas formas.

1. Directamente de usted, cuando abre una cuenta o interactúa con nuestro servicio de atención al cliente. Por ejemplo:

- Información de contacto, que puede incluir su nombre, su dirección postal, su dirección de correo electrónico y su número de teléfono
- Credenciales para iniciar sesión en nuestros Servicios, como su nombre de usuario y su contraseña
- Información biométrica, como grabaciones de audio para espectrogramas de voz y escanes faciales, que generamos durante el proceso de verificación de identidad
- Registros de comunicaciones, como los registros de sus llamadas y conversaciones de chat con nuestros representantes de atención al cliente
- Información que usted proporcione al interactuar con nosotros en nuestras páginas de las redes sociales, tableros de mensajes y otros foros, incluidos su nombre de usuario, sus imágenes de perfil y sus comentarios, así como información acerca de nosotros que comparte públicamente
- Fotografías o imágenes de su propiedad

- Información de pago, como información sobre su tarjeta de crédito o débito, u otra información financiera de su cuenta
 - Su número de seguro social
 - Su licencia de conductor, tarjeta de identificación estatal u otra forma de identificación
 - Documentos legales, como documentación relativa a la autorización para actuar en nombre de otra persona
2. Cuando usa nuestros Servicios o interactúa con ellos. Por ejemplo:
- Actividad de selección y visualización de videos de su hogar y en los dispositivos cuando usa nuestros Servicios
 - Comandos de voz y grabaciones de audio registrados a través de dispositivos activados por voz que son parte de los Servicios, como Voice Remote
 - Información de geolocalización (que indica dónde se encuentra en un determinado momento en función de su dirección de servicio) para ayudarnos a autenticar su acceso a ciertos servicios de nuestra plataforma
 - Direcciones IP, identificadores de dispositivos y direcciones de red de los equipos cuando los dispositivos se conectan a nuestros Servicios
 - Información sobre la actividad de dispositivos y usuarios, como información sobre las cosas que busca y durante cuánto tiempo usa nuestros sitios web y aplicaciones, que se recopila mediante cookies y otras tecnologías (Aviso sobre cookies: <https://www.xfinity.com/privacy/policy/cookie/notice>)
 - Búsquedas en servidores de nombre de dominio (DNS) y actividad de tráfico de red cuando usa Servicios nuestros como Xfinity Internet, Xfinity Mobile o Xfinity WiFi
 - Información de geolocalización, que indica dónde se encuentra su dispositivo en un momento determinado, cuando usa Xfinity Mobile o habilita esa función en nuestras aplicaciones móviles
 - Información general sobre su ubicación, como la ciudad o el código postal que se correlaciona con la ubicación de un punto de acceso al servicio de WiFi o con la licencia de la dirección IP de su dispositivo cuando usa Xfinity Internet o Xfinity WiFi
 - La cantidad, configuración técnica, tipo, características, historial de llamadas y frecuencia de su uso de los servicios de voz (conocida como información de red específica del cliente o CPNI)
 - Grabaciones de video y audio (si ha activado estas funciones) cuando usa el servicio de seguridad y automatización Xfinity Home
3. De terceros, tales como:
- Agencias de informes crediticios que proveen puntajes crediticios, protección contra fraudes y otros servicios
 - Propietarios de inmuebles que proveen información de contacto y de otro tipo
 - Organismos gubernamentales que proporcionan registros públicos
 - Proveedores de datos sobre consumidores que ofrecen información demográfica, sobre intereses, sobre compras y de otro tipo, que usamos para adaptar nuestro marketing y comunicaciones a sus intereses
 - Redes sociales y otros datos disponibles públicamente como en Facebook
 - Empresas de publicidad en red que podrían compartir información sobre las iniciativas de marketing y los anuncios que ha visto o en los que ha hecho clic

CÓMO Y CUÁNDO USAMOS LA INFORMACIÓN, INCLUSO PARA FINES DE MARKETING Y PUBLICIDAD

Utilizamos la información que recopilamos para proporcionarle nuestros Servicios y comunicarnos con usted. También la usamos para mejorar nuestros Servicios, desarrollar nuevos productos y servicios, dar recomendaciones, ofrecer marketing y publicidad personalizados para nuestros propios productos y servicios y los de terceros, investigar robos y otras actividades ilegales, y garantizar un entorno seguro en línea.

Podemos combinar información a través de todos nuestros sistemas, plataformas y bases de datos. Eso incluye la combinación de la información que recibimos de terceros y la información sobre el uso que usted hace de nuestros Servicios. También podremos combinar información sobre su uso de un determinado Servicio con la que obtenemos de su uso de otro Servicio.

Obtenga más información sobre el uso que hacemos de su información y vea ejemplos

Para ofrecer los Servicios

- Establecer su cuenta y administrarla
- Estimar los riesgos crediticio y de pago
- Prestar los Servicios
- Facturar
- Autenticar el acceso a su cuenta, incluso verificación de identidad
- Administrar la red y los dispositivos en que se basan nuestro servicio y sistemas, y otras operaciones y mantenimientos
- Brindar asistencia técnica
- Asistir en las actualizaciones de hardware y software para los dispositivos y sistemas

Para comunicarnos con usted

- Responder a sus preguntas
- Personalizar nuestras comunicaciones
- Enviarle anuncios relacionados con el servicio

Para entender cómo usa nuestros Servicios y mejorarlos

- Entender el uso de nuestros Servicios actuales
- Identificar y desarrollar nuevos productos y servicios
- Crear informes sobre mediciones y estadísticas para nosotros y para terceros

Para ofrecer recomendaciones y presentar material publicitario pertinente

- Comercializar los servicios
- Recomendarle películas o programas de televisión
- Mostrarle qué productos y servicios creemos que podrían ser de interés para usted
- Ayudar a terceros anunciantes y programadores a ofrecer anuncios más pertinentes en nuestros Servicios y otros servicios y plataformas

Para investigar casos de robo u otras actividades ilegales, para garantizar un entorno en línea seguro y para proteger la salud y la seguridad

- Detectar el uso no autorizado o indebido de los Servicios
- Proteger a nuestros clientes contra el uso fraudulento, abusivo o ilegítimo de los Servicios
- Proteger nuestros derechos, a nuestro personal y nuestra propiedad
- Cumplir con las leyes vigentes
- Proteger la salud y la seguridad de nuestros clientes, empleados, contratistas o el público en general

CUÁNDO Y CON QUIÉN COMPARTIMOS INFORMACIÓN

No vendemos, ni hemos jamás vendido a nadie ninguna información que lo identifique a usted o a otros. Esto incluye información sobre su uso de Internet, video o detalles de llamadas. Compartimos la información personal con otros cuando sea necesario para proporcionarle nuestros Servicios. También compartimos información personal con otros:

- Cuando usted nos instruya a hacerlo, incluso para autorizar a otros usuarios en su cuenta
- Cuando sea requerido por la ley o para responder a un proceso legal
- Para proteger nuestras propiedades o derechos, o la seguridad de nuestros empleados, clientes u otros individuos

Solicitaremos su consentimiento antes de compartir su información personal con otras compañías para sus propias actividades de comercialización y publicidad. Dependiendo del tipo de información personal divulgada, esto podría realizarse a través de una opción de inclusión o exclusión.

También podremos compartir información personal que no lo identifique con terceros para sus propios fines de comercialización y publicidad, de lo cual usted puede optar por excluirse. Esto ocurre principalmente cuando interactúa con aplicaciones móviles y sitios web nuestros que contienen cookies de terceros u otros rastreadores publicitarios. Para obtener más detalles sobre esto, lea nuestra Política de cookies en (<https://www.xfinity.com/privacy/policy/cookie/notice>).

Obtenga más información acerca de cuándo y con quién compartimos información

La familia de empresas de Comcast

Si Comcast comparte la información personal que recopila sobre usted con otras empresas de Comcast, como las empresas de la marca NBCUniversal, para sus propios fines de comercialización o publicidad, primero le daremos la opción de aceptar o rechazar que se comparta dicha información en el Centro de preferencias de privacidad de Xfinity (www.xfinity.com/privacy/manage-preference)

Titulares de cuentas y otros usuarios autorizados

Podríamos divulgar información sobre la cuenta de un cliente y su uso de un Servicio al titular principal de la cuenta, una vez autenticado debidamente. El titular principal de la cuenta también podría permitir a otros ver información de la cuenta.

Proveedores de servicios

Con el fin de proporcionar y apoyar los servicios, a veces recurrimos a otras empresas en carácter de proveedores de servicios para transmitir, recopilar, procesar o almacenar información en nuestro nombre. Exigimos a estos proveedores que traten la información que compartimos con ellos como información confidencial y que la utilicen únicamente para prestarnos sus servicios. Estos proveedores incluyen:

- **Proveedores de facturación y cobro**, como procesadores de pagos y organizaciones que nos ayudan a evaluar su situación crediticia y de pagos
- **Proveedores contables, de auditoría e impositivos**
- **Proveedores de seguros**
- **Proveedores de servicios profesionales**, como firmas que ofrecen servicios de consultoría, nos ayudan a mejorar nuestra programación, prestan servicios legales o suministran recursos y asistencia para proyectos específicos
- **Proveedores de servicios estadísticos**, como entidades que analizan el tráfico hacia nuestros sitios web y dentro de ellos, analizan cómo se usan nuestros Servicios, y ayudan a identificar clientes potenciales y comunicarse con ellos
- **Empresas de comercialización, publicidad y ventas** que nos ayudan a crear y llevar adelante programas de comercialización, publicidad y ventas, incluso el procesamiento de pedidos, así como servicios de impresión, correo y comunicaciones electrónicas
- **Proveedores de seguridad**, como las empresas que colaboran con la verificación de incidentes de seguridad y cómo responder a ellos, notificaciones de servicio, prevención de fraudes, verificación y gestión de identidad y autenticaciones
- **Proveedores informáticos**, como empresas que nos ayudan con el diseño, alojamiento y mantenimiento de sitios web, el almacenamiento de datos y software, y las operaciones de red
- **Servicios de atención al cliente**, lo que incluye servicios relacionados con nuestros centros de llamadas y servicios de instalación, mantenimiento y reparación

Terceros

No vendemos, ni hemos jamás vendido a nadie ninguna información que lo identifique personalmente. Aunque la ley federal lo permite, no divulgamos su nombre ni su dirección a organizaciones no gubernamentales, como entidades benéficas o empresas, para sus propios fines de comercialización.

En ocasiones, usted podría pedirnos que compartamos información que lo identifica personalmente con otra empresa. En tal caso, nos aseguraremos de que nos dé instrucciones claras acerca de qué quiere que compartamos y con quién antes de hacerlo.

La divulgación de información a terceros podría incluir:

Empresas de redes sociales

Su interacción con ciertas partes de nuestros Servicios podría hacer que se publique información en sus redes sociales. Por ejemplo, usted podría hacer clic en un botón "me gusta" de Facebook, lo que publicaría que "le gusta" uno de nuestros Servicios en su cuenta de Facebook. En las partes de nuestros sitios web que cuentan con funciones de redes sociales, una red social podría recopilar información acerca de usted. Por ejemplo, si una página contiene un botón "me gusta" de Facebook, Facebook podría recopilar datos acerca de su visita a esa página, incluso si no hace clic en el botón "me gusta". Para controlar la divulgación de esta información, revise la política de privacidad de la red social correspondiente o cierre sesión en la red social antes de usar nuestros Servicios.

Socios de publicidad en línea

Podríamos usar cookies para mostrarle anuncios personalizados cuando visita otros sitios web, los que podrían incluir anuncios basados en los productos y servicios que vio en nuestros Servicios. También permitimos a nuestros socios, incluidos anunciantes y proveedores de servicios, a usar cookies y tecnologías de seguimiento similares cuando usted usa nuestros Servicios. Para obtener más información acerca del uso de cookies y otras tecnologías en nuestros Servicios en línea, consulte la Política de cookies en (<https://www.xfinity.com/privacy/policy/cookie/notice>).

Empresas de estadísticas y medición de audiencias

También colaboramos con socios comerciales que nos ayudan a medir y analizar cómo los clientes utilizan nuestros Servicios. En el caso de video, esto incluye evaluar qué programas son más populares, cuántas personas miran un programa hasta el final, si se miran las publicidades, y qué programación y contenido de video es conveniente ofrecer a través de los Servicios. También incluye determinar cómo prefieren los clientes ver ciertos tipos de programación cuando utilizan nuestros Servicios (por ejemplo, si les gusta ver ciertos programas en vivo o si prefieren verlos por demanda, en dispositivos móviles o en línea). Nuestros socios comerciales pueden compilar esta información en informes con estadísticas combinadas y anónimas que luego se distribuyen comercialmente (por ejemplo, un informe de evaluación que indique qué porcentaje de la audiencia vio un determinado programa en vivo y qué porcentaje lo vio por demanda). Xfinity Stream incluye el software de medición propiedad de Nielsen, que habilita la contribución del usuario a la investigación del mercado, tal como el índice de audiencia de televisión de Nielsen. Visitando www.nielsen.com/digitalprivacy los usuarios pueden acceder a más información sobre el software de medición y conocer sus opciones con respecto a las mediciones de Nielsen.

Aplicaciones de terceros y empresas asociadas

Cuando usa una aplicación de terceros a través de un dispositivo que forma parte de los Servicios nos está indicando compartir cierta información con el proveedor de la aplicación. Esto incluye, sin limitación, la información necesaria para ejecutar la aplicación y tocar el contenido seleccionado. Cuando usa una aplicación de terceros está interactuando directamente con dicha aplicación, por lo cual corresponden la política de privacidad y los términos de servicio de la misma. Para obtener más información visite <https://my.xfinity.com/privacy/providers>. Ciertas aplicaciones también podrían ejecutarse con tecnología proporcionada por Metrological, una empresa de Comcast, cuyas prácticas de privacidad se describen en <https://www.metrological.com/privacypolicy>.

Autoridades de seguridad pública

Si tiene nuestro servicio Xfinity Voice, Comcast divulgará su nombre e información de contacto a autoridades de seguridad pública como los servicios 911/E911 y otros servicios de emergencia relacionados.

Servicios de información sobre abonados, asistencia e identificación de llamadas

Podríamos enviar su nombre, dirección y número de teléfono a editores para que los impriman en directorios y los publiquen en directorios en línea. Una vez que esa información se imprima o se publique en Internet, estará fuera de nuestro control y cualquier persona —incluidos los agregadores de datos— podrá ordenarla, recombinarla y distribuirla nuevamente en diferentes formatos y para diferentes fines, incluidos fines de comercialización. Por un costo adicional, puede optar por tener un número no publicado, lo que significa que Comcast no proporcionará su nombre, dirección ni número de teléfono para que se publiquen en la guía telefónica ni en directorios en línea. También puede optar por publicar su número pero escoger la opción "omitir dirección", lo que significa que no proporcionaremos su dirección postal para su publicación en la guía telefónica ni en directorios en línea. Si contrata el servicio por Internet, seleccione la opción "non-published" (no publicado), de lo contrario, llame a 1-800-XFINITY para adherirse a la opción.

También podríamos distribuir su número de teléfono, nombre y dirección a los proveedores de servicios de información sobre abonados (411). Si tiene un número no publicado, Comcast no distribuirá su número a través de tales servicios. Comcast de todos modos podría compartir su nombre y su dirección con el proveedor del servicio 411 si la ley lo exige (pero el proveedor no estará autorizado a compartir su número no publicado).

Nota: aunque la opción de número no publicado excluye su nombre, dirección y número de teléfono de los directorios impresos y en línea sobre los que Comcast tiene control, un número de teléfono no publicado igual podría formar parte de bases de datos que están fuera del control de Comcast. Esto podría ocurrir, por ejemplo, si su número de teléfono o su dirección actuales se habían publicado anteriormente bajo su nombre, o si usted proporcionó esta información a organismos gubernamentales u otras empresas. Una forma de proteger su privacidad podría ser que solicite la asignación de un nuevo número de teléfono (con el que su nombre no haya estado asociado anteriormente). También puede optar por activar el bloqueo de la identificación de llamadas o seleccionar la opción "no llamar".

La identificación de llamadas proporciona su nombre y número de teléfono a la persona que llama, incluso si tiene un número no publicado. El bloqueo de la identificación de llamadas a nivel de línea bloquea automáticamente la identificación de todas las llamadas que realice desde su número de teléfono registrado. Para activar este bloqueo, llame al 1-800-XFINITY. El bloqueo de la identificación de llamada a nivel de llamada individual solo bloquea su nombre y su número de teléfono en llamadas individuales. Para activar este bloqueo, marque *86 antes de cada llamada que desee bloquear.

Potenciales compradores de nuestra empresa

En caso de una fusión, compra o venta potencial o efectiva de la totalidad o parte de nuestros activos, la información sobre usted y su suscripción se compartirá o transferirá, en la mayoría de los casos, como parte de la transacción. Esto incluye información que lo identifica personalmente. Si esta Política se modifica a causa de tal transacción, consulte la sección "Cambios a esta Política de privacidad", más adelante.

Divulgación a organismos gubernamentales cuando lo exija la ley o sea necesario para proteger a Comcast y otros

En ocasiones, la ley podría exigirnos que divulguemos información sobre usted a terceros. Esto podría ocurrir con o sin su consentimiento y con o sin aviso, de conformidad con los términos de procedimientos legales válidos tales como una citación, una orden judicial o una orden de allanamiento.

Si usted se suscribe a nuestro servicio de Xfinity Video, Comcast podría verse obligada a divulgar información que lo identifique personalmente a una entidad gubernamental en respuesta a una orden judicial. En tal caso, la Ley sobre el servicio de cable (Cable Act) exige que se le dé la oportunidad de presentarse en un proceso judicial para disputar toda demanda hecha en respaldo de la orden judicial y que la entidad gubernamental ofrezca evidencia clara y convincente de sospechas razonables de que usted ha estado involucrado en actividades criminales y que la información que se procura conformaría evidencia de importancia en el caso. Para obtener más información, consulte "Sus derechos y nuestras limitaciones en virtud de las leyes federales".

Si usted se suscribe a los Servicios Xfinity Internet, Voice, Mobile o Home security and automation, Comcast podría verse obligada a divulgar información que lo identifique personalmente a una entidad gubernamental en respuesta a una citación, una orden judicial o una orden de allanamiento, en función del tipo de información que se procure. Por lo general, los términos del proceso judicial nos prohíben notificarlo sobre tal divulgación.

Una entidad no gubernamental, tal como un litigante civil, únicamente puede solicitar información que lo identifique personalmente o información sobre el uso que hace de los Servicios Xfinity Video, Internet o Voice con el respaldo de una orden judicial y, de acuerdo con los términos de la Ley sobre el servicio de cable, tenemos la obligación de notificarlo sobre tal orden judicial. Si Comcast se ve obligada a divulgar información que lo identifique personalmente a un tercero privado en respuesta a una orden de un tribunal civil relacionada con estos u otros Servicios, le notificaremos antes de tal divulgación a menos que la ley nos prohíba hacerlo.

También podríamos divulgar información que lo identifique personalmente de conformidad con la ley y sin su consentimiento cuando ello sea necesario para proteger a nuestros clientes, a nuestros empleados o nuestra propiedad; en situaciones de emergencia; o para afirmar nuestros derechos en virtud de nuestros términos de servicio y nuestras políticas.

CÓMO PROTEGEMOS SU INFORMACIÓN

A fin de evitar el acceso, utilización o divulgación no autorizados de cualquier información personal que recojamos y guardemos, seguimos las prácticas estándares de la industria para asegurar dicha información. Esas prácticas de seguridad incluyen salvaguardias técnicas, administrativas y físicas, que pueden variar según el tipo de la información y cuán delicada o confidencial sea. Si bien tomamos muy en serio la responsabilidad de salvaguardar su información personal, ninguna medida de seguridad es 100% efectiva y no podemos garantizar que estas prácticas eviten todos los intentos no autorizados de acceder a su información, o de utilizarla o divulgarla. Comcast también toma medidas adicionales para aumentar la seguridad y fiabilidad de las comunicaciones de los clientes. No leemos sus emails entrantes ni salientes, archivos adjuntos, correo de video, chats privados ni mensajes instantáneos. No obstante, nosotros (junto con nuestros proveedores de servicios) utilizamos herramientas de software y hardware para ayudar a prevenir y bloquear correos electrónicos "no deseados" (spam), virus, spyware y otras comunicaciones y programas dañinos o no deseados que se envíen y reciban por el correo electrónico de Comcast.net y los Servicios de Comcast. Para ayudar a protegerle a usted y a los Servicios contra estas comunicaciones y programas dañinos o no deseados, estas herramientas pueden escanear automáticamente sus correos electrónicos, correos de video, mensajes instantáneos, archivos adjuntos y otros archivos y comunicaciones. No utilizamos estas herramientas para comercialización ni publicidad.

POR CUÁNTO TIEMPO CONSERVAMOS SU INFORMACIÓN

Conservamos su información personal durante diferentes períodos de tiempo según el tipo de información y los requisitos comerciales y legales. Por ejemplo, si es un cliente, guardamos información que lo identifique personalmente mientras está suscrito a uno o más de nuestros Servicios. Si cancela su suscripción a un Servicio, es posible que sigamos

necesitando esa información para requisitos comerciales y legales, como para protegernos contra el fraude, calcular impuestos o responder a solicitudes legales. Otra información se elimina automáticamente después de un determinado período de tiempo, a menudo establecido por ley, a menos que la ley nos obligue a mantenerla por más tiempo, como en el caso de un litigio pendiente. Destruimos, desidentificamos o anonimizamos la información cuando ya no se necesita en forma identificable.

OPCIONES QUE TIENE PARA CONTROLAR NUESTRO USO DE LA INFORMACIÓN PERSONAL

Tiene muchas opciones con respecto a la forma en que nos comunicamos con usted y cómo usamos o compartimos su información. Estas opciones se pueden controlar en el Centro de preferencias de privacidad de Xfinity (www.xfinity.com/privacy/manage-preference). Si cambia de opinión, puede actualizar sus preferencias en cualquier momento.

Obtenga más información sobre sus opciones de privacidad

Para su conveniencia, creamos el Centro de preferencias de privacidad de Xfinity, donde usted puede controlar:

- los mensajes y notificaciones relacionados con su cuenta;
- sus preferencias relativas a llamadas, mensajes de texto y correo directo de comercialización;
- sus preferencias relativas a llamadas de venta "puerta a puerta";
- los emails promocionales o de comercialización que Comcast podría enviarle;
- los anuncios publicitarios personalizados de productos y servicios de terceros en función de sus intereses.

Puede revisar sus opciones, obtener más información sobre los tipos de actividades de comercialización de las que puede excluirse y tomar sus decisiones. Si cambia de parecer, puede regresar en cualquier momento para actualizar sus preferencias. Ciertas selecciones están vinculadas a su cuenta, por lo cual podría tener que iniciar sesión en My Account de Xfinity.

Entendemos que, en ocasiones, podría querer hablar con un representante de Comcast que le ayude con sus decisiones. Puede llamar a Comcast al 1-800-XFINITY y pedirnos que incluyamos su nombre en las listas internas de "no llamar", "no enviar correo" o "no visitar" de la empresa.

CÓMO ACCEDER A LA INFORMACIÓN EN NUESTROS REGISTROS Y CORREGIRLA

Como parte de nuestro compromiso con la transparencia, damos acceso a nuestros clientes a la información de identificación personal que tenemos sobre ellos. Si se suscribe a los Servicios de Xfinity, puede ver y corregir su información de identificación personal a través de los portales My Account o Xfinity Home.

Si es residente de California, es posible que tenga derechos adicionales descritos en la sección "Información especial sobre los derechos de privacidad de los residentes de California" de esta Política de privacidad.

Obtenga más información sobre cómo acceder a la información de cliente que lo identifica personalmente

Si se suscribe a un Servicio Xfinity, puede corregir o actualizar su información visitando el portal My Account o poniéndose en contacto con nosotros como se indica más adelante. Si es cliente de Xfinity Home, puede visitar el portal para suscriptores disponible en xfinity.com/xhportal en cualquier momento. Corrigiremos nuestros registros después de verificar que los cambios solicitados sean pertinentes.

Si se suscribe a los servicios Xfinity TV, Internet o Voice y quiere ver su propia información que lo identifica personalmente (que no sea su información de red específica del cliente o CPNI), puede hacerlo en su oficina local de Comcast. Para ello, envíe un correo electrónico a Comcast Privacy@comcast.com o llame al 1-800-XFINITY y concédanos un tiempo razonable para encontrar la información (y, de ser necesario, prepararla para que la examine) y para programar una cita durante el horario comercial normal. Deberá identificarse debidamente y únicamente se le permitirá examinar la información en su propia cuenta, no la de otras.

Si solicita por escrito una copia de su CPNI relacionada con los Servicios Xfinity Voice o Mobile, le enviaremos la información pertinente por correo a la dirección que figura en su cuenta o a otra persona que usted autorice, si creemos razonablemente que la solicitud es válida. Sin embargo, los abonados de nuestros Servicios Xfinity Voice y Mobile deben saber que, en general, no proporcionamos registros de llamadas entrantes ni salientes, ni otros registros que no proporcionemos habitualmente como parte de nuestras actividades comerciales (por ejemplo, como parte de una factura) o que estén disponibles únicamente en nuestros archivos, excepto mediante un proceso legal válido, como una orden judicial. Además, no podremos corregir errores que pudiera haber en los nombres, las direcciones o los números de teléfono de los clientes que aparezcan (o se hayan omitido) en los directorios de nuestros proveedores, hasta tanto no se publique la siguiente versión de tales directorios. Tampoco podríamos tener control sobre la información que figure en los directorios o en las listas de servicios de información telefónica de editores o proveedores que no sean de nuestra propiedad.

Siempre que la ley lo permita, Comcast se reserva el derecho de cobrarle una tarifa razonable por obtener y fotocopiar los documentos o información que usted solicite.

SUS DERECHOS Y NUESTRAS LIMITACIONES SEGÚN LAS LEYES FEDERALES

La Ley federal sobre el servicio de cable impone limitaciones a nuestra recopilación y divulgación de información que lo identifique personalmente cuando se suscribe a Servicios que emplean la infraestructura del sistema de cable de Comcast. La Ley de comunicaciones impone restricciones a nuestro uso y divulgación de su CPNI cuando usa Servicios que se consideran servicios de telecomunicaciones.

Obtenga más información sobre sus derechos y nuestras limitaciones en virtud de las leyes federales

La Ley de Cable y la Información de Identificación Personal

Esta Política de privacidad está diseñada para cumplir con la Sección 631 de la Ley de Política de Comunicaciones por Cable de 1984, según enmendada, (la "Ley de Cable"). La Ley de Cable permite que Comcast use el sistema de cable para recopilar información de identificación personal sobre usted. La información de identificación personal es información que lo identifica a usted específicamente, no incluye información no identificativa, anónima, agregada u otro tipo de datos que no lo identifican a usted. Podemos recopilar información que lo identifique personalmente cuando sea necesario para prestarle servicios de cable u otros servicios y para detectar una recepción o utilización no autorizada de tales servicios. Con su previa autorización por escrito o electrónica, también podremos utilizar el sistema de cable para recopilar información de identificación personal sobre usted para otros fines. La Ley de Cable también permite a Comcast divulgar información de identificación personal si tal divulgación es necesaria para proporcionar o conducir una actividad legítima de negocios relacionada con el servicio de cable u otros servicios que le suministramos, si lo requiere la ley o un proceso legal o si está limitada a su nombre y dirección, sujetos a su consentimiento con opción de exclusión. La frecuencia de cualquier divulgación de información de identificación personal varía de acuerdo con nuestras necesidades y actividades comerciales, según lo descrito en esta Política.

Si usted cree que ha sido perjudicado por una acción nuestra en violación de la Ley de Cable o de otra ley aplicable, le pedimos que nos contacte directamente en Comcast_Privacy@comcast.com para resolver su consulta o inquietud. También puede afirmar las limitaciones que nos impone la Ley de Cable, según correspondan a su información de identificación personal, por medio de una querrela civil para cubrir daños y perjuicios, honorarios de abogados y costos de litigación. También podría tener otros derechos y recursos de conformidad con las leyes federales y otras leyes también pertinentes.

Esta Política de privacidad no sustituye, acrecienta ni modifica ningún acuerdo de arbitraje que lo obligue como suscriptor a uno o más de los Servicios.

La Ley de Comunicaciones y CPNI

La Sección 222 de la Ley de Comunicaciones de 1934, según enmendada (la "Ley de Comunicaciones"), dispone protecciones adicionales de privacidad para información sobre la cantidad, configuración técnica, tipo, destino, ubicación y monto de su utilización de los servicios de telecomunicaciones, incluyendo los servicios de Xfinity Voice y Mobile, y la

Información sobre esos servicios que contiene su factura por los mismos. Esa información se conoce como información de red específica del cliente o CPNI. La CPNI no incluye su nombre, dirección o número de teléfono, que en la Ley de Comunicaciones se define como "información de la lista de suscriptores". Sin embargo, se considera de otra forma que esos datos conforman información de identificación personal.

Si usted es cliente del servicio de Xfinity Voice o Mobile, u otro Servicio que esté sujeto a esos requisitos, tiene el derecho, y Comcast la obligación, conforme a la Ley de Comunicaciones y otras leyes aplicables, de proteger la confidencialidad de su CPNI. Además, las regulaciones de la FCC disponen opciones y protecciones adicionales de privacidad con respecto a la utilización y el intercambio de CPNI que corresponden específicamente a nuestros servicios de Voice y Mobile y que describimos en esta Política.

INFORMACIÓN ESPECIAL SOBRE LOS DERECHOS DE PRIVACIDAD DE LOS RESIDENTES DE CALIFORNIA

La Ley de Privacidad del Consumidor de California de 2018 (CCPA) otorga a los residentes de California el derecho a recibir ciertas divulgaciones relacionadas con la recopilación, uso y divulgación de la "información personal", así como el derecho de acceder a cierta información personal que recopilamos sobre ellos, eliminarla y limitar la venta de la misma. Para ejercer estos derechos, puede enviar una solicitud ingresando en <https://www.xfinity.com/privacy/requests> o llamándonos al 1-844-963-0138. La CCPA define "información personal" como "información que identifica a un determinado consumidor u hogar, se relaciona con el mismo, lo describe, o podría asociarse o vincularse razonablemente con él, directa o indirectamente". Si es residente de California, tiene derecho a no recibir un trato discriminatorio por el ejercicio de los derechos de privacidad que le confiere la CCPA.

De acuerdo con la ley de California "Shine the Light" (Cal. Código civil §1798.83), los residentes del estado también tienen derecho a solicitar información sobre terceros a quienes la compañía ha revelado ciertas categorías de información personal durante el año anterior para fines de comercialización directa de tales terceros. Según esta ley, información personal se refiere a "cualquier información que, cuando se divulgó, identificó, describió o pudo asociarse con un individuo". No divulgamos este tipo de información personal a terceros para sus propios fines y le permitimos excluirse de la divulgación de información personal no identificable. De todos modos, si usted es residente de California y desea obtener más información, envíe un email a Comcast_Privacy@comcast.com.

No permitimos deliberadamente que otros, con el paso del tiempo, recopilen información de identificación personal sobre sus actividades en línea y en los sitios web de terceros cuando utiliza nuestros Servicios en línea. Debido a que aún no se han establecido definiciones ni reglas para una norma de "No rastrear", ni se ha establecido si las señales del caso deben ser habilitadas por el usuario, Comcast aún no responde a señales de "No rastrear" enviadas desde los navegadores. Para obtener más información sobre cookies y otras tecnologías de rastreo en línea, visite nuestro Aviso sobre cookies (<https://www.xfinity.com/privacy/policy/cookie/notice>). Para controlar sus preferencias, visite el Centro de preferencias de privacidad de Xfinity (www.xfinity.com/privacy/manage-preference).

Si reside en California, obtenga más información sobre sus derechos y cómo puede ejercerlos

Recopilación y uso de información personal

La sección general de esta Política de privacidad describe, en categorías fáciles de entender, los tipos de información personal que recopilamos, cómo la recopilamos y cómo la usamos. La Ley de Privacidad del Consumidor de California (CCPA) exige que divulguemos la información personal que hemos recopilado sobre nuestros clientes durante los últimos 12 meses en las siguientes categorías. Algunas de estas categorías agrupan tipos de información muy similares. Por ello, cómo usamos y durante cuánto tiempo conservamos la información de cada categoría puede variar de una categoría a otra y no todos los tipos de información de una misma categoría se usarán para todos los fines que se enumeran.

DEFINICIONES, EJEMPLOS E INFORMACIÓN ADICIONAL

Categorías	Ejemplos	Recopilada o creada	Fuente	Finalidad de la recopilación y uso
Identificadores	Nombre, alias, dirección postal, identificador personal único, identificador en línea, dirección del protocolo de Internet, dirección de correo electrónico, nombre de la cuenta, número de seguro social, número de licencia de conductor, número de pasaporte y otros identificadores similares	Sí	Directamente de usted, cuando la provee (por ejemplo, al abrir una cuenta) De nuestros sistemas, cuando generamos la información y se la asignamos (p. ej., su número de cuenta o su dirección IP)	Para ofrecer o proveer nuestros Servicios Para mejorar nuestros Servicios actuales y crear productos, servicios o características nuevos Para fines de comercialización y publicidad Para personalizar nuestros Servicios
Otras categorías de información enumeradas en el estatuto de Registros de clientes de California (Cód. Civ. de California § 1798.80(e))	Un nombre, firma, número de seguro social, características o descripción físicas, dirección, número de teléfono, número de licencia de conductor o de tarjeta de identificación estatal, educación, empleo, número de cuenta bancaria, número de tarjeta de crédito, número de tarjeta de débito u otra información financiera. Parte de la información personal incluida en esta categoría podría superponerse con otras categorías	Sí	Directamente de usted, cuando la provee (por ejemplo, al abrir una cuenta o pagar por los Servicios que recibe) De terceros que hacen inferencias relativas a su hogar, tal como el nivel de educación	Para ofrecer o proveer nuestros productos y Servicios Para mejorar nuestros Servicios actuales y crear productos, servicios o características nuevos Para fines de comercialización y publicidad Para personalizar nuestros Servicios
Características de clasificación protegidas en virtud de las leyes federales o de California	Edad (40 años o más), nacionalidad de origen, estado civil, sexo, condición de veterano o militar	Sí	Directamente de usted, cuando la provee (por ejemplo, al registrarse en una oferta para veteranos) De terceros que hacen inferencias relativas a su hogar, tal como el estado civil o los rangos etarios de las personas de su hogar	Para ofrecer o proveer nuestros Servicios Para mejorar nuestros Servicios actuales y crear productos, servicios o características nuevos Para fines de comercialización y publicidad Para personalizar nuestros Servicios
Información comercial	Registros de propiedad personal, productos o servicios comprados, obtenidos o evaluados u otros antecedentes o tendencias de compra o consumo	Sí	De usted, cuando realiza transacciones con nosotros De terceros	Para ofrecer o proveer nuestros Servicios Para mejorar nuestros Servicios actuales y crear productos, servicios o características nuevos Para fines de comercialización y publicidad Para personalizar nuestros Servicios

Categorías	Ejemplos	Recopilada o creada	Fuente	Finalidad de la recopilación y uso
Información biométrica	Características genéticas, fisiológicas, conductuales y biológicas, o patrones de actividad usados para extraer una plantilla u otro identificador o información que permita identificarlo, como huellas dactilares, imágenes del rostro, escaneos de la geometría de las manos o del rostro, espectrogramas de la voz, escaneos del iris o la retina, forma de pulsar teclas, el andar u otros patrones físicos, y datos sobre el sueño, la salud o el ejercicio	Sí	Directamente de usted cuando nos la proporciona, por ejemplo, cuando trata de autenticar su identidad De nuestros sistemas, cuando opta por incluirse en ciertas características de nuestros Servicios, como seguridad de Xfinity Home, que podrían recopilar información y generar inferencias sobre patrones físicos con el fin de proveer los Servicios que ha seleccionado y las características aplicables	Para proveer nuestros Servicios Para verificar su identidad Para mejorar nuestros Servicios actuales y crear productos, servicios o características nuevos Para proteger la salud y la seguridad de nuestros clientes, empleados, contratistas o el público en general
Información sobre la actividad en Internet u otra red electrónica	Historial de navegación, historial de búsquedas e información relativa a su interacción con un sitio web, una aplicación o un anuncio en Internet	Sí	De nuestros sistemas, cuando usa nuestros Servicios o interactúa con ellos De terceros	Para ofrecer o proveer nuestros Servicios Para mejorar nuestros Servicios actuales y crear productos, servicios o características nuevos Para personalizar nuestros Servicios y para fines de comercialización y publicidad, cuando usted usa nuestros sitios web, como Xfinity.com o ComcastBusiness.com , o nuestras apps (consulte nuestro Aviso sobre cookies). Tal información no se recopila de nuestra red de banda ancha a través de la provisión de Xfinity Internet o Xfinity Mobile
Información de geolocalización	Ubicación física precisa y movimientos	Sí	De nuestros sistemas, cuando usa Servicios que recopilan esta información (como Xfinity Mobile o las apps y los sitios web de Xfinity Mobile) o interactúa con ellos	Para proveer nuestros Servicios Para mejorar nuestros Servicios actuales Para personalizar nuestros Servicios y para fines de comercialización y publicidad, cuando tal información no se recopila a través de la provisión de Xfinity Internet o Xfinity Mobile
Datos sensoriales	Información de audio, electrónica, visual, térmica, olfativa o similar	Sí	De nuestros sistemas, cuando opta por incluirse en ciertas características de nuestros productos y servicios que podrían recopilar información y hacer inferencias acerca de patrones físicos, como las características de seguridad de Xfinity Home, o cuando usa X1 Voice Remote para acceder a Servicios que ha seleccionado y las características aplicables	Para proveer nuestros Servicios Para mejorar nuestros Servicios actuales y crear productos, servicios o características nuevos
Inferencias deducidas a partir de otra información personal	Perfil que refleja las preferencias, características, tendencias psicológicas, predisposiciones, conducta, actitudes, inteligencia, destrezas y aptitudes de una persona	Sí	De nuestros sistemas, a través de una serie de procesos informáticos	Para ofrecer o proveer nuestros Servicios Para mejorar nuestros Servicios actuales y crear productos, servicios o características nuevos Para fines de comercialización y publicidad Para personalizar nuestros Servicios

Divulgación a terceros para fines comerciales

La divulgación de información personal a nuestros proveedores de servicios para fines comerciales se limita según descrito anteriormente.

Venta de información personal y derecho de exclusión

La CCPA exige a las empresas que incluyan ciertas divulgaciones, como enlaces del tipo "No vender mi información", en sus sitios web y aplicaciones móviles. No vendemos información que lo identifique a personalmente a nadie. Para optar por excluirse de la venta o divulgación de información que no lo identifica, visite la Página de preferencias de Xfinity (www.xfinity.com/privacy/manage-preference). Advertimos que su derecho de exclusión no corresponde a los datos que compartimos con proveedores de servicios con quienes trabajamos y que tienen la obligación de usarlos exclusivamente en nuestro nombre.

Categorías	Ejemplos	Categorías de terceros a quienes se "vende" información personal
Identificadores	Identificador personal único, identificador en línea, dirección del protocolo de Internet y otros identificadores similares	Empresas afiliadas, redes de anuncios publicitarios, proveedores de servicios estadísticos, redes sociales y empresas de medición de audiencia
Información sobre la actividad en Internet u otra red electrónica	Información relativa a su interacción con un sitio web, una aplicación o un anuncio en Internet	Empresas afiliadas, redes de anuncios publicitarios, proveedores de servicios estadísticos, redes sociales y empresas de medición de audiencia

Derecho a conocer la información recopilada y solicitar su eliminación

Los residentes de California tienen el derecho de solicitar que les informemos qué información personal recopilamos, usamos y vendemos, así como el derecho de solicitar que eliminemos cierta información personal que hemos recopilado acerca de ellos. Para iniciar este proceso, visite <https://www.xfinity.com/privacy/requests>. Para su seguridad y para garantizar que ningún tercero no autorizado pueda acceder a su información personal, le pediremos que verifique su identidad antes de atender sus solicitudes. Si actualmente es cliente o todavía tiene acceso al portal My Account de Xfinity, le pediremos que se autentique a través de su cuenta. Si no tiene una cuenta con nosotros, deberá proporcionarnos una dirección de correo electrónico y un número de teléfono móvil para iniciar el proceso de verificación. También podría tener que presentar una identificación válida, con foto, emitida por el gobierno. Si solicita acceso en nombre de otra persona, deberá verificar su identidad y demostrar que cuenta con la autorización del individuo a cuya información personal desea acceder.

En la respuesta a su solicitud de acceso, podríamos omitir cierta información, como información que podría afectar la privacidad de otros o interferir con exigencias legales. Análogamente, podría haber motivos por lo que podríamos no atender sus solicitudes de eliminación, como la necesidad de conservar su información personal para brindarle un servicio o para cumplir con una obligación legal.

Derecho a recibir información relativa a la participación en programas para compartir datos a cambio de incentivos económicos

Podríamos organizar promociones ocasionalmente y pedirle que comparta información personal con nosotros a cambio de descuentos. Por ejemplo, podríamos ofrecer un descuento por única vez a los clientes que se suscriban a nuestra lista de comercialización por correo electrónico. Siempre le daremos avisos claros sobre este tipo de programas cuando se registre y la participación siempre será voluntaria. Si cambia de parecer, siempre podrá excluirse y el hecho de no participar no afectará su uso de nuestros Servicios.

Cómo presentar una solicitud

Si desea presentar una solicitud para ejercer sus derechos tiene las siguientes opciones:

- (1) Visitar <https://www.xfinity.com/privacy/requests>.
- (2) Llamamos al 1-844-963-0138.

INFORMACIÓN ESPECIAL SOBRE LOS DERECHOS DE PRIVACIDAD DE LOS RESIDENTES DE MAINE

En términos generales, la Ley de Maine sobre la Privacidad del Cliente en los Servicios de Acceso a Internet de Banda Ancha prohíbe que los proveedores de servicios de acceso a Internet de banda ancha (en adelante, "Proveedores") usen, divulguen, vendan o permitan el acceso a la "información personal del cliente" sin el consentimiento expreso y afirmativo del mismo, quien puede revocarlo en cualquier momento.

Sin embargo, este consentimiento no será necesario para la recopilación, retención, uso, divulgación, venta o acceso a la información personal del cliente cuando estas actividades se requieran para los siguientes fines:

- Prestar el servicio del cual se ha obtenido dicha información o proveer los servicios necesarios para su prestación;
- Anunciar u ofrecer al cliente los servicios del Proveedor relacionados con comunicaciones;
- Cumplir con una orden judicial legal;
- Iniciar, presentar, facturar y cobrar el pago de los servicios de acceso a Internet de banda ancha;
- Proteger a los usuarios de los servicios del proveedor o de los servicios de otros proveedores, contra la suscripción o el uso fraudulento, abusivo o ilegal de tales servicios; o
- Proporcionar información sobre la localización geográfica de un cliente a:
 - Un centro público de atención de llamadas de seguridad; un proveedor de servicios médicos de emergencia o de despacho de emergencia; un oficial de seguridad pública, cuerpo de bomberos o policía; o un centro hospitalario de emergencias o centro de traumatismos, con el fin de responder a la llamada de un cliente para recibir servicios de emergencia, o
 - Un proveedor de servicios de información o de gestión de bases de datos, con el único fin de ayudar en la prestación de servicios de emergencia en respuesta a una emergencia.

Ningún Proveedor podrá negarse a prestar servicios a un cliente por no dar éste su consentimiento cuando se requiera. Tampoco podrá cobrar multas ni ofrecer descuentos en función de la decisión del cliente de otorgar o no su consentimiento.

El Proveedor tomará medidas razonables para proteger la información personal del cliente contra el uso, la divulgación o el acceso no autorizado, teniendo en cuenta la naturaleza y el alcance de las actividades del Proveedor, la sensibilidad de los datos que recopila, la envergadura del Proveedor y la viabilidad técnica de las medidas de seguridad.

Además, el Proveedor podrá usar, divulgar, vender o permitir el acceso a información del cliente que no sea información personal, a menos que el cliente elija lo contrario.

Si usted es cliente de Xfinity, puede controlar la información de su cuenta y revisar su configuración de privacidad en www.xfinity.com/privacy/manage. Para examinar la política de privacidad de Xfinity en su totalidad, ingrese en www.xfinity.com/privacy. Para obtener más información sobre nuestros compromisos de privacidad, incluido nuestro compromiso de proteger su privacidad cuando utiliza nuestro servicio de Internet de banda ancha, ingrese en <https://www.xfinity.com/privacy/our-commitment>.

CAMBIOS A ESTA POLÍTICA DE PRIVACIDAD

Podremos cambiar esta Política de privacidad con el tiempo a medida que cambien nuestras necesidades comerciales y las de nuestros clientes. Si hacemos cambios sustanciales, que amplíen nuestros derechos de uso de la información personal que hemos recopilado previamente sobre usted, le notificaremos por escrito, electrónicamente o a través de otros medios para que pueda tomar las decisiones necesarias sobre su uso continuo de nuestros Servicios.

CÓMO CONTACTARNOS CON PREGUNTAS ACERCA DE ESTA POLÍTICA DE PRIVACIDAD

- **Envíenos un mensaje a:** Comcast_Privacy@comcast.com
Asegúrese de incluir su nombre y dirección, su número de cuenta de Comcast y un número de teléfono donde podemos contactarle durante el día.

MÁS INFORMACIÓN ACERCA DE ALGUNOS TÉRMINOS Y FRASES UTILIZADOS EN ESTA POLÍTICA

A continuación, encontrará ejemplos ilustrativos y más información acerca de los términos utilizados en esta política que tienen el símbolo ⓘ a su lado.

Información personal: Incluye toda información que esté vinculada o pueda vincularse razonablemente con usted o su hogar.

Productos, servicios, redes y plataformas Xfinity: abarca los productos y servicios marca Xfinity y otros servicios de Comcast vinculados con esta Política de privacidad, incluidos los siguientes: Xfinity® TV & Streaming, Xfinity Internet, xFi y Xfinity Advanced Security, Xfinity Voice, Xfinity Stream app, Xfinity Wi-Fi service, Xfinity Home, Xfinity Mobile y Xfinity Flex.

Productos y servicios marca Comcast: Incluye servicios de Comcast como Effectv y los Servicios Comerciales de Comcast (Comcast Business Services), que son parte de Comcast Cable.

Terceros: se refiere a otras empresas que recopilan o conservan información acerca de usted y la comparten con nosotros, como agencias crediticias que comparten información con nosotros cuando usted se registra en un servicio y presta su consentimiento para una evaluación crediticia.

Responder a sus solicitudes: para brindarle mejor atención, llevamos un registro de las oportunidades en las que nos contactó, cuál fue el asunto y cuál es la mejor forma de

comunicamos con usted.

Adaptar nuestros servicios: recopilamos datos de terceros para entender mejor sus intereses y acercarle ofertas personalizadas.

Fotografías: podremos tomar una fotografía de su porche o entrada junto con el equipo que le entregamos o fotografías aéreas de nuestra red con el fin de evaluar la seguridad y conformidad de la misma.

Actividad de selección y visualización de videos: cuando usa los servicios de video que ofrecemos directamente, como Xfinity TV y la app Xfinity Stream, sabemos qué video seleccionó para poder entregárselo. Cuando accede al contenido de aplicaciones de terceros en la plataforma X1 o Flex, solo sabremos que accedió a la aplicación, no lo que hace dentro de ella.

Para ayudarnos a autenticarlo: algunos de nuestros servicios solo se ofrecen en ciertas regiones geográficas, por lo cual, para usar esos servicios o acceder a información relacionada, necesitamos saber que se encuentra físicamente en su dirección de servicio.

DNS: el "directorio de direcciones" de Internet se conoce como "Domain Name System", Sistema de Nombres de Dominio o DNS. Así es como las personas navegan en Internet. Millones de clientes de Comcast consultan miles de millones de direcciones en Internet todos los días. Eliminamos las consultas DNS generadas por nuestros clientes de Internet cada 24 horas, excepto en casos muy específicos, cuando necesitemos investigar un problema de seguridad o rendimiento de la red, protegemos contra amenazas de seguridad o atender una solicitud legal legítima. Usted puede decidir mantener esa información en su cuenta durante más tiempo al habilitar ciertas características, como nuestros servicios avanzados de seguridad que le permiten ver los sitios web bloqueados durante un máximo de 30 días. Sin embargo, nunca hemos usado esta información para ningún tipo de comercialización o publicidad ni la hemos vendido a terceros.

Actividad de tráfico de red: qué sitios visita en Internet es asunto suyo, no nuestro. Anonimizamos la actividad de tráfico de red de nuestros clientes en el término de 24 horas. Luego, únicamente usamos la información anonimizada para estudiar datos de la red con el fin de evaluar su rendimiento, entender tendencias, anticipar la demanda y desarrollar, probar y mejorar nuestros productos y servicios. Estas tareas se basan en una muestra pequeña de todos los datos de red combinados que nunca permite identificar a un cliente en particular.

Xfinity Mobile: no vendemos ni jamás hemos vendido información sobre su ubicación cuando usa nuestro servicio Xfinity Mobile.

Aplicaciones móviles: si usa un dispositivo móvil para acceder a nuestros Servicios, podríamos necesitar conocer la ubicación de su dispositivo móvil u otro dispositivo en el que haya instalado una de nuestras aplicaciones para ciertas funciones, como conectarlo a un punto de acceso WiFi Xfinity cercano. Antes de hacerlo, le pediremos su consentimiento para recopilar y usar información de geolocalización precisa. Usted puede usar las opciones de configuración de su dispositivo para negarse a la recopilación de esta información (consulte la sección "Sus opciones") pero, si lo hace, ciertas funciones y características de los Servicios podrían verse limitadas.

Información demográfica: información como el sexo, la edad y los registros censales.

Información sobre intereses: información que indica sus intereses en temas como deportes, viajes o cocina.

Información sobre compras: información proveniente de programas de fidelidad o registros públicos.

Facebook: si interactúa con nuestros Servicios mediante un dispositivo con el que también interactúa con redes sociales, o si interactúa con nosotros mediante una función de una red social como un complemento (por ejemplo, un botón "me gusta" de Facebook), podría autorizarnos a tener acceso continuo a cierta información de su perfil en dicha red social (como su nombre, su dirección de correo electrónico, su lista de amigos, su foto, su edad, su sexo, su ubicación, su cumpleaños, su ID en la red social, su ciudad actual, las personas y los sitios que sigue, etc.). Si no quiere que una red social recopile información como la mencionada sobre usted o no quiere que la comparta con nosotros y otros terceros, examine la configuración de privacidad y las instrucciones de la red social correspondiente antes de interactuar con nuestros Servicios.

Medición e informes estadísticos para nosotros y para terceros: nosotros y los proveedores de servicios que operan en nuestro nombre podríamos combinar y usar información de nuestros registros comerciales (incluida información sobre cuentas, datos sobre la actividad de video y otra información sobre el uso) con información de terceros con el fin de crear informes de mediciones y estadísticas. Estos informes están anonimizados o combinados y no contienen ninguna información que lo identifique personalmente.

Usamos estos informes para muchos de los fines descritos en la Política de privacidad, como para mejorar los Servicios, crear y ofrecer publicidad más personalizada en nombre de Comcast y otros terceros, determinar si los mensajes de un anunciante se visualizan y cómo, y analizar la efectividad de ciertos anuncios en los Servicios de Comcast y en otros servicios y plataformas. También usamos estos informes para trabajar con grupos académicos o de investigación y para otros usos que nos ayudan a desarrollar y financiar mejoras en los servicios y la infraestructura. Podríamos compartir estos informes con programadores, anunciantes u otros. Para obtener más información sobre las opciones que tiene en relación con el uso de su información con estos fines, consulte el Centro de preferencias de privacidad de Xfinity (www.xfinity.com/privacy/manage-preference).

Configuración de opciones de inclusión o exclusión: por ejemplo, si compartimos con otros información personal que no lo identifica personalmente para uso de tales terceros, primero le daremos la opción de excluirse. En otros casos, usted podría querer que compartamos su nombre, dirección física o dirección de correo electrónico con otra empresa (por ejemplo, cuando se suscribe a un servicio de un tercero a través de la plataforma X1 o Flex). En tales casos, nos aseguraremos de que nos dé instrucciones claras antes de compartir esa información.

Información que lo identifica: podríamos compartir con terceros información anonimizada o combinada que no lo identifica en forma alguna si dichos terceros se comprometen a no desanonimizar la información ni compartirla con otros que podrían intentar hacerlo, incluso para fines académicos o de investigación.

Información que lo identifica personalmente: información que lo identifica personalmente significa datos como su nombre, su número de teléfono, su dirección física o su dirección de correo electrónico.

Otra empresa: por ejemplo, cuando se suscribe a un servicio de un tercero a través de nuestra plataforma X1 o Flex, podría pedirnos que compartamos información de contacto para ayudarlo a registrarse o iniciar sesión. O bien, si le interesara un producto que vio anunciado en televisión y quisiera compartir su información de contacto para que el proveedor del producto le envíe más información, podríamos brindarle esa opción.

Varlar (de una categoría a otra): por ejemplo, la CCPA coloca el nombre y el número de seguro social en la misma categoría. Podríamos usar su nombre para enviarle material de comercialización sobre nuestros productos, pero no usaremos su número de seguro social para fines de comercialización ni publicidad.

Información personal del cliente: (1) Información de identificación personal de un cliente de banda ancha, incluidos, entre otros, el nombre del cliente, información de facturación, el número del seguro social, la dirección de facturación y datos demográficos; e (2) Información sobre el uso del servicio de acceso a Internet de banda ancha por parte de un cliente.



Account Number

Billing Date
Jan 08, 2022

Services From
Jan 15, 2022 to Feb 14, 2022

Page
1 of 3

Hello XXXXXXXXXXXX,

Sample - Customer Bill

Thank you for choosing Xfinity.

Your bill at a glance

Previous balance		\$139.45
Credit card payment - thank you	Dec 17	-\$139.45
Balance forward		\$0.00
Regular monthly charges	Page 3	\$142.40
Taxes, fees and other charges	Page 3	\$6.80
New charges		\$149.20

Amount due Jan 22, 2022 \$149.20

Need help?

Visit xfinity.com/customersupport or see page 2 for other ways to contact us.

Your bill explained

- This bill reflects price changes we notified you about last month.
- This page gives you a quick summary of your monthly bill. A detailed breakdown of your charges begins on page 3.
- Any payments received or account activity after Jan 08, 2022 will show up on your next bill. View your most up-to-date account balance at xfinity.com/myaccount.

Detach the bottom portion of this bill and enclose with your payment

Please write your account number on your check or money order

Do not include correspondence with payment



PO BOX 6505
CHELMSFORD MA 01824

Account number **XXXXXXXXXX**

Payment due **Jan 22, 2022**

Please pay **\$149.20**

Amount enclosed

\$

Make checks payable to Comcast

Do not send cash

Send payment to
COMCAST
P.O. BOX 70219
PHILADELPHIA PA 19176-0219

With My Account, you're in control

Use My Account to easily change, edit, and update your account – from anywhere.

1. **Online:** Sign in at xfinity.com/myaccount
2. **On your smartphone:** Go to xfinity.com/apps to download the free Xfinity My Account app
3. **On your TV:** Open your X1 Main Menu and find the My Account app under Apps



There's more to explore on X1

Disney+, ESPN+, HBO Max, and Peacock Premium are now available on X1. Use your Voice Remote to discover all the new entertainment these additions bring: shows, movies, sports, and timeless NBC favorites like The Office.



Contact us

We're here to help.

 **Chat**
Visit xfinity.com/chat

 **Social**
Tweet us @XfinitySupport

 **App**
Download the Xfinity app at xfinity.com/apps

 **Phone**
Call 1 800-xfinity (1 800-934 6489)

 **Store**
At your nearest Xfinity store
find one at xfinity.com/storelocator

Additional information


Moving?


Visit xfinity.com/moving today to help you stay connected to all of your Xfinity services.

Accessibility:

If you are hearing impaired, call 711. For issues affecting customers with disabilities, call 1-855-270-0379, chat live at support.xfinity.com/accessibility, email accessibility@comcast.com, fax 1-866-599-4268 or write to Comcast at 1701 JFK Blvd., Philadelphia, PA 19103-2838 Attn: M. Gifford.

Ways to pay

 **Looking to shorten your to-do list?**
Set up automatic monthly payments and never worry about remembering to pay your bill again. Enrolling is fast, easy, and free at xfinity.com/autopay.

 **Hello paperless billing, goodbye clutter**
With paperless billing, you can pay and view your bill online. It's faster, easier and helps cut down the clutter, not the trees! Visit xfinity.com/ecobill to go green.

Additional billing information

Other ways to pay

Visit xfinity.com/myaccount
Use the My Account app

Regular monthly charges \$142.40

Your Xfinity package	\$88.20
TV: Extra Includes Limited Basic and Expanded Basic (Kids & Family, Entertainment, Sports & News).	\$66.25
TV: Showtime	\$12.00
TV: HD Technology Fee	\$9.95
Peacock Premium (\$4.99 value) Included in your Xfinity package on us. Experience timeless movies, TV shows and exclusive originals that you can't not watch. Just say "Peacock" into your Voice Remote to start streaming or visit xfinity.com/peacock to learn more.	\$0.00

Equipment & services	\$17.00
TV Box + Remote Qty 2 @ \$8.50 each	\$17.00

Service fees	\$37.20
Broadcast TV Fee	\$23.10
Regional Sports Fee	\$14.10

Taxes, fees and other charges \$6.80

Other charges	\$6.74
Regulatory Cost Recovery	\$0.08
Franchise Costs	\$0.24
Franchise Fee	\$6.19
MA License Fees	\$0.23

Taxes & government fees	\$0.06
Sales Tax	\$0.06

What's included?



TV: 125+ Channels

Visit xfinity.com/myaccount for more details

Additional information

For residential customers, if you are not satisfied with our resolution of a problem with your video service, or if you have a complaint regarding our video prices, you may contact the MA Department of Telecommunications and Cable Consumer Division, 1000 Washington St., Boston, MA 02118-6500. Call 617-305-3531 or 800-392-6066 or email: consumer.complaints@mass.gov. Local Franchising Authority: (the MA DTC at the above address). The FCC ID for your town is: MA0056.

The Regulatory Cost Recovery fee is neither government mandated nor a tax, but is assessed by Comcast to recover certain federal, state, and local regulatory costs.

Xfinity TV Update: Effective December 22, 2021, ACC Network will be added to the Expanded Basic, Sports & News, and Xfinity Latino Starter levels of service.

TV Update: On March 1, 2022, VIVID will move from channel 1887 to channel 1889 and Playboy en Espanol will be added to channels 450/1887 and included with a subscription to Playboy.

TV Update: Effective December 14th, Universal Living Faith Network was added to ch. 1098.

You have 120 days from the date of this bill to dispute any charges included on this bill.

Upcoming Programmer Contract Expirations: Information on upcoming programmer contract expirations can be found at my.xfinity.com/contractrenewals or by calling 1-866-216-8634.

SAMPLE-WORK ORDER

02/07/2022 12:31

Job Receipt (516082)

WoNum: [REDACTED]
 Job Number: [REDACTED]
 SchdDate: 02/24/2022
 Account: [REDACTED]
 Phone #: [REDACTED]
 Customer: [REDACTED]
 Address: [REDACTED]

Services:

Install Codes: \$39.99 2P TV-XI INS
 \$20.00 2P TV-XI INS
 \$0.00 1 TV INS \$0
 \$0.00 X1 FAILEDSIK
 \$0.00 FSIK XI-XV

Tech: 5826

Equip at Location: [REDACTED]
 [REDACTED]
 [REDACTED]

Equip Added:

Equip Removed: signature:

Payments:

Deposits:

Cust Satisfaction:

This notice is required by the Rules of the Federal Communications Commission. Comcast Digital Voice service (CDV) may have the 911/E911 limitations listed below. I understand and agree to the following: In order for my 911 to be properly directed to emergency services, Comcast must have my correct service address. If I move CDV to a different address without Comcast's approval, 911 calls may be directed to the wrong emergency authority, may transmit the wrong address, and/or CDV (including 911) may fail altogether. CDV uses the electrical power in my home. If there is an electrical power outage, 911 calling may be interrupted if the battery back-up in the associated multimedia terminal adapter is not installed, fails or is exhausted after several hours. Calls, including calls to 911, may not be completed if there is a problem with the network facilities, including network congestion, network/equipment/power failure, or another technical problem. Prior to changing my address, or if I have any 911-related questions, I will call 1-800-Comcast. Comcast will need several business days to update my service address in the E911 system. USE OF CDV AFTER DELIVERY OF THIS DOCUMENT CONSTITUTES YOUR ACKNOWLEDGEMENT OF THE E911 NOTICE ABOVE. By signing below, I represent that I am at least 18 years old; I am the owner of, or tenant in, the premises at the above address and that the installation, repair or other work provided has been satisfactorily completed. If this work order relates to the initial installation of services, I acknowledge receipt of the Comcast Welcome Kit which contains the Comcast Residential Customer Agreement, the Comcast Cable Subscriber Policy Notice and other important information about the services. I agree to be bound by the Comcast Customer Agreement which constitutes the agreement between Comcast and me for the services as well as any applicable Comcast acceptable use policies. If other non-installation work was provided, I agree to be bound by the current Comcast Customer Agreement as well as any applicable Comcast acceptable use policies. I authorize Comcast to obtain a credit report from a consumer credit agency in connection with the provision of the services I am receiving. IF I SUBSCRIBE TO COMCAST DIGITAL VOICE, I ACKNOWLEDGE MY RECEIPT AND UNDERSTANDING OF THE E911 NOTICE ABOVE.

Signature: _____

Correspondence



February 7, 2022

Via UPS

Board of Selectmen
Town of Hopedale
78 Hopedale Street
Hopedale, MA 01747

Dear Chairman and Members of the Board:

Pursuant to G.L. Ch. 166A, Section 10, Comcast is pleased to provide a copy of its Form 500 for YE2021. The Form 500 contains information on customer video service related issues in your community and how Comcast responded, including the time taken to resolve these complaints. For the Form 500, the Massachusetts Department of Telecommunications and Cable defines a complaint as:

Any written or verbal contact with a cable operator in connection with subscription in which a person expresses dissatisfaction with an act, omission, product or service that is (1) within the operator's control, and (2) requires a corrective measure on the part of the operator.

Comcast also has provided a copy of the enclosed Form 500 to the Department of Telecommunications and Cable.

Please do not hesitate to contact me at Catherine_Maloney@cable.comcast.com should you have any questions.

Very truly yours,

Catherine Maloney

Catherine Maloney, Sr. Manager
Government Affairs

cc: Department of Telecommunications and Cable



Form 500 Complaint Data

Code Key: Avg. Resolution Time

<1> Less than 1 Day <2> 1-3 Days <3> 4-7 Days <4> 8-14 Days <5> 15-30 Days <6> >30 Days

Code Key: Manner of Resolution

A. Resolved to the satisfaction of both parties.
B. Resolved, customer dissatisfied. C. Not Resolved.

Town HOPEDALE
Year 2021
Subscribers 918

Manner of Resolution (see code key above for the manner represented by the letters below) The number below each letter indicates the number of complaints resolved in that manner.

	Total Complaints	Avg Resolution Time (see code above)	A.	B.	C.
Advertising/Marketing	0	2			
Appointment Service Call	0	2			
Billing	1	2	1		
Customer Service	0	2			
Equipment	0	2	0		
Installation	0	2			
Other	0	2			
Other	0	2			
Reception	0	2			
Service Interruption	3	2	3		

Form 500 Service Interruption Data

Code Key: Duration of Service Interruption

<1> Less than 1 Day <2> 1-3 Days <3> 4-7 Days <4> 8-14 Days <5> 15-30 Days <6> >30 Days

Town	Hopedale	Year	Date of Service Interruption	Subscribers	Duration of Service Interruption (see Code Key above)
	Hopedale	2021	6/30/2021 8:10:00 PM	918	1
	Hopedale		12/25/2021 3:22:00 PM		1
	Hopedale		11/4/2021 9:38:00 AM		1
	Hopedale		6/8/2021 7:33:00 PM		1
	Hopedale		12/20/2021 4:18:00 AM		1

the 1990s, the number of people who have been employed in the public sector has increased in all countries.

There are a number of reasons for the increase in public sector employment. One reason is that the public sector has become a more important part of the economy. In many countries, the public sector now provides a significant portion of the total output. This has led to an increase in the number of people employed in the public sector.

Another reason for the increase in public sector employment is that the public sector has become a more attractive place to work. This is due to a number of factors, including the fact that the public sector is often seen as a more stable and secure place to work. Additionally, the public sector often offers better benefits and working conditions than the private sector.

There are also a number of other reasons for the increase in public sector employment. For example, the public sector has become a more important part of the economy in many countries. This has led to an increase in the number of people employed in the public sector.

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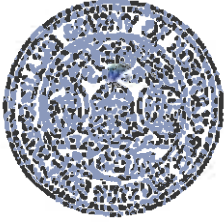
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NORFOLK COUNTY AGRICULTURAL HIGH SCHOOL

The County of Presidents

400 MAIN STREET, WALPOLE, MA 02081

Telephone: (508) 668-0268

Fax: (508) 668-0612

Web Site: www.norfolkaggie.org

TRUSTEES

EDWIN S. LITTLE, Sharon, Chairman
PETER H. COLLINS, Milton
JOSEPH P. SHEA, Quincy
MATTHEW J. SHEEHAN, Dedham
ELIZABETH SMITH, Franklin
RICHARD R. STAITI, Canton

JOHN E. MARTIN, Superintendent-Director, Ext. 11207
JOHN R. WALLACE, Business Manager, Ext. 11211
ROBIN J. VANROTZ, Principal, Ext. 12102
KIM F. CATTAN SKELLY, Director of Special Education, Ext. 12207
LINDA M. RADZVILLA, Vocational Assistant Principal, Ext. 19128
SEAN G. CROWLEY, Academic Assistant Principal, Ext. 15119
DAWN K. CARON, Dean of Student Life, Ext. 13124

February 15, 2022

Diana Schindler
Town Administrator
78 Hopedale Street, PO Box 7
Hopedale, MA 01747

Dear Ms. Schindler:

The Norfolk County Agricultural High School has held its February 9, 2022 Board of Trustees meeting. On the agenda for the meeting was the setting of tuition rates for the 2022-2023 school year. The tuition rate is subject to the approval by the Norfolk County Advisory Board.

For FY23 the Board has approved a Base and a Capital rate for both in and out-of-county students. The new Capital charge is intended to enable the school to maintain the facilities needed to provide a quality agricultural education to all of our students. It is anticipated that a Capital rate will be charged annually. The Board of Trustees unanimously approved the rates as follows:

Out-of-county tuition rate - Base:	\$22,828
Out-of-county tuition rate - Capital:	\$ 1,744
Out-of-county tuition rate - Total	\$24,572

Currently, the town/city of Hopedale has the following number of students enrolled at the Norfolk County Agricultural High School:

Grade 9: 0
Grade 10: 0
Grade 11: 0
Grade 12: 0

As of February 8, 2022, there are 1 students who have applied for admission for the 2022 – 2023 school year. Please be aware that as the year unfolds, enrollment may change. Additional students may be offered admission and will move from the waitlist to active enrollment. Conversely, some students withdraw from enrollment.

If you require additional details, please don't hesitate to contact my office directly.

Sincerely,

John E. Martin
Superintendent-Director

The Norfolk County Agricultural High School is an equal opportunity employer who does not discriminate on the basis of race, color, sex, gender identity, sexual orientation, religion, national origin, disability status, genetic information and testing or the Family and Medical Leave Act in its education activities or employment practices as required by Title IX of the 1972 Federal Education Amendments, by Section 504 of the 1973 Rehabilitation Act and by Chapter 622 of the General Laws of the Commonwealth of Massachusetts.

A service to Norfolk County-Regional Government representing twenty-eight communities of: Avon, Bellingham, Braintree, Brookline, Canton, Cohasset, Dedham, Dover, Foxborough, Franklin, Holbrook, Medfield, Medway, Millis, Milton, Needham, Norfolk, Norwood, Plainville, Quincy, Randolph, Sharon, Stoughton, Walpole, Wellesley, Westwood, Weymouth, Wrentham



TOWN OF HOPEDALE

78 Hopedale Street - P.O. Box 7
Hopedale, Massachusetts 01747

Tel: 508-634-2203 ext. 212
Fax: 508-634-2200

Board of Water & Sewer
Commissioners

Ed Burt, Chair
James Morin
Don Cooper

To: Hopedale Select Board

February 18, 2022

We are writing to convey the Hopedale Water and Sewer Commission's objection to GURR's continued land clearing proposal within the 364 West St property in the name of water supply well exploration.

The W&S Commission has NOT approved any resources (financial, equipment or personnel) to be utilized for such a project, nor have we received Town Meeting authorization to do so.

The following current projects should each be taken to conclusion to confirm the related impact on any new water supply aspects at the West St location:

- Complete the existing new water source exploration in the Green St area
- Complete the new Water Tank design, funding research, and hopefully construction
- Complete the PFAS removal research, funding options and associated plant upgrades.

Each project has an impact on the requirements and timing of any potential future wells at West St, making all of them a priority ahead of the West St exploration.

Additionally, because of the high cost to connect any West St source to the existing Hopedale Water system infrastructure, the potential of the West St location should be planned along with the Milford Water Company. This planning has not even begun yet, as the Town of Milford recently took over that independent water company. Nor has this potential location been vetted by the DEP, the ultimate authority over a new public water supply source.

Most importantly, the negative impact to the current water supply caused by any more land clearing within the West St watershed would only exacerbate today's water supply concerns and issues. This point cannot be emphasized enough.

The oversight of the water supply, watershed and water exploration is the Water & Sewer Commission's legal responsibility. Please represent our decisions and opinions as part of the West St court proceedings accordingly.

Sincerely,

Ed Burt Hopedale Water & Sewer Commission, Chair