

The Hopedale Council on Aging wants to recognize residents who will celebrate their 100th birthdays. We have an active Database of our “senior” (65+) residents which is taken from Town Census records. However, if family members of seniors residing in Hopedale want to ensure acknowledgement of their family member’s birthday, please contact the Hopedale Sr. Center at (508)634-2208.

March 2021

Dr. Vincent J. Arone 100

On March 25, 2021 Dr. Vincent Arone will turn 100.

In 1960, Dr. Arone founded the Ledges School in Hopedale, established for children and adults with disabilities.

Dr. Arone has been an active town-resident serving on the Hopedale School Committee, as a Board Member of the non-profit Hopedale Foundation and congregant of Sacred Heart Church in Hopedale.

Dr. Arone along with his wife Marie who passed in 2005, raised their 5 children in Hopedale.

Dr. Arone is blessed with 10 grandchildren and 4 great grandchildren.

Happiest of birthdays on this most glorious occasion.

Board of Selectmen
January 25, 2021
Regular Minutes

Chair Keyes called the meeting to order at 7:00PM

Pledge of Allegiance

Consent Items

Per M.G.L. Chapter 44, §53E; Accept Donation for 364 West Street Legal Fees in the amount of \$76,348.54 from Anonymous Donor

The Board of Selectmen thanked the Anonymous Donor for the generous donation.

Selectman Arcudi made a motion to accept the donation of \$76,348.54 for 364 West Street Legal Fees. Selectman Hazard seconded the motion.

Arcudi – Aye, Hazard – Aye, Keyes – Aye

Appointments and Resignations

Resignation of Richard Bekerian from the Hopedale Police Department, effective January 29, 2021. (Letter Attached)

Chair Keyes read the letter provided by Richard Bekerian. Chair Keyes thanked Richard for his time and hard work with the Hopedale Police Department and stated that this is a big loss for Hopedale. Police Chief Giovanella also thanked Richard for his time with the Police Department. Chief Giovanella stated that with this loss the Police Department will be understaffed within 4-5 months, even with recently appointed employees.

Selectman Hazard moved to accept the resignation of Richard Bekerian from the Hopedale Police Department, effective January 29, 2021. Selectman Arcudi seconded the motion.

Hazard – Aye, Arcudi – Aye, Keyes – Aye

Reappointment of Carole Mullen to the MWRTA Advisory Board for the Town of Hopedale. (Letter Attached)

Chair Keyes read the letter provided by Carole Mullen. The Board of Selectman thanked Carole for her hard work and involvement.

Selectman Arcudi made a motion to reappoint Carole Mullen to the MWRTA Advisory Board for the Town of Hopedale. Selectman Hazard seconded the motion.

Arcudi – Aye, Hazard – Aye, Keyes – Aye

Public Hearing

7:15 p.m. Complete Streets Policy

To hear public comments and receive input on Draft Hopedale Complete Streets Policy

Selectman Arcudi made a motion to open the public meeting at 7:18PM on the Complete Streets Policy.

Selectman Hazard seconded the motion.

Arcudi – Aye, Hazard – Aye, Keyes – Aye

Present: Eli Road Commissioner. Town Administrator began the discussion regarding the Complete Streets Policy. Town Administrator explained the Complete Street Policy that the Board of Selectmen will be reviewing at tonight's meeting. Town Administrator Schindler stated that most of the policy will be guided by the Road Commissioners because it is a road and streets policy primarily although this policy is not automobile centric (sidewalks, bike pathways, etc). The Town would also incorporate other decision makers in the policy such as the Schools, COA, the ADA Coordinator, the Parks Committee, or the Board of Selectmen.

Road Commissioner Eli LAST NAME asked Town Administrator Schindler that if the Road Commissioner's currently have projects open or had upcoming projects for the next year, that are going to be funded by Chapter 90 funds but if the funding from Chapter 90 runs out, would the Complete Streets Policy cover the funding that is needed? Town Administrator Schindler stated that we can augment the Chapter 90 funds with the Complete Streets Policy funds if it fits the criteria of Policy. How quickly the Complete Street funds are available is unknown.

Selectman Arcudi asked if we are adopting this Policy late and does that effect the Towns chances of being awarded funding? Town Administrator Schindler responded that over 200 MA communities have adopted the policy. The program is competitive, getting certified and obtaining the technical assistance funding is not competitive. The construction grants however, are competitive. Town Administrator Schindler clarified that this Policy is for public ways, not private ways.

Selectman Arcudi asked if a developer comes to Hopedale, would we enforce this Policy and make sure the developer is following the DOT guidelines? Road Commissioner Eli LAST NAME stated that Hopedale is currently enforcing DOT guidelines. However, with the policy in place, stricter guidelines may be enforced.

Selectman Arcudi stated that he wants to be sure that we will not be hindering development of Hopedale because of this policy and the infrastructure of the Town, he stated that some areas do not have the space for three lanes or bike paths. Town Administrator Schindler responded that there are exemptions included in the Policy that confirm that the Town/Developers will not be forced to do/add something if the costs are going to be disproportionate to the need or use.

Chair Keyes open the discussion for public comments.

A resident asked what the process is for notifying the town if there is a problem with the sidewalks and with the new policy, how to handle it? Town Administrator stated that the notification process remains the same, call the Highway Department. Town Administrator responded to the resident and stated that once this Policy is adopted, we want to get as much information as we can so we can add this information to the prioritization plan.

Selectman Hazard moved to close the Complete Street Public Hearing. Selectman Arcudi seconded the motion.

Hazard – Aye, Arcudi – Aye, Keyes – Aye

Selectman Hazard moved to adopt the Complete Streets Policy as presented. Selectman Arcudi seconded the motion.

Hazard – Aye, Arcudi – Aye, Keyes – Aye

The Public Hearing dissolved at 7:35PM

New Business*

7:45 p.m. Joint Meeting per M.G.L. Chapter 41, §11, with remaining Planning Board members, to consider Appointment of Kaplan Hasanoglu

Stephen Chaplin, member of the Planning Board, called the joint meeting to order at 7:46PM.

Stephen Chaplin thanked Kaplan Hasanoglu for his interested in the Hopedale Planning Board and stated that he will bring a lot to the Board. The Board of Selectmen expressed their enthusiasm regarding Kaplan being accepted as a member to the Planning Board.

Eli Leino made a motion to accept Kaplan Hasanoglu as a member to the Planning Board. Steven Gallagher seconded the motion.

Chaplin – Aye, Leino – Aye, Gallagher – Aye, Hazard – Aye, Arcudi – Aye, Keyes – Aye

Eli Leino made a motion to adjourn the meeting of the Planning Board. Steven Gallagher seconded the motion.

Leino – Aye, Gallagher – Aye, Chaplin – Aye

Old Business

COVID Updates

Town Administrator Schindler stated that the Governor is easing on restrictions. Beyond Full, the restaurant located in the Town Hall, will be permitted to open for in house dining beginning on February 1, 2021. There will be a limited number of patrons allowed, and masks must be worn when not consuming food/beverage. Town Administrator Schindler stated that the is working with Hopedale Health Agent, Bill Fisher, to ensure that the Town Hall has good cleaning and disinfecting of all shared facilities. Town Administrator Schindler stated that at the next Department Heads meeting, they will be discussing opening the Town Hall for limited regular hours to the public. Currently, residents must make an appointment to come into the Town Hall.

Mediation Updates; *Attorney Peter F. Durning, Special Counsel*

Attorney Durning shared his screen with the Board and the Residents providing a presentation regarding 364 West Street. Attorney Durning stated that he hopes this presentation will provide sufficient details and information primarily so that the Board can make an informed decision following the public comment period at this meeting.

Attorney Durning reviewed the events throughout the litigation and mediation process through his presentation. Attorney Durning stated that the factored that favored a negotiation solution were that the Land Court denied our motion for preliminary injunction and prevailing at the Land Court on G.L. c. 61 does not give Hopedale the ability to develop a public water supply. Attorney Durning stated that the core principals guiding the negotiation solution were protecting the Mill River watershed which is hydrologically connected to the Town's current water supply, securing opportunities for the exploration and development of new public water supply sources, owning or controlling the greatest amount of the forest land possible and preserving it as conservation land, and obtaining concessions for GU RR that would promote local control and/or the application of state and local rues and regulations on railroad parcels to the greatest extent possible to promote protection of the watershed and to preserve the ability to develop future water supply. Attorney Durning stated that it is important to point out again, regarding the last point, the Interstate Commerce Commission Termination Act (ICCTA) grants railroads significant protection under Federal Law. Whereby, railroads generally do not have to abide by State and local regulations. For example, railroads generally do not have to abide by the Massachusetts State Wetlands Protection Act. If the Town were able to secure adherence to State and Local regulations by the railroad through a private settlement agreement that would give Hopedale greater influence and control on the outcomes of how this land was developed, compared to if the Town went to Court, lost the action and the railroad had free reign to develop these parcels.

Based on the current negotiations, the Town would own outright parcels A and D, these parcels would be deeded to the Town subject to the non-build easement granted under the auspices of the Army Corps of Engineers. They would be accepted by the Town as conservation land consistent with the warrant at Special Town Meeting. Parcels A and D would give the Town control of the full Mill River Corridor. The railroad would own parcels B, C and E.

There are two potential types of water supply on the 364 West Street property, potential bed rock wells base on fracture trace or a well or well field from groundwater in the shallow BLANK. A fracture trace study was performed that shows the confluence of certain ground features that indicate there is a strong likelihood that there would be bedrock fractures below those points that could be explored and exploited for public water supply. Also, a well or well field from ground water is possible, given the soil characteristics and general knowledge of the aquifer associated with the Mill River in this area. These are the two areas the Town was trying to secure to make sure we can get to the public water supply. Attorney Durning noted that the GU RR will need water for their development on their parcels, in this agreement the GU RR is willing to enter a cost sharing agreement with Hopedale that will assist and offset the costs of the exploration for water supply wells.

In addition to the cost sharing agreement, the GU RR is willing to make some additional agreements. Such as, agreeing to impose a no build area (300 X 1000 easement area) located on parcel E. There would be no development on that portion of the parcel for five years. For this agreement, Hopedale would create an easement to allow GU RR to use the eastern most portion of parcel A to do wetlands replication work if some of their work offsets existing wetlands on their parcels. Attorney Durning opened the discussion for Michael Milanowski, President of the GU RR, to

Michael Milanowski, President of GU RR spoke and presented a power point regarding the negotiation expectations for the land at 364 West Street mediation. Milanowski discussed that the railroad and the Town's focus has been regarding protecting future bedrock well location and preserving the current water supply, but the Town needs the GU RR's support. GU RR is trying to work with the Town to work out an agreement to build a municipal well, secure recharge areas, and maintain working safely. Michael Milanowski discussed the resolution that came to fruition regarding the PPP with the Town at a 1 or a 1.5 or greater land swap, since the W Commission did not support this concept the GU RR agreed to negotiate and came to a resolution that now includes sale of land to Town including non-61 (25 acres) parcel. Milanowski continued to discuss the land transfer by One Hundred Realty Trust, explaining what will become and what was negotiated regarding parcels A, B, C, D listed on his power point presentation.

Attorney Peter Durning continued with his presentation. Durning discussed the deed restrictions that the GU RR has agreement to. GU RR has agreed to be bound by certain aspects of the Town of Hopedale's Ground Water Protection Supply bylaw to be applied to parcels B and C. In summary, the railroad has agreed to earth removal requirements, limitations of application and storage pesticides, herbicides, insecticides, fungicides, and rodenticides, limitation on fertilizers, groundwater recharge and groundwater quality, preparation of a hazardous materials management plan. The GU RR has agreed to additional deed restrictions on parcels B and C not included in the Towns bylaw, such as, development will be limited to enclosed buildings or structures so as to avoid outside storage, Owner will keep state and local authorities apprised of any development plan by providing notification to the Board of Selectmen and/or Town Administrator, GU RR provides for enforceability of these provisions though an action to a court of competent jurisdiction, including but not limited to the Massachusetts Superior Court and the Land Court as well as a Roadway provision deed restriction.

Attorney Durning stated that they have negotiated a preliminary agreement with the railroad that will need to be formalized and adopted by the Board of Selectmen if that is the decision of the Selectmen today. The GU RR was informed that the finalized negotiation, if the Board so authorize, to be completed by February 9, 2021. We anticipate that pursuant to that agreement, there will be a conveyance of land from the GU RR to the Town of Hopedale that would take place at a formal closing approximately 60 days after the conclusion of the formal agreement. Pursuant to the terms of the tentative agreement, GU RR is going to donate parcel D, the 363 West adjacent parcel. The Town of Hopedale will be obligated to purchase the additional lands that it is getting from parcel A. The negotiated purchase price is \$587,500. The parties are agreeing to split the cost of a formal land survey, to establish the new boundaries on the parcels.

Attorney Durning stated that he endorses this settlement package, the negotiated solution meets the Town of Hopedale's objectives, it dedicates more land for conservation, preserves the aesthetic experience of the parklands, secures watershed protection for the Mill River Watershed, it provides opportunities for public water supply development from the bedrock wells or ground water resources, promotes commercial development in an area that the Town has its own industrial area. Attorney Durning closed his discussion and presentation.

Eric Kelly with Environmental Partners stated that the negotiations support locating potential water supply and protecting the water shed.

Future GU RR Development; *Michael R. Milanoski, President, Grafton and Upton Railroad Company* Deliberate & Vote Mediation Agreement regarding 364 West Street & 363 West Street ADJ

Selectman Arcudi made a motion to deliberate and vote to accept the negotiated mediation agreement regarding 364 West St and 364 West St adjacent. Selectman Keyes seconded the motion.

Selectman Arcudi stated that his goal was to get the best option for the Town and the residents. Selectman Arcudi feels that with this negotiation the Selectman were able to accomplish that goal by protecting the current watershed and having the ability for future water expansion. The Town also can extend expansion of our parklands. Selectman Arcudi thanked Attorney Peter Durning, Selectman Hazard and Chair Keyes for their time during the process.

Selectman Hazard began a discussion regarding the mediation/negotiation agreement. Selectman Hazard stated that she feels that the railroad has done a disservice to the Town regarding Chapter 61 land. She feels that the negotiation agreement being discussed is vastly different than what the residents voted at Town Meeting and that the decision made tonight should be what the residents desire. Selectman Hazard stated that she is anticipating that, per the feedback from the public at tonight's meeting, and if the Town is not able to hold another Town Meeting, she will likely be voting not in favor to the vote taking place tonight.

Chair Keyes state that the Board of Selectmen's goal if they were not able to get all the land regarding this topic are water shed protection, water supply exploration and protection and obtaining as much of the land as possible. Chair Keyes opened the meeting for public discussion and questions.

Hopedale resident, Jim Donohoe asked if there is a deadline or reason as to if/why the Board of Selectmen need to decide tonight? Attorney During responded that the agreement that the GU RR has put forward, coming out of the mediation, needs to be consummated. The Town made a commitment in entering the mediation agreement. The Board of Selectmen modified the form of the mediation agreement to expressly say that the Board of Selectmen would not be bound by any terms of the agreement until it had the opportunity to conduct public hearing. During mediation, this date was specified as the date of the public hearing.

Hopedale resident and Water Sewer Commission, Ed Burt commented that what was stated at tonight's meeting highlights the core principals of the residents and Town's concerns and goals. He thanked the residents involved in this process. Burt asked is there is a way to extend the five-year limitation regarding building. Attorney Durning stated that the anticipation is that a well is viable and that it would not be under development while Mass DEP might be reviewing new approval. The negotiations state that the five-year limit is firm, while the town can advance its water exploration. The exploration for water supply is aligned between the Town and GU RR, hence the cost sharing agreement. Some residents shared concerns regarding the five-year limit exploration limit for a well. Eric, with Environmental Partners, stated that the timeline is going to be driven by the science. Yes, regarding public supply wells, the exploratory phase can be completed in shorter time frames. What extends the time frame is the connection of a water source, treatment necessary and the infrastructure that supports it. Selectman Hazard asked Attorney Durning if the agreement states that the well will need to be completed in five years or does the Town have five years to determine if the well is viable (exploratory phase)? Attorney Durning responded that the GU RR agrees to not construct any buildings on the 300ftX1,000ft rectangular area for a period of five years or until the Town identifies a financial/feasible public drinking water well supply area on that land.

Public and Board Member Comments (votes will not be taken)

Correspondence and Selectmen Informational Items (votes will not be taken)

Town Administrator Schindler asked Chair Keyes to move this item to after Appointments and Resignations at 7:11 PM. Chair Keyes agreed, no vote is required to move item.

Master Plan Steering Committee – The Master Plan Steering Committee would like to invite you to the Vision Workshop! With your assistance in this workshop, you will be able to help us create our Vision Statement that will shape the plan's, goals and recommendations for Hopedale. The workshop will take place via Zoom on January 31, 2021 from 2PM-4PM. To RSVP for the workshop and to receive the Zoom details, visit <https://www.envisionhopedale.com>. The Master Plan Steering Committee would like to thank all of those who participated in the envisionHopedale survey. We received nearly 500 responses! Your responses will help pave the way for the Master Plan. The results of the survey will soon be available at [envisionhopedale.com](https://www.envisionhopedale.com).

Jim Abbruzzese, Chair of the Master Plan Steering Committee, discussed the Visio Workshop, via Zoom that is available for residents and non-residents to partake in. During this workshop the Master Plan Steering Committee will ask participants questions such as, what drew them to Hopedale, what keeps them in Hopedale and what they wish to see in Hopedale in the future. The Master Plan will be a guiding document for Departments on the future of the Town. This is also an excellent way for the voice of the people to be heard regarding what community goals are for the Town development.

Requests for Future Agenda Items:

Administrator Updates (In Packet)

Executive Session: None

Selectman Arcudi made a motion to adjourn the meeting. Selectman Hazard seconded the motion.

Arcudi – Aye, Hazard – Aye, Keyes – Aye

Chair Keyes dissolved the meeting at 12:05PM

Submitted by:

Lindsay Mercier
Lindsay Mercier, Executive Assistant

Adopted: _____

**Board of Selectmen
Regular Meeting Minutes
February 8, 2021
7:00 PM**

Call to order 7:00 p.m. via Zoom Meeting

Chair Keyes convened the meeting at 7:00PM

Pledge of Allegiance

A. Consent Items

1. Accepting the Donation of \$200 to the Bancroft Memorial Library from Frederick G. Oldfield, III, Chair of the Bancroft Memorial Library Trustees, in memory of his Grandmother, Marjorie Hattersley (Letter Attached)

Chair Keyes read the letter provided by Robyn York, Director of Bancroft Memorial Library. Chair Keyes thanked Frederick for his generosity and donation. Selectman Arcudi echoed Chair Keyes sentiments and thanked Frederick for his service, time, and effort he spends with the Library.

Selectman Arcudi made a motion to accept the donation of \$200 to the Bancroft Memorial Library from Frederick G. Oldfield, III, Chair of the Bancroft Memorial Library Trustees, in memory of his Grandmother, Marjorie Hattersley. Chair Keyes seconded the motion.

Hazard – Aye, Arcudi – Aye, Keyes – Aye

B. Appointments and Resignations

1. **7:15 p.m.** Joint Meeting per M.G.L. Chapter 41, §11, with remaining Water Commission members, to consider Appointment of Donald Cooper (No posted meeting for W/S – review letter received)

Town Administrator, Diana Schindler, stated that this item will be passed over and revisited at a future Board of Selectmen meeting due to the Water and Sewer Department not posting a joint meeting agenda.

2. Appointment of Melissa Butler to the Master Plan Steering Committee (Talent Bank Form Attached)

Selectman Arcudi asked Town Administrator if the Master Plan Steering Committee is a full Board with these appointments, Town Administrator confirmed that after this meeting the Master Plan Steering Committee will have a full Board. Selectman Arcudi thanked Melissa Butler for her participation on the Master Plan Steering Committee.

Selectman Hazard made a motion to appoint Melissa Butler to the Master Plan Steering Committee. Selectman Arcudi seconded the motion.

Hazard – Aye, Arcudi – Aye, Keyes - Aye

3. Appointment of Kaplan Hasanoglu to the Master Plan Steering Committee

Chair Keyes thanked Kaplan Hasanoglu for his participation on the Master Plan Steering Committee.

Selectman Arcudi made a motion to appoint Kaplan Hasanoglu to the Master Plan Steering Committee. Selectman Hazard seconded the motion.

Arcudi – Aye, Hazard – Aye, Keyes – Aye

C. Public Hearing None

D. New Business*

1. Approve MOU with CMRPC for implementation of EEA grant in the amount of \$32,500 (TA to sign) (vote)

Town Administrator briefly explain the EEA (Executive Office of Environmental Affairs) Grant. Schindler stated that this grant opportunity became available, and she has been working with CMRPC to carry out an open space plan. It is stated in the MOU that some of these funds will be applied to Administrative processes to update the Zoning Bylaws. Schindler has informed the Planning Board at a previous meeting and the Planning Board is ready to assist.

Selectman Hazard made a motion to approve the MOU with CMRPC for implementation of EEA grant in the amount of \$32,500. Selectman Arcudi seconded the motion.

Hazard – Aye, Arcudi -Aye, Keyes – Aye

2. Collective Bargaining Assignments –
Selectman Hazard – School, Clerical, Public Works
Selectman Arcudi – Public Safety (Police, Fire, Call Fire, Dispatch) (Vote)

Selectman Hazard made a motion to approve the Collective Bargaining Assignments. Selectman Arcudi seconded the motion.

Hazard – Aye, Arcudi – Aye, Keyes – Aye

E. Old Business

1. Green Communities Fuel Efficient Vehicle Policy (FEVP) Update – Adoption Letter and MOU EEA PAG Round 4 Hopedale MP – *Mimi Kaplan, CMRPC*

Schindler informed the Board of Selectmen that there have been updated State parameters on the FEVP. The Board adopted the FEVP at a previous meeting but due to the parameters being updated, Schindler needs to inform the Board and send a letter to the State to inform them that the Board is aware and approves. The updated parameters by the State are minimal and will mostly affect the Schools. The School Committee addressed and approved this at their previous meeting.

2. COVID Updates

Town Administrator Schindler stated that currently the Town Hall is closed to the public, however, staff hours have increased. There have been ongoing discussions regarding reopening the Town Hall to the public. Once Hopedale is no longer in the “red category” and at “yellow or green” then the Town Hall will reopen to the public. If Hopedale moves to the “yellow” category by Friday, they will reassess Town hall opening at an earlier date. There have been discussions regarding COVID vaccines and vaccine clinics in Hopedale. Schindler has been working with Bill Fisher, Hopedale Health Agent, and Salmon VNA, Hopedale has a contract with, to discuss the possibility of setting up COVID clinics and acquiring refrigeration for the vaccinations. Schindler has been looking at possible CARES Act funding for vaccinations as well.

3. Mediation Updates; *Attorney Peter F. Durning, Special Counsel*

Attorney Durning shared a presentation with the Board and the public to inform them of recent developments and the culmination of the effort to transpose the term sheet that the Board approved at their meeting on January 25, 2021 to the final settlement agreement. Attorney Durning presented slides as a reference, displaying the parcels (A, B, C, D, E) of One Hundred Forty Realty Trust that are being discussed in the settlement agreement. Durning stated that there has been a change to Parcel B since the last meeting, the GU RR has agreed to extend a riparian buffer for the entire southeast portion of Parcel B. The Trust and the GU RR have agreed that the whole 50ft length of the southeastern border will be a no-build/riparian buffer. There will be no physical or vertical structures at this location, there is a provision, that states there can be storm water infrastructures that facilitate infiltration but not treatment and it can have driveways in portion of the area. This is the only change to the slide presented showing the division of the parcels.

Attorney Durning felt that some items need to be reiterated, such as, the Board of Selectmen have always held the authority to act on the Right of First Refusal under G.L. c. 61, 8, nothing about the Special Town Meeting vote or the on-going litigation changes that authority. As the Town's Chief Executive authority, the Board of Selectmen has general authority for conducting and resolving litigation. Lastly, to the extent, the Settlement Agreement with GU RR and the Trust results in the Town of Hopedale acquiring less land for less money than was authorized at Special Town Meeting, no further authorization is required. It is important to recognize the status quo. Though Hopedale has arguments for acquiring the portion of 364 West Street subject to G.L. c. 61, at present that land is controlled by the One Hundred Forty Realty Trust. Both Judge Rubin and Judge Lombardi acknowledged that the substitution of the trustees occurred. Rail Roads enjoy broad preemptions under federal law. Part of the reasons motivating the Board of Selectmen to seek a negotiated solution, was to secure better environmental protections for the Town than the Town would have had if the GU RR obtained the land outright. Though railroads enjoy a preemption over State and local regulations, they are bound to follow federal law, including the Clean Water Act and, extent applicable, the Safe Drinking Water Act.

What is important to understand about the proceeding that we are going through tonight is that the Board of Selectmen have already authorized the execution of a settlement agreement at their meeting on January 25, 2021 under the terms sheet. Between January 25, 2021 and today (February 8, 2021), Attorney Durning has been working with Counsel for the GU RR and the Trust and has negotiated some revisions to the term sheet that clarify certain elements in the agreement and provide further enhancements for the Town. Attorney Durning recognized that at the previous meeting he was asked if revisions to the term sheet were possible, he did not state that it was a certainty that any of the terms from the term sheet could be altered because we had entered a binding agreement with the term sheet. The GU RR and the Trust were able to discuss certain modification that would provide additional benefits to the Town.

Attorney Durning discussed the letter received by the Board of Selectmen and dated February 5, 2021, from the Water and Sewer Commissioners that stated the terms of the term sheet are violating their authorities. Durning stated that the Water/Sewer Commissioner's authority is not as vast as asserted in their letter. Given the posture of the conveyance being contemplated by the settlement agreement, which involves the grant of land by a private party to the Town, the concerns about the Commissioner's authority under any eminent domain power are not present here. Commissioners have authority over this land as water supply, at this moment in time, it is not certain that 364 West Street can support a public water supply. The Hopedale Zoning Map for 364 West Street shows that the portions of land discussed is zoned as industrial. This land is not in the Ground Water Protections bylaw district, however, pursuant to the agreement the Trust is agreeing to adopt certain deed restrictions that will impose the same land use controls that are present in the Ground Water Protection bylaw over parcels B and C that will be controlled by the Trust and GU RR.

While the Commissioners do not have the breadth of authority over this parcel as it is presented in their February 5, 2021 letter, the Commissioners and the Water Department do have a significant role to play with the potential development of a public drinking water supply at 364 West Street. Given that both the Town and GU RR have an interest in exploring the land in Parcel A for a potential water supply, the Settlement Agreement includes a provision for a cost sharing agreement that is subject to review and approval by the Water/Sewer Commissioner. In addition, the settlement agreement removes any constraint on the sequence of any exploration for water supply by the Commissioners and the Water Department. There was a mandate in the term sheet that the Town would first look to explore the possibility of a bedrock well. This requirement was removed, as the cost sharing agreement would go into operation, the GU RR and Water Department would explore the viability of wells in the shallow groundwater well or wellfield, they would be conducting this work at the same time while consolidating and sharing that effort.

Attorney Durning pointed out key provisions that are addressed and changes that have been made in the settlement agreement, such as, (1) the Trust or its designee and/or successors shall comply with the applicable health and safety state and federal laws and regulations regarding the development and operation of a water supply well provided however, nothing herein shall be interpreted as subjecting any such work to any local preclearance requirements. (2) The settlement agreement provides a mechanism for the assessment of roll back taxes for a change in use of the land classified under Chapter 61. The value of the roll back taxes will be assessed by the Hopedale Board of Assessors prior to Closing. To preserve the bargained for cost of the land in Parcel A, that the Town and GURR has settled on, the purchase price will be increased by the assessed tax then Trust will be obligated to pay the tax within 5 days. Due to this, the purchase price for parcel A remains consistent with the result of the negotiation. (3) GU RR has proposed donating Parcel D (363R West Street) to the Town. This will be subject to approval at Town Meeting, pursuant to G.L. c. 40, 14. (4) Section 1.e.iv. expressly references the involvement of the Parks Commission and the Conservation Commission with respect to the replication easement area on the east side of Parcel A. (5) The language in Section 5.a stated the Town shall not unreasonably withhold support for GU RR's future application(s) for state and federal grants. (6) the calculation of the survey costs in 5.b is based on a cost-sharing between the acreage in Parcel A for the Town and the acreage in Parcel, C and E, for the Trust. (7) To preserve the status quo and avoid local actions that would constitute impermissible preclearance activity, the Town shall not take any action inconsistent with the terms and intent of this agreement to extinguish, restrict, eliminate or to take by eminent domain the easement areas delineated on Exhibit 1 (Section 5.f). The Town acknowledges that the land subject to this agreement has historically been zoned for Industrial uses within the Town, and further acknowledges that the Defendants relied on the zoning status of this land as allowing Industrial uses as a matter or risk intentionally acquire the subject land and thereafter to effectuate the allocation of Parcel A, B, C, D, and E in this agreement. The Board of Selectmen shall continue to support the zoning of Parcels B, C, and E as permitting Industrial uses as a matter of right. (8) The action to enforce language in section 14 expressly references the ability to bring actions in Massachusetts State Courts for the enforceability of the agreement. There is language requiring the parties to confer in good faith to try and resolve the dispute. There is also a fee shifting provision – the loser in any enforcement action pays the cost of the prevailing party. (9) The Board of Selectmen shall be designated as the decision-making body of the Town for the purpose of implementing the provision of this settlement agreement. The Board of Selectmen shall have the right to consult with any such board, commission, or department as is necessary for carrying out any such terms of this agreement but shall retain decision-making authority to the extent permitted by law.

Selectman Hazard asked Attorney Durning to clarify if there is a timeline and/or deadline, does the Board of Selectmen have time to address some issues that have been brought to them by the Water Department, Conservation Commission, and the Public. Attorney Durning responded that yes, regarding the timeline, pursuant to the terms of the term sheet, the term sheet being a binding commitment, we have until February 9, 2021 to sign and complete the transition from the term sheet to the finalized terms of the settlement agreement. Selectman Hazard asked if the request to post pone the agreement by the Conservation Commission, Water Department and the residents that are suing the Town is possible? Attorney Durning stated that the vote to commit to the settlement agreement was already taken at the January 25, 2021 meeting. Selectman Arcudi asked Attorney Durning that in points 8 and 9, the land will remain zoned as Industrial and that the Town will not seek eminent domain, how will the Town know this in the far future so that does not happen? Also, regarding the donated land, does there have to be a Special Town Meeting, or could this item be put on the Annual Town Meeting? Attorney Durning responded that the donated land item can go on the Annual Town Meeting, a Special Town Meeting is not necessary.

Chair Keyes opened the meeting for public discussion. Keyes acknowledge that Attorney Lurie is on the meeting, Attorney Lurie represents the citizens that are suing the Town regarding the land at 364 West St. Keyes asked Attorney Durning if we should acknowledge and speak with Attorney Lurie at this meeting tonight? Attorney Durning advised it would not be appropriate for Attorney Lurie to speak and advocate on behalf of the residents he represents. He can speak during this meeting. Attorney Lurie stated he represents 10 residents of Hopedale, that he sent a letter to the Board of Selectmen and discussed the letter with Attorney Durning. Attorney Lurie stated that he feels that the Chapter 61 rights of the Town remain in effect and the deal abandons those rights. Attorney Lurie continued to inform the Board, Attorney Durning and Resident of his position and reasons as to why the Town should have moved forward with litigation to obtain the land, as it was the Town's right to obtain the land.

Selectman Arcudi asked Attorney Durning with the pending lawsuit by the residents, does this change the timeline of the settlement agreement? Arcudi fears that a lawsuit could potentially make the agreement with GU RR and the Trust null or void. Then causing the Court to step in and the Town not getting any land. Attorney Durning responded that there are some additional activities that need to occur that are spelled out in the settlement agreement particularly the execution of a purchase and sale agreement, during that period there is going to be an engineer and a survey of 364 West Street so that we get the precise meets and bounds that are intended to be conveyed. These activities typically take 60 days, there will be 60 days before a formal closing. Attorney Durning stated that it would depend on the tactics that Attorney Lurie and the residents he is representing use. What is anticipated in the settlement agreement is that the agreement memorializes the agreement that has been reached between the Town and GU RR. Pursuant to the terms of the settlement agreement the outstanding litigation and the surface transportation board will be closed/dismissed and the current litigation in the land court regarding the rights under chapter 61 will also be dismissed. If another group decides to sue the Town, then it should not affect the timeline of the settlement agreement. Selectman Hazard asked what the consequences would be if the Board of Selectmen choose to postpone per the request of the residents that are suing the Town. Attorney Durning stated that the Trust and GU RR would likely insist on compliance with the terms of the terms sheet and the modifications that we secured through the settlement agreement would be void.

Attorney Durning wanted to stress that about submitting material to the land court Judge. The settlement is not subject to land court approval. This is the determination of three litigants, the Town, the Trust, and GU RR. They have arrived at a resolution of their agreement and their issues. There is not requirement to submit the resolution to the land court for approval. Multiple residents raised concerns regarding they feel that the process was rushed, they felt that the Board did not follow the Town Meeting vote to purchase the land, and that the Water/Sewer and Conservation Commissions should have been involved more. Attorney Durning stated that all the work that the Commissions put into this was utilized and used by the Selectmen. Selectman Arcudi stated that the public was asked what their main concerns are regarding this land if purchasing the land outright was not possible. The Board and Attorney Durning worked to make sure those public requested were met. Their main concerns being water supply protections current and future, parkland protection and conservation, watershed protection.

Several residents have asked if it would be possible to edit the date on the term sheet, to give the Selectmen and the residents more time to review and to avoid possible litigation with Hopedale residents. Attorney Durning responded that, the date is not changing, he feels that changing the date due to the threat of a litigation is warranted.

A resident asked Attorney Durning if the Town were to fail at Land Court and the Surface Transportation Board would there be any recourse? Durning responded that yes, surface transportation board decisions are reviewable by the federal court system, so there could have been an appeal of the decision of the surface transportation board to federal court. Decisions of the land court are appealable to the appeals court and ultimately, the Supreme Judicial Court of MA. That was part of the consideration in this matter, that given how close some of the issues were and how dramatic the swing for the winning and losing party that the likelihood of success and cost of litigation would involve many layers of practice following the resolution.

- F. Public and Board Member Comments (votes will not be taken)
- G. Correspondence and Selectmen Informational Items (votes will not be taken)
- H. Requests for Future Agenda Items:
Selectman Hazard asked to add the Select Board name change to the next agenda.
- I. Administrator Updates (In Packet)
- J. Executive Session: Motion: To move into Executive Session, pursuant to M.G.L. c.30A, § 21(a) for item # (3): To discuss strategy with respect to collective bargaining or litigation that an open meeting may have a detrimental effect on the litigation position of the public body and the chair so declares. Roll Call Vote
 1. **Purpose: Litigation strategy re: Town v. Jon Delli Priscoli, Trustee, et als, Attorney Durning present.**
 2. **Purpose: Collective Bargaining; All units.**

Selectman Arcudi made a motion to move into executive session. Selectman Hazard seconded the motion.

Roll Call Arcudi – Aye, Hazard – Aye, Keyes – Aye

Chair Keyes dissolved the meeting at 10:42PM

Submitted by:

Lindsay Mercier
Lindsay Mercier, Executive Assistant

Adopted: _____



TOWN OF HOPEDALE

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

Tel: 508-634-2203 Fax: 508-634-2200

BOARD OF SELECTMEN

Brian R. Keyes, Chair
Louis J. Arcudi, III
Glenda Hazard

February 25, 2021

To: Abutters
National Grid – Wendy Paluch
Robert Leonida, Engineering Supervisor Distribution Design

NOTICE

In conformity with the requirements of Section 22 of Chapter 166 of the General Laws (Ter. Ed.) you are hereby notified that a **Public Hearing** has been scheduled for **Monday, March 22, 2021 at 7:00 PM**, via Zoom Meeting based upon the petition of MASSACHUSETTS ELECTRIC COMPANY, to erect and maintain poles and wires to be placed thereon, together with such sustaining and protecting fixtures as said Companies may deem necessary, in the public way or ways hereinafter referred to, as requested in petition of said company dated the 18th day of February, 2021

Mendon Street:

National Grid respectfully request permission to install new Intermediate Pole 34, Mendon St for purpose of raising existing facilities for new Railroad Signal Gate (See Attached Map)

Wherefore they pray that after due notice and hearing as provided by law, it be granted a location for and permission to erect and maintain pole and wires, together with such sustaining and protecting fixtures as it may find necessary, said poles to be erected substantially in accordance with the plan filed herewith marked:

MASSACHUSETTS ELECTRIC COMPANY.

Plan No. 28103831 Dated 1/25/2021

HOPEDALE BOARD OF SELECTMEN
Brian R. Keyes, Chairman

8:12:01AM

Abutters List

Subject Parcel ID:

Subject Property Location:

| ParcelID | Location | Owner | Co-Owner | Mailing Address | City | State | Zip |
|---------------|-------------------|----------------------|-------------------------|-------------------|------------|-------|------------|
| 11-21-0 | 128 MENDON ST | DEROCHER PAUL | DEROCHER HEATHER | 128 MENDON ST | HOPEDALE | MA | 01747-1813 |
| 11-23-0 | 1 3, 5 DEC CT | FEDERSPIEL JUDE G. | FEDERSPIEL CHRISTINE | 1 DEC COURT | HOPEDALE | MA | 01747 |
| 11-28-0 | 130 MENDON ST | J + M AND SONS, INC. | | 130 MENDON ST | HOPEDALE | MA | 01747 |
| 11-28-0 | 10 12 PIERCE ST | GABER MINA A TRUSTEE | MANKARYOURS RAOUF R TRU | 13 WHITEHALL WAY | BELLINGHAM | MA | 02019 |
| 11-48-0 | 131 133 MENDON ST | ALEXANDER LEE A | | 131-133 MENDON ST | HOPEDALE | MA | 01747-1941 |
| 11-49-0 | 127 129 MENDON ST | MACDONALD JASON G | MACDONALD CHERYL L | 127 MENDON ST | HOPEDALE | MA | 01747 |
| Parcel Count: | | 6 | | | | | |

End of Report

Town Copy



Town of Hopedale
Clerk's Office
74 Hopedale St P.O. Box 7
Hopedale, MA 01747

RECEIVED
2021 FEB 22 A 10:56
HOPEDALE TOWN CLERK

February 18, 2021

To Whom It May Concern:

Enclosed please find a petition of NATIONAL GRID, covering NATIONAL GRID pole location(s)

If you have any questions regarding this permit, please contact:

Please notify National Grid's Wendy Paluch of the hearing date / time at 401-784-4267 or wendy.paluch@nationalgrid.com

If this petition meets with your approval, please return an executed copy to:

Wendy Paluch: 280 Melrose Street-3rd floor, Providence, RI

Very truly yours,


Robert Leonida
Supervisor, Distribution Design

Enclosures

PETITION FOR POLE LOCATIONS

February 18, 2021

To the Town Council of
Hopedale, Massachusetts

MASSACHUSETTS ELECTRIC COMPANY requests permission to erect and maintain poles and wires to be placed thereon, together with such sustaining and protecting fixtures as said company may deem necessary, in the following public way or ways;

Mendon St

National Grid respectfully request permission to install new Intermediate Pole 34 Mendon ST for purpose of raising existing facilities for new Railroad Signal Gate


Wherefore it prays that after due notice and hearing as provided by law, it be granted a location for and permission to erect and maintain pole and wires, together with such sustaining and protecting fixtures as it may find necessary, said poles to be erected substantially in accordance with the plan filed herewith marked:

MASSACHUSETTS ELECTRIC COMPANY

Plan No. **28103831** Dated **1/25/2021**

Your petitioner agrees to reserve space for one crossarm at a suitable point on each of said poles for the fire, police, telephone and telegraph signal wires belonging to the municipality and used exclusively for municipal purposes.

MASSACHUSETTS ELECTRIC COMPANY

By: Robert Lemicka
Manager of Distribution Design 

ORDER FOR POLE LOCATIONS

February 18, 2021

To the Board of Selectmen
of the Town of Hopedale, Massachusetts

Notice having been given and public hearing held, as provided by law, **IT IS HEREBY ORDERED:**
that **MASSACHUSETTS ELECTRIC COMPANY** be and they are hereby granted locations for and permission
to erect and maintain poles and wires to be placed thereon, together with such sustaining and protecting fixtures as
said Company may deem necessary, in the public way or ways hereinafter referred to, as requested in petition of
said Company dated the
18th day of February, 2021

All construction under this order shall be in accordance with the following conditions:--

Poles shall be of sound timber, and reasonably straight, and shall be set substantially at the points indicated upon
the plan marked--

MASSACHUSETTS ELECTRIC COMPANY

Plan No. **28103831** Dated **1/25/2021** filed with this order

There may attached to said **MASSACHUSETTS ELECTRIC COMPANY** not to exceed twenty wires, and all
of said wires and cables shall be placed at a height of not less than eighteen feet from the ground.

The following are the public ways or parts of ways along which the poles above referred to may be erected, and
the number of poles which may be erected thereon under this order:--

Mendon St

**National Grid respectfully request permission to install new Intermediate Pole 34
Mendon ST for purpose of raising existing facilities for new Railroad Signal Gate**

Also for permission to lay and maintain underground laterals, cables and wires in the above or intersecting
public ways for the purpose of making connections with such poles and buildings as each of said petitioner may
desire for distributing purposes.

I hereby certify that the foregoing order was adopted at a meeting of the

_____ 2021

Clerk of Selectmen

Received and entered in the records of location orders
of the City of Hopedale, Massachusetts

Book: _____ Page: _____

Attest: _____
Town Clerk

I hereby certify that on _____, at ___ o'clock, ___ M.,
at _____ a public hearing was held on the petition of

MASSACHUSETTS ELECTRIC COMPANY

for permission to erect the poles, wires and fixtures described in the order herewith recorded, and that I mailed at least seven days before said hearing a written notice of the time and place of said hearing to each of the owners of real estate (as determined by the last preceding assessment for taxation) along the ways or parts of ways upon which the Company is permitted to erect poles, wires and fixtures under said order.

And that thereupon said order was duly adopted.

Selectmen of the Town of

Hopedale, MA

CERTIFICATE

I hereby certify that the foregoing is a true copy of a location order and certificate of hearing with notice adopted by the _____ of the Town of _____, Massachusetts, on the _____ day of _____, and recorded with the records of location orders of provisions of Chapter 166 of General Laws and any additions thereto or amendments thereof.

Attest: _____
Town Clerk



Office of the Board of Assessors
P.O. Box 7
74 Hopedale Street
Hopedale, MA 01747
Teresa M. Gonsalves Principal Assessor
Tel. (508) 634-2203 x224 FAX (508) 634-2200
e-mail tgonsalves@hopedale-ma.gov

Edward A. Holland, Jr.
Chairperson

Lisa M. Alberto

Donald W. Howes

REQUEST FOR ABUTTER'S LIST

Today's Date: 01/25/2021

Requester's Name: Wendy Paluch

Mailing Address of Requester: 280 Melrose St. Providence RI 02907

Requester's Contact Number: 401-267-6627

Address of Subject Property: 126 Mendon St

Subject Property Parcel ID: Map: 11 Block: _____ Lot: 21

Requester's Signature: _____

Do you wish the Abutter's List to be?

Emailed to: wendy.paluch@nationalgrid.com...

Mailed to: _____ or Picked up: _____

Purpose: Building/ZBA (300' Radius)

ConCom (100' Radius)

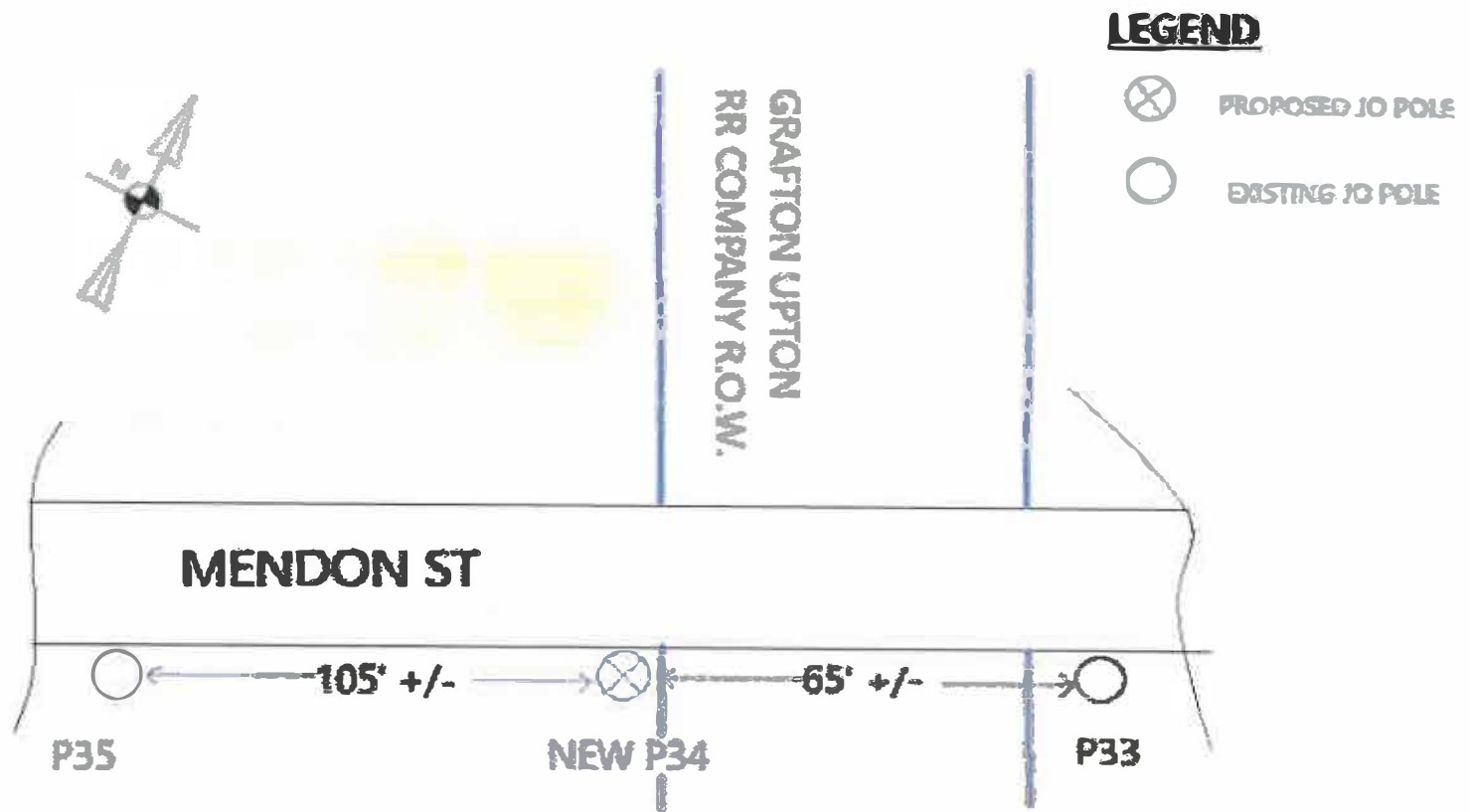
Other (please specify) Town Requirement

Date Completed: _____


Completed By: _____

Cost: \$25.00 per report type and or per address - checks payable to Town of Hopedale. Lists will not be emailed/mailed until payment is received.

PLEASE ALLOW TEN (10) BUSINESS DAYS FOR COMPLETION



National Grid respectfully request permission to install new intermediate pole 34 Mendon St for purpose of raising existing facilities for new Railroad Signal Gate

| | |
|---|---------------------|
|  Massachusetts Electric Energy Solutions | |
| Plan Number: 28103831 | Date: 01/25/2021 |
| To accompany petition dated: 01/25/2021 | |
| TO THE: TOWN of HOPEDALE | |
| For proposed NEW Pole: 34 | Location: MENDON ST |
| Date of Original Date: 01/25/2021 | |

PETITION FOR POLE LOCATIONS

Return to
NGrid

February 18, 2021

To the Town Council of
Hopdale, Massachusetts

MASSACHUSETTS ELECTRIC COMPANY requests permission to erect and maintain poles and wires to be placed thereon, together with such sustaining and protecting fixtures as said company may deem necessary, in the following public way or ways;

Mendon St

National Grid respectfully request permission to install new Intermediate Pole 34 Mendon ST for purpose of raising existing facilities for new Railroad Signal Gate

Wherefore it prays that after due notice and hearing as provided by law, it be granted a location for and permission to erect and maintain pole and wires, together with such sustaining and protecting fixtures as it may find necessary, said poles to be erected substantially in accordance with the plan filed herewith marked:

MASSACHUSETTS ELECTRIC COMPANY

Plan No. **28103831** Dated **1/25/2021**

Your petitioner agrees to reserve space for one crossarm at a suitable point on each of said poles for the fire, police, telephone and telegraph signal wires belonging to the municipality and used exclusively for municipal purposes.

MASSACHUSETTS ELECTRIC COMPANY

By: *Robert Leonida*
Manager of Distribution Design

ORDER FOR POLE LOCATIONS

February 18, 2021

To the Board of Selectmen
of the Town of Hopedale, Massachusetts

Notice having been given and public hearing held, as provided by law, IT IS HEREBY ORDERED:
that MASSACHUSETTS ELECTRIC COMPANY be and they are hereby granted locations for and permission
to erect and maintain poles and wires to be placed thereon, together with such sustaining and protecting fixtures as
said Company may deem necessary, in the public way or ways hereinafter referred to, as requested in petition of
said Company dated the
18th day of February, 2021

All construction under this order shall be in accordance with the following conditions:--

Poles shall be of sound timber, and reasonably straight, and shall be set substantially at the points indicated upon
the plan marked--

MASSACHUSETTS ELECTRIC COMPANY

Plan No. 28103831 Dated 1/25/2021 filed with this order

There may attached to said MASSACHUSETTS ELECTRIC COMPANY not to exceed twenty wires, and all
of said wires and cables shall be placed at a height of not less than eighteen feet from the ground.

The following are the public ways or parts of ways along which the poles above referred to may be erected, and
the number of poles which may be erected thereon under this order:--

Mendon St

**National Grid respectfully request permission to install new Intermediate Pole 34
Mendon ST for purpose of raising existing facilities for new Railroad Signal Gate**

Also for permission to lay and maintain underground laterals, cables and wires in the above or intersecting
public ways for the purpose of making connections with such poles and buildings as each of said petitioner may
desire for distributing purposes.

I hereby certify that the foregoing order was adopted at a meeting of the

_____ 2021

Clerk of Selectmen

Received and entered in the records of location orders
of the City of Hopedale, Massachusetts

Book: _____ Page: _____

Attest: _____
Town Clerk

I hereby certify that on _____ at _____ o'clock, _____ M.,
at _____ a public hearing was held on the petition of

MASSACHUSETTS ELECTRIC COMPANY

for permission to erect the poles, wires and fixtures described in the order herewith recorded, and that I mailed at least seven days before said hearing a written notice of the time and place of said hearing to each of the owners of real estate (as determined by the last preceding assessment for taxation) along the ways or parts of ways upon which the Company is permitted to erect poles, wires and fixtures under said order.

And that thereupon said order was duly adopted.

Selectmen of the Town of

Hopedale, MA

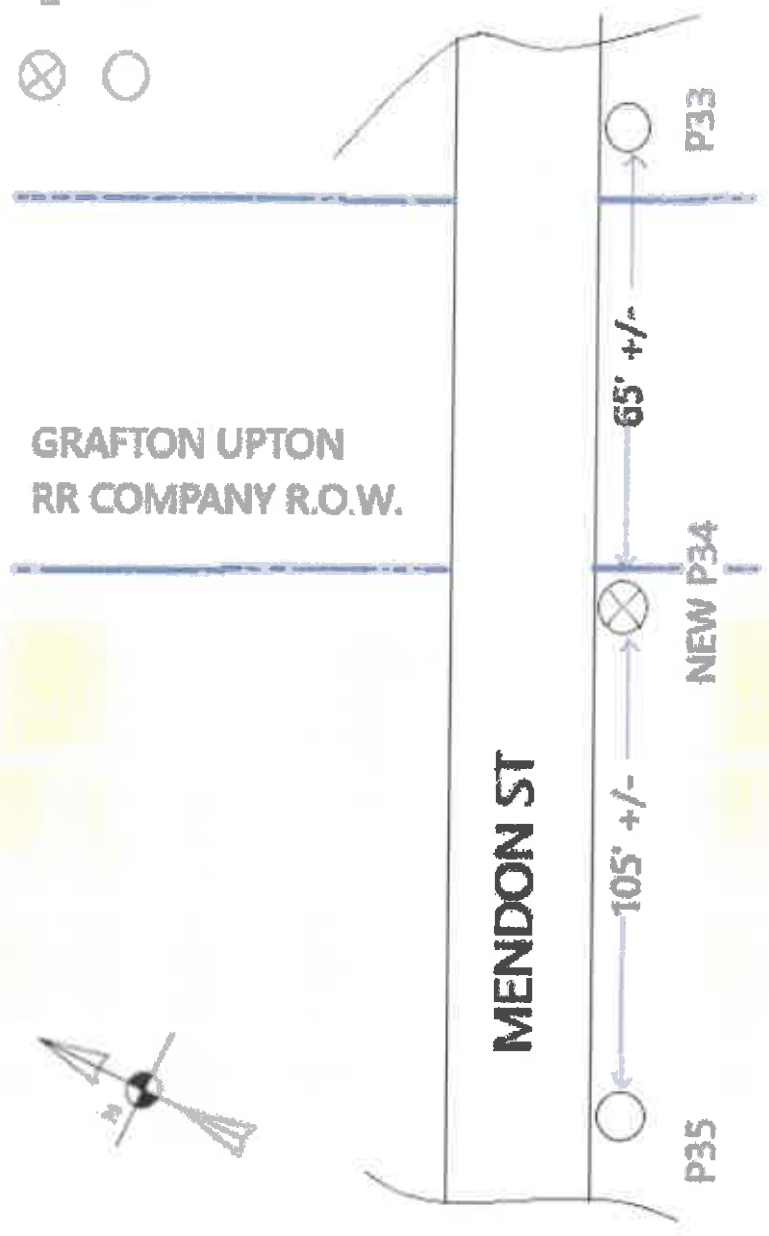
CERTIFICATE

I hereby certify that the foregoing is a true copy of a location order and certificate of hearing with notice adopted by the _____ of the Town of _____, Massachusetts, on the _____ day of _____, and recorded with the records of location orders of provisions of Chapter 166 of General Laws and any additions thereto or amendments thereof.


Attest: _____
Town Clerk



GRAFTON UPTON
RR COMPANY R.O.W.



National Grid respectfully request permission to install new intermediate pole
34 Mendon St for purpose of raising existing facilities for new Railroad Signal
Gate

| | | |
|---|-----------------------|-------------------|
|  Massachusetts Electric Shortline Electric Division | Plan number: 28103831 | Sheet: 01/25/2021 |
| To accompany Petition dated: 01/25/2021 | | |
| To the: TOWN of HOPEDALE | | |
| New proposed pole: NEW Pole 34 Location: MENDON ST | | |
| Date of Original Grants: 01/25/2021 | | |



The Commonwealth of Massachusetts

William Francis Galvin, Secretary of the Commonwealth
Elections Division

MEMORANDUM

TO: Local Election Officials

FROM: Michelle K. Tassinari, Director and Legal Counsel, Elections Division

DATE: March 16, 2021

RE: Changes to State Election Laws: Chapter 5 of the Acts of 2021

The purpose of this memo is to provide information on temporary changes to the Massachusetts state election laws contained in Chapter 5 of the Acts of 2021. This new law essentially provides extensions of provisions already set in Chapter 45 of the Acts of 2020 (as amended by Chapter 92 of the Acts of 2020) and Chapter 255 of the Acts of 2020.

As you may recall, in response to the pandemic, Chapter 45 of the Acts of 2020 was enacted which allowed municipalities to delay the date of their town election and/or town meeting and also allowing early voting by mail. Chapter 92 of the Acts of 2020 amended that to allow a municipality to eliminate a municipal caucus. The provisions in these Acts applied to 2020. Chapter 255 of the Acts of 2020 allowed for early voting by mail and other changes relative to designating polling places and appointing poll workers in addition to allowing in-person early voting for elections held on or before March 31, 2021.

The law itself only refers back to these other session laws. Below please find an overview of each section. We have also included the existing laws with the changes at the end of this document.

SECTIONS 1 and 2 amend section 1(a) Chapter 45 of the Acts of 2020. This section allows a city or town with a municipal caucus or annual or special election scheduled before **June 30, 2021** to postpone the date to a new date, which must be on or before **August 1, 2021**.

A vote to postpone an election or caucus may be taken by the select board, town council, board of registrars or city council of the city or town and must be done prior to the date of the scheduled municipal caucus or municipal election and the new date must be set at least 20 days in advance.

Since this section amends the timing for Chapter 45 of the Acts of 2020, certain other provisions of that Act still apply. Just like the process last year, the select board, town council or city council of a city or town postponing a municipal caucus or municipal election must consult with the local election official and the chief operating officer of the municipality as to logistics and feasibility before taking a vote. At least 20 days before the new date of the election or caucus, you must post a copy of Chapter 45 of the Acts of 2020 (as amended), the vote of the select board, town council or city council, and a sample ballot on your municipal website.

Additionally, you'll need to advertise to your voter that the caucus or election has been postponed, which can be done by a "reverse-911" call, municipal list-serve notifications, advertisement on local cable television or issuance of a press release sent to local news media.

If you postpone the date of your municipal election, the voter registration deadline changes to **10** days before the new date and the voter registration session must be held from at least 2-4 pm and from 7-8 pm. If you keep your election day the same, the voter registration deadline remains at 20 days and the session is from 9 am until 8 pm (unless you have less than 1,500 voters in which case your session must be held from at least 2-4 pm and 7-8 pm).

If you vote to postpone your election but have already prepared your materials, including ballots, you can still use those ballots that have the original date. If you have not printed your ballots, you should print with the new date.

SECTION 3 amends section 1A of Chapter 45 of the Acts of 2020. This section allows the select board, board of selectmen, town council or board of registrars to vote to eliminate a municipal caucus, scheduled to occur between March 23, 2020 and **July 31, 2021**, if such board concludes that holding the municipal caucus would constitute a threat to the public health and safety due to the 2019 novel coronavirus, also known as COVID-19. If the town votes eliminate a municipal caucus, candidates must use nomination papers that must be signed by at least 10 registered voters.

SECTIONS 4, 5, 6 and 7 amend Chapter 255 of the Acts of 2020. These sections extend the provisions of Chapter 255 of the Acts of 2020 from March 31, 2021, to **June 30, 2021**. Below please find an overview of each section of Chapter 255 of the Acts of 2020.

Subsection (a): Allows any person any person taking precautions related to COVID-19 in response to a declared state of emergency or guidance from a medical professional,

local or state health official or any civil authority vote absentee by reason of physical disability for all elections held on or before June 30, 2021.

Subsection (b): Allows a voter who has been instructed by a medical professional or a local or state health official to self-quarantine in their home beginning after noon on the seventh day before any annual or special municipal or state primary or election held on or before **June 30, 2021** can qualify as if they were admitted to a healthcare facility in accordance with subsection (c) of section 91B of chapter 54 of the General Laws. Such voters may designate their home address for delivery of the ballot.

Subsection (c): Allows early voting by mail for any annual or special municipal or state primary or election held on or before **June 30, 2021**.

Subsection (d): Allows voters to use a vote by mail application or any form of written communication to request a ballot and sets the deadline for you to receive any vote by mail applications no later than 5 pm on the fourth business day before election day.

Subsection (e): Allows use of absentee ballots for early voting by mail, but requires use of an early voting affidavit envelope for all early voters by mail. We recommend using "Early/Absentee" in the header if you have not already ordered ballots.

Subsection (f): Requires you to add "EV" on the voting list next to the name of an early voter.

Subsection (g): Requires the counting of early voting ballots in accordance with section 25B of chapter 54 and further requires that the inner envelopes be retained with the ballots cast at the election and shall be preserved and destroyed in the manner provided by law for the retention, preservation or destruction of official ballots. Please note that you must count all early voting ballots at the appropriate precinct. Unlike last year for the state primary and state election, you CANNOT advance remove or deposit early voting ballots for municipal elections.

Subsection (h): Sets the deadline to return early voting ballots by mail to be the close of polls on the day of the election and allows voters to return their ballot by: (i) delivering it in person to the office of the appropriate city or town clerk; (ii) dropping it in a secured municipal drop box; or (iii) mailing it to the appropriate city or town clerk.

Subsection (i): Requires the selectmen or city council to evaluate and report on whether a polling place change would have a disparate adverse impact on the basis of race, national origin, disability, income, or age. The report must be posted on the city/town's website and in the clerk's office at least 3 days before the vote to change it. This subsection further requires polling place changes be posted on the municipal website and other places determined by the selectmen or city council and allows notification to voters by electronic means, to the extent possible, including by email or by reverse 911 call. You DO NOT need to mail a notice to every household.

Subsection (j): Allows the appointing authority to appoint election officers without regard to political party membership, voter status, residence in the city or town or inclusion on a list filed by a political party committee if you determine there is a deficiency. This subsection also allows you to appoint any competent person willing to serve, without regard to political party membership, voter status, residence in the city or town or inclusion on a list filed by a political party committee a warden, clerk or inspector or the deputy of any such officer, if any such position is vacant within the 3 weeks preceding the election.

Subsection (k): Allows you to eliminate the check-out table.

Subsection (l): Provides a local option for in-person early voting for municipal elections held on or before **June 30, 2021**. In order to have in-person early voting, the local election official must request and recommend in-person early voting. The vote must occur not less than 5 business days prior to the proposed beginning of early voting. The vote itself must set the dates and hours, can begin no sooner than 10 days before the election and end must end no later than the business day preceding the business day before the election. You can opt to use your regular business hours unless you set different hours, which could be limited to weekend hours. If you conduct early voting in-person for a municipal election, you have to designate an early voting site that is centrally located, suitable and in a convenient public building and publish notice of the early voting location, dates and hours at least 48 weekday hours before the early voting period begins.

SECTION 7 amends Chapter 255 of the Acts of 2020 to add a new section (m), requiring providing an accommodation to voters who request one. The accommodation is limited to voters who are blind or have vision impairments, mobility or dexterity disabilities, or other disabilities that make it difficult or impossible for them to effectively access a paper vote by mail ballot because they cannot independently read, write, hold, or physically manipulate standard print materials. This new section requires that upon receiving a request, the local election official shall make reasonable efforts to grant accommodations to the voter.

Chapter 45 of the Acts of 2020 (which was previously modified by chapter 92 of the Acts of 2020). Red indicates new date, strike through means it does not apply.

SECTION 1. (a) Notwithstanding section 9 of chapter 39, sections 26 and 28 of chapter 51 and chapters 53 and 54 of the General Laws or any other general or special law or by-law to the contrary, a city or town with a municipal caucus or annual or special municipal election scheduled between the effective date of this act and **June 30, 2021**, may postpone such municipal caucus or municipal election in accordance with this act. The select board, town council, board of registrars or city council of the city or town may vote on any day prior to the date of their scheduled municipal caucus or municipal election to postpone the municipal caucus or municipal election to a date certain on or before **August 1, 2021**. Such rescheduled caucus or election shall be held in accordance with all applicable election laws except as otherwise provided in this act.

(b) The select board, town council or city council of a city or town postponing a municipal caucus or municipal election pursuant to this act shall, following consultation with the local election official and the chief operating officer of the municipality as to logistics and feasibility, vote to reschedule the municipal caucus or municipal election. A copy of this act, the vote of the select board, town council or city council and a sample ballot shall be placed on the official municipal website not later than 20 days before the date to which the rescheduled caucus or election has been postponed. Notice of such action shall be provided to the public in other ways reasonably calculated to enable eligible voters to learn of the rescheduled election date and to cast ballots therein. The notice may include, but shall not be limited to, a “reverse-911” call, municipal list-serve notifications, advertisement on local cable television or issuance of a press release sent to local news media.

(c) Consistent with section 107 of chapter 41 of the General Laws, an incumbent elected official whose term would have expired at a municipal annual town election if the election was not postponed pursuant to this act shall continue to serve in the official’s position until a successor is elected and qualified.

(d) If this act does not take effect until after the date of a scheduled municipal caucus or municipal election during the state of emergency declared by the governor pursuant to executive order 591, declaration of a state of emergency to respond to COVID-19, the actions of the board of selectmen, town council, city council and local election officials to postpone a municipal caucus or municipal election shall be ratified, validated and confirmed as if this act had been in place prior thereto.

SECTION 1A. The select board, board of selectmen, town council or board of registrars may vote to eliminate a municipal caucus, scheduled to occur between March 23, 2020 and **July 31, 2021**, if such board concludes that holding the municipal caucus would constitute a threat to the public health and safety due to the 2019 novel coronavirus, also known as COVID-19. In any town that eliminates the municipal caucus, nomination papers shall be used to nominate candidates pursuant to sections 7 and 10 of chapter

53 of the General Laws; provided, however, that such nomination papers shall be signed by not fewer than 10 registered voters of the town; provided, however, that to the extent that the forty-ninth day prior to the date of the election has passed, nomination papers shall be made available immediately, and shall be returned to the office of the board of registrars for certification no later than the date designated by the town clerk, which shall be no earlier than 36 days and no later than 32 days prior to the date of the election; provided further, that candidates shall be notified if their names will be placed on the ballot on the next business day after the deadline for filing, and the time for filing withdrawals and objections shall expire at 5:00 p.m. on the following business day.

SECTION 2. The last day to register to vote for any annual or special municipal or state election postponed pursuant to this act or otherwise postponed in response to COVID-19 shall be 10 days before the date to which the rescheduled election has been postponed; provided, however, that the board of registrars shall hold a registration session on that date not less than from 2:00 PM to 4:00 PM and from 7:00 PM to 8:00 PM. The voting list to be used at such rescheduled election shall include all eligible voters registered as of that date.

SECTION 3. The caucus or election materials, including, but not limited to, absentee and official ballots, prepared for a municipal caucus or any annual or special municipal or state election postponed pursuant to this act or otherwise postponed in response to COVID-19 and bearing that date shall be used for the rescheduled caucus or election to the extent practicable. If additional ballots are required to be printed, the ballots shall be identical in form to those prepared for the original caucus or election.

SECTION 4. Absentee ballots cast in connection with the original election date for any annual or special municipal or state election postponed pursuant to this act or otherwise postponed in response to COVID-19, whether returned before the original election or otherwise, and received by the local election official before the close of polls on the date of the rescheduled election, shall be processed in accordance with applicable law; provided, however, that any voter who chooses to vote in person on the date of the rescheduled election may do so if their absentee ballot has not yet been counted. ~~Completed applications to vote by absentee ballot in the rescheduled election shall be accepted by the board of registrars until 12:00 noon on the last business day before the rescheduled election.~~

~~For an election held on or before June 30, 2020 any person taking precaution related to COVID-19 in response to a declared state of emergency or from guidance from a medical professional, local or state health official, or any civil authority shall be deemed to be unable by reason of physical disability to cast their vote in person at a polling location.~~

SECTION 5. ~~(a) Notwithstanding section 25B of chapter 54 of the General Laws or any other general or special law to the contrary, any eligible voter may vote early by mail for any annual or special municipal or state election held on or before June 30, 2020.~~

~~(b) Any qualified voter wanting to early vote by mail may file with their local election official an application for an early voting ballot. Any form of written communication evidencing a desire to have an early voting ballot be sent for use for voting at an election shall be given the same effect as an application made in the form prescribed by the state secretary. Local election officials shall send early voting by mail ballots to those who have applied as soon as ballots are available. No application shall be deemed to be seasonably filed unless it is received in the office of the local election official before noon on the last business day before the date on which the rescheduled election is held.~~

~~(c) Local election officials may substitute absentee ballots for early voting ballots for those voters requesting to vote early by mail in municipal elections. An early voting ballot or absentee ballot substituted for an early voting ballot, along with an envelope bearing an affidavit as set forth in section 25B of chapter 54 of the General Laws, shall be provided to each qualified voter who participates in early voting by mail.~~

~~(d) The local election officials shall cause to be placed on the voting lists opposite the name of a qualified voter who participates in early voting the letters "EV" designating an early voter.~~

~~(e) The counting of early voting ballots shall be consistent with section 25B of chapter 54 of the General Laws and implemented regulations to the extent practicable. All envelopes referred to in this section shall be retained with the ballots cast at the election and shall be preserved and destroyed in the manner provided by law for the retention, preservation or destruction of official ballots.~~

~~(f) All early voting ballots voted by mail shall be received by the town clerk before the hour fixed for closing the polls on the date on which the rescheduled election is held. Early voting ballots cast under the authority of this section shall be processed at the polls in a manner consistent with that set forth in said section 25B of said chapter 54.~~

Chapter 255 of the Acts of 2020 as amended. Red indicates new date, blue indicates new language.

(a) For any annual or special municipal or state primary or election held on or before **June 30, 2021**, any person taking precautions related to COVID-19 in response to a declared state of emergency or guidance from a medical professional, local or state health official or any civil authority shall be deemed to be unable to cast their vote in person at a polling location by reason of physical disability.

(b) Notwithstanding any general or special law to the contrary, subsection (c) of section 91B of chapter 54 of the General Laws shall apply to voters who have been instructed by a medical professional or a local or state health official to self-quarantine in their home beginning after noon on the seventh day before any annual or special municipal or state primary or election held on or before **June 30, 2021** and such voters may designate their home address for delivery of the ballot.

(c) Notwithstanding section 25B of said chapter 54 or any other general or special law to the contrary, any eligible voter may vote early by mail or as prescribed herein for any annual or special municipal or state primary or election held on or before **June 30, 2021**.

(d) Any qualified voter wanting to early vote by mail may file with their local election official an application for an early voting ballot. Any form of written communication evidencing a desire to have an early voting ballot be sent for use for voting at an election shall be given the same effect as an application made in the form prescribed by the state secretary. Local election officials shall send early voting by mail ballots to those who have applied as soon as ballots are available. No application shall be deemed to be seasonably filed unless it is received in the office of the local election official before 5 P.M. on the fourth business day before the date on which the election is held.

(e) Local election officials may substitute absentee ballots for early voting ballots for those voters requesting to vote early by mail in municipal elections. An early voting ballot or absentee ballot substituted for an early voting ballot, along with an envelope bearing an affidavit as set forth in said section 25B of said chapter 54, shall be provided to each qualified voter who participates in early voting by mail.

(f) The local election officials shall cause to be placed on the voting lists opposite the name of a qualified voter who participates in early voting the letters "EV" designating an early voter.

(g) The counting of early voting ballots shall be consistent with said section 25B of said chapter 54 and related regulations to the extent practicable. All envelopes referred to in this act shall be retained with the ballots cast at the election and shall be preserved and destroyed in the manner provided by law for the retention, preservation or destruction of official ballots.

(h)(1) A voter in receipt of an early voting ballot for any election pursuant to this act may complete and return the ballot by: (i) delivering it in person to the office of the appropriate city or town clerk; (ii) dropping it in a secured municipal drop box; or (iii) mailing it to the appropriate city or town clerk.

(2) All early voting ballots submitted by mail, delivered in person to the office of the city or town clerk or returned to a secured municipal drop box as provided by this act shall be received by the city or town clerk before the hour fixed for closing the polls on the day of the election.

(i) Notwithstanding section 24 of said chapter 54 or any other general or special law to the contrary, the select board, board of selectmen, town council or city council may, by recorded and public vote, change any polling place to be used at the election not less than 20 days prior to the date of the election if it is determined that the public convenience or public health would be better served. If the select board, board of selectmen or town council determines that the public convenience or public health would be better served, they may house all polling places in a single building within the municipality if such building is suitably equipped; provided, however, that alcoholic beverages shall not be served or consumed in that portion of a building used as a polling place, during voting hours or while ballots are being counted therein. In cities, the city council may designate polling places in non-adjacent precincts if they determine the public convenience or public health would be better served. In making a decision to change a polling place, the select board, board of selectmen, town council or city council shall evaluate and report on whether such change would have a disparate, adverse impact on access to the polls on the basis of race, national origin, disability, income or age and, not later than 3 days prior to changing a polling place, shall make publicly available on its website and at the office of the town or city clerk a report on its evaluation. When the polling places have been designated pursuant to this act, the board of registrars shall post on the municipal website and at other such places as it may determine, a description of the polling places and shall notify voters by using an electronic means, to the extent available, such as via email or reverse 911 call.

(j) Notwithstanding section 29 of chapter 53 of the General Laws, sections 11, 11B, 12 and 13 of said chapter 54 or any other general or special law to the contrary, if the city or town clerk determines in writing that there is a deficiency in the number of required election officers, then the appointing authority may appoint election officers without regard to political party membership, voter status, residence in the city or town or inclusion on a list filed by a political party committee pursuant to said sections 11B and 12 of said chapter 54. If the position of the warden, clerk or inspector or the deputy of any such officer, if any, is vacant within the 3 weeks preceding the election, the city or town clerk may fill the vacancy by appointing a competent person willing to serve, without regard to political party membership, voter status, residence in the city or town or inclusion on a list filed by a political party committee pursuant to said sections 11B and 12 of said chapter 54.

(k) Notwithstanding sections 67 and 83 of said chapter 54 or any other general or special law to the contrary, the city or town clerk may eliminate the requirement that a voter provide their name or residence to an election officer at the ballot box and that the election officer mark the name off a voting list before the voter may deposit the ballot in the ballot box.

(l) Notwithstanding section 25B of chapter 54 of the General Laws or any other general or special law or municipal ordinance to the contrary, upon a recorded and public vote by the select board, board of selectmen, town council or city council authorizing early in-person voting, any eligible voter of such municipality may vote early in-person for any annual or special municipal election held on or before **June 30, 2021**. Such vote may only be taken after a request from the city or town clerk or authorized local election official recommending in-person early voting and provided that such vote occurs not less than 5 business days prior to the proposed beginning of early voting and that such early in-person voting complies with the following:

(i) A city or town, as part of the vote to allow early voting in-person, may set the early voting period to begin no sooner than 10 days before the election and end no later than the business day preceding the business day before the election.

(ii) Early voting shall be conducted during the usual business hours of the city or town clerk unless different hours are set as part of the vote, including any weekend hours.

(iii) The city or town clerk shall establish an early voting site that is centrally located, suitable and in a convenient public building. Notice of the early voting location, dates and hours must be posted at least 48 weekday hours before the early voting period begins.

(iv) A qualified voter voting early in person shall be provided with a ballot and an envelope where the ballot is placed after voting which contains an affidavit of compliance to be filled out by the voter. A qualified voter voting early in person shall complete an affidavit under the regulations promulgated by the state secretary for the administration of early voting and appearing at 950 CMR 47.00, as applicable, which shall include a notice of penalties under section 26 of chapter 56 of the General Laws

(m) A voter who is blind or has vision impairments, mobility or dexterity disabilities, or other disabilities that make it difficult or impossible for them to effectively access a paper vote by mail ballot because they cannot independently read, write, hold, or physically manipulate standard print materials may request an accommodation from their local election official. The request shall be received by the local election official not later than the fourth business day before the election. Upon receiving such information from a registered voter by phone or electronically, the local election official shall make reasonable efforts to grant accommodations to the voter.

Chapter 5
of the Acts of 2021

T H E C O M M O N W E A L T H O F M A S S A C H U S E T T S

In the One Hundred and Ninety-Second General Court

AN ACT FURTHER PROVIDING FOR EARLY VOTING BY MAIL.

Whereas, The deferred operation of this act would tend to defeat its purpose, which is to provide forthwith for continued early voting by mail, therefore it is hereby declared to be an emergency law, necessary for the immediate preservation of the public convenience. _____

Be it enacted by the Senate and House of Representatives in General Court assembled, and by the authority of the same, as follows:

SECTION 1. Subsection (a) of section 1 of chapter 45 of the acts of 2020 is hereby amended by striking out the words "June 30, 2020", as inserted by section 1 of chapter 92 of the acts of 2020, and inserting in place thereof the following words:- June 30, 2021.

SECTION 2. Said subsection (a) of said section 1 of said chapter 45 is hereby further amended by striking out the words "August 1, 2020", as inserted by section 2 of said chapter 92, and inserting in place thereof the following words:- August 1, 2021.

SECTION 3. Section 1A of said chapter 45, as appearing in section 3 of said chapter 92, is hereby amended by striking out the words "July 31, 2020" and inserting in place thereof the following words:- July 31, 2021.

SECTION 4. Subsection (a) of chapter 255 of the acts of 2020 is hereby amended by striking out the words "March 31, 2021" and inserting in place thereof the following words:- June 30, 2021.

SECTION 5. Subsection (b) of said chapter 255 is hereby amended by striking out the words "March 31, 2021" and inserting in place thereof the following words:- June 30, 2021.

SECTION 6. Subsection (c) of said chapter 255 is hereby amended by striking out the words "March 31, 2021" and inserting in place thereof the following words:- June 30, 2021.

SECTION 7. Subsection (l) of said chapter 255 is hereby amended by striking out the words "March 31, 2021" and inserting in place thereof the following words:- June 30, 2021.

SECTION 8. Said chapter 255 is hereby further amended by adding the following subsection:-

(m) A voter who is blind or has a vision impairment, a mobility or dexterity disability or other disability that makes it difficult or impossible for the voter to effectively access a paper vote by mail ballot because the voter cannot independently read, write, hold or physically manipulate standard print materials may request an accommodation from their local election official by phone or electronically. The request shall be received by the local election official not later than the fourth business day before the election. Upon receiving such a request from a voter, the local election official shall make reasonable efforts to grant accommodations to the voter.

House of Representatives, March 10, 2021.

Preamble adopted,

Kate Hyatt, Speaker.

In Senate, March 11, 2021.

Preamble adopted,

Bill U. Bransler, President.

House of Representatives, March 11, 2021.

Bill passed to be enacted,

Kate Hyatt, Speaker.

In Senate, March 11, 2021.

Bill passed to be enacted,

Bill U. Bransler, President.

March 16, 2021.

Approved,

at *1* o'clock and *30* minutes, *P*. M.

Charles D. Bass

Governor.



COMMONWEALTH OF MASSACHUSETTS

Department of Telecommunications and Cable

1000 Washington Street, Suite 600, Boston, MA 02118

(617) 305-3580

www.mass.gov/dtc

CHARLES D. BAKER
GOVERNOR

KARYN E. POLITO
LIEUTENANT GOVERNOR

MIKE KENNEALY
SECRETARY OF HOUSING AND
ECONOMIC DEVELOPMENT

EDWARD A. PALLESCHI
UNDERSECRETARY

KAREN CHARLES PETERSON
COMMISSIONER

March 2, 2021

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

Re: License Expiration Notice

Dear Chairman:

Your cable television license (license) is set to expire on April 3, 2021. At this time, you as the Issuing Authority should be finalizing the license renewal process with Comcast Cable Communications, Inc. Pursuant to 207 C.M.R. § 3.06(2), you are required to provide a copy of the executed license to the Department of Telecommunications and Cable (Department) within seven days of execution. If you have decided to deny Comcast Cable Communications, Inc. a license, a written statement of your denial must be submitted to the Department within 14 days of your decision to deny.

If you have any questions, please do not hesitate to contact the Department at 617-305-3580 or dte.efiling@mass.gov.

Sincerely,

Shonda D. Green
Department Secretary

1 Month



March 9, 2021

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, Hopedale, Medway & Mendon, 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
 58,1058 WDPX
 81 WWDP (IND)
 82 QVC
 86 QVC2¹
 87 QVC3¹
 89,861,1052 ShopHQ
 94,3217 RTPi (Portuguese)
 95,3484 WNEU (TEL)
 96,98,1090 Educational Access
 99,1011 WJAR (NBC)
 183,1032,1067 Jewelry TV HD²
 229 TBN
 245-246 Leased Access
 247 C-SPAN2
 268,1669 CatholicTV
 283,1099 Leased Access
 501-550 Music Choice
 724,986,1195,3315 WUTF LATV
 787,1037 QVC2 HD²
 791,1034 QVC HD
 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)
 813,1062 WMFP HD (IND)
 814,1038 WSBK HD (MyTV)
 815,1060,3304 WNEU HD (TEL)
 816,1066,3310 WUNF HD (UMAS)

817,1027,3307 WUTF HD (UNV)
 818,1046 WWDP HD (IND)
 819,1036 WSBE HD (PBS)
 840,1127 NECN HD
 904,1063 QVC3 HD²
 906,1015 HSN HD
 930,1165 WBZ Start TV
 931,1166 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
 1096-1097 Leased Access
 1128 C-SPAN HD²
 1129 C-SPAN2 HD²
 1550-1599 Music Choice
 1861 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
 60 Cartoon Network
 66,208 Hallmark Channel
 210 National Geographic Channel
 218 Universal Kids
 234,1655 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
 860,1734 Cartoon Network HD
 867,1450 TLC HD
 907,1458 Hallmark Channel HD

908,1457 UP HD
 927,1707 Universal Kids HD
 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
 64,1426 TV Land
 68 BET
 71 HISTORY
 88,1049 HSN2
 124 WGN America
 180 Cleo
 199 Hallmark Movies & Mysteries
 214 TV One
 215 WE tv
 216 Oxygen
 226 OWN (Oprah Winfrey Network)
 241 BBC America
 252 Investigation Discovery
 258 FX
 267,1425 GSN
 270 LMN
 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 FX HD
 1420 WGN America HD²
 1437 Comedy.TV HD²
 1446 Justice Central.TV HD²
 1483 Recipe.TV 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
 65 NBC Sports Network
 69 Golf Channel
 84 NESN+
 85,1256 NBC Sports Boston Overflow
 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
 865,1207 NBC Sports Network HD
 894,1256 NESN+ HD
 901,1113 MSNBC HD
 925,1208 FOX Sports 1 HD
 1115 Newsmax TV HD²
 1116 Black News Channel HD²
 1130 C-SPAN3 HD²
 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
60 Cartoon Network
61 Comedy Central
62 Syfy
63 Animal Planet
64,1426 TV Land
65 NBC Sports Network
66,208 Hallmark Channel
68 BET
69 Golf Channel
71 HISTORY
84 NESN+
85,1256 NBC Sports
Boston Overflow
88,1049 HSN2
124 WGN America
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)
234,1655 INSP
235 UP
241 BBC America
249 C-SPAN3
250 FOX Sports 1
252 Investigation
Discovery
256 FXX
266 Tennis Channel
267,1425 GSN
270 LMN
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
834,1486 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
860,1734 Cartoon
Network HD
862,1411 Syfy HD
863,1471 Animal Planet HD
865,1207 NBC Sports
Network 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
1420 WGN America HD²
1437 Comedy.TV HD²
1446 Justice
Central.TV HD²
1483 Recipe.TV HD²
1624 Cleo HD²
1627 ASPIRE HD²
1637 Revolt 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
64,1426 TV Land
123 ASPIRE
125,1114 Newsy Live
137 SEC Network
138 SEC Network Overflow
176 Ovation
181 AFRO
182 POP
187 Revolt
190 BBC World News
191,1709 BabyFirst
Americas
193 Smithsonian Channel
196,1685 Jewish Life
Television (JLTV)
197 ScreenPix Action
198,1429 ReelzChannel
201 SundanceTV East
202,366,1771 FLX East
205 ScreenPix
206,1789 ScreenPix
Westerns
208 ScreenPix Voices
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 DIY Network
242 VICE
243 fyl
244,1701 Disney Junior
248 ESPNNews
253,1480 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
268 Tennis Channel
267,1425 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
278,1766 FX Movie Channel

279,1620 Great American
Country (GAC)
280,1633 BET Jams
281,1439 Logo
286 ESPNU
666,3378 HITN
686,1238 PURSUIT
705,3486 NBC Universo
710,3485 TUDN
711,3380 MTV TR3s
719,3483 Galavislon
783,1613 AXS TV
784,1488 Travel
Channel HD
792,1716 Disney XD HD
796,1210 ESPNNews HD
797,1488 fyl HD
798,1438 IFC HD
822,1217 NHL Network HD
838,1224 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
910,1436 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 WN HD²
1118 i24 News HD²
1228,3360 Zona Futbol HD²
1229,3359 TUDN HD²
1232,3387 NBC Universo HD²
1322 SEC Network
Overflow HD²
1427 POP HD²
1440 SundanceTV HD East²
1460 Hallmark Drama HD²
1477 Smithsonian
Channel HD²
1485 Cooking Channel HD²
1493 DIY Network HD²
1495 Z Living HD²
1497 Discovery Life HD²
1623 AFRO HD²
1627 ASPIRE HD
1628 BET Her HD²
1637 Revolt HD
1639 MTV2 HD²
1668 EWTN HD
1702 Nick Jr. HD²
1714 Discovery Family
Channel HD²
1729 NICK 2 HD²
1740 TeenNick HD²
1786 ScreenPix HD²
1787 ScreenPix Action HD²

1788 ScreenPix Volcas HD²
3375 Galavislon 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

641,3347 TBN Enlace
642,3418 Telefe
643,3419 TeleFormula
644,3383 Paslonas
645,3422 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 Mexcanal
664,3384 RC Novelas
666,3378 HITN
667,3445 Cinema Dinamita
668,3345 EWTN en Espanol
670,3407 Ecuavisa
673,3404 Caracol TV
675,3443 Sony Cine
678,3355 Latin American
Sports
704,3414 Supercanal
705,3486 NBC Universo
706,3371 Discovery en
Espanol
707,3441 Cinelatino
708,3428 FOX Deportes
709,3396 CNN en Espanol
710,3485 TUDN
711,3380 MTV TR3s
712,3447 ViendoMovies
713,3442 Cine Mexicano
716,3377 HISTORY en
Espanol
717,3428 WAPA America
718,3420 Telemicro
Internacional
719,3483 Galavislon
720,1231,3351,3481 ESPN
Deportes
722,3331 BabyFirst
Americas - Spanish
723,3405 Centroamerica TV
725,3335 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
3375 Galavisión 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 ESPNNews
255,1236 Outdoor Channel
257,599 NBA TV
259 NHL Network
260,1246 TVG
261 CBS Sports Network
265,715 NFL Network
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

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
202,366,1771 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
874,1406,1818 AMC+ HD²
875,1868 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
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 International 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 Israel 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

257,599 NBA TV
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 - Minnesota 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 | 716,3377 HISTORY en Espanol |
| 3087 NHL CI - Ottawa Senators | 719,3483 Galavision |
| 3088 NHL CI - Philadelphia Flyers | 722,3331 BabyFirst Americas - Spanish |
| 3089 NHL CI - Pittsburgh Penguins | 725,3335 Discovery Familia |
| 3090 NHL CI - San Jose Sharks | 3375 Galavision HD ² |
| 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

1,100,1882,1897 Xfinity Presents
 184,640,1883,1896 Xfinity Latino Presenta
 342,1817,1880,1899 Hltz
 343,1818,1881,1898 Hltz 2
 344,1819 Hltz 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

644,3383 Pasiones
 658,3340 Vme Kids
 667,3445 Cinema Dinamita
 675,3443 Sony Cine
 706,3371 Discovery en Espanol
 707,3441 Cinelatino
 709,3396 CNN en Espanol
 712,3447 ViendoMovies
 713,3442 Cine Mexicano

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. © 2021 Comcast. All rights reserved.

87731000; 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 Security add ²⁹ | \$30.00 |
| with Xfinity Home Security Plus add ³⁰ | \$40.00 |

TRIPLE PLAY PACKAGES^{4,6}

Standard+ More

| | |
|---|----------|
| Includes Limited Basic, Expanded Basic and HD programming for primary outlet, 20 Hour DVR Service, Performance Pro Internet and Unlimited Voice | \$130.99 |
| SurePrice³⁹ | \$124.99 |
| - with Gigabit Pro Internet upgrade add ⁴⁰ | \$235.00 |
| - with Xfinity Mobile save | \$-10.00 |
| - 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 |

Select+ More

| | |
|---|----------|
| Includes Limited Basic, Expanded Basic, Digital Preferred Tier and HD programming for primary outlet, DVR Service, Extreme Pro Internet and Unlimited Voice | \$159.99 |
| SurePrice³⁹ | \$134.99 |
| - with Gigabit Pro Internet upgrade add ⁴⁰ | \$235.00 |
| - with Xfinity Mobile save | \$-10.00 |
| - with Premium DVR Service upgrade add | \$10.00 |
| - 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 Data, Unlimited Voice and Netflix Standard HD Plan | \$189.99 |
| SurePrice³⁹ | \$164.99 |
| - with Gigabit Pro Internet upgrade add ⁴⁰ | \$235.00 |
| - with Xfinity Mobile save | \$-10.00 |
| - 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 Data, Unlimited Voice and Netflix Standard HD Plan | \$199.99 |
| SurePrice³⁹ | \$184.99 |
| - with Gigabit Pro Internet upgrade add ⁴⁰ | \$235.00 |
| - with Xfinity Mobile save | \$-10.00 |
| - with Netflix Premium UHD Plan upgrade add | \$4.00 |

DOUBLE PLAY PACKAGES^{3,8}

Choice Double Play⁴¹

| | |
|---|----------|
| 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 | \$15.00 |
| - 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 ⁴⁰ | \$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 ⁴⁰ | \$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 ⁴⁰ | \$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 ⁴⁰ | \$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 ⁴⁰ | \$235.00 |

XFINITY TV¹

BASIC SERVICES

| | |
|---|---------|
| Limited Basic⁷ | \$20.00 |
| Broadcast TV Fee²¹ | \$18.60 |
| Franchise Costs²⁸ | |
| Hopedale | \$0.11 |
| Mendon | \$0.64 |
| Expanded Basic³ Includes Kids & Family, Entertainment and Sports & News | \$47.27 |

XFINITY TV SERVICES

| | |
|---|---------|
| Choice Limited TV³⁵ Includes Limited Basic, Streampix, 10 hours DVR Service and HD programming | \$30.00 |
| Choice TV³⁶ Includes Limited Basic, Streampix, 20 hours DVR Service, HD programming and Broadcast TV Fee | \$30.00 |
| - with TV Box | \$37.50 |
| Genre Packs²⁵ 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 | \$15.00 |

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 |
| Extra²⁴ 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 Tier⁶ 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, Hltz and The Movie Channel | \$64.95 |
| More Sports & Entertainment Package⁴² 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 over 50 channels of Spanish language programming | \$17.95 |
| With Choice Double Play or Standard, Select, Signature, Super Double or Triple Play Packages | \$10.00 |
| HBO Max³ | \$14.99 |
| HBO³ | \$15.00 |
| Showtime³ | \$12.00 |
| Starz³ | \$8.99 |
| Cinemax³ | \$12.00 |
| The Movie Channel³ | \$12.00 |
| EPIX²⁸ | \$5.99 |
| Playboy³ | \$15.00 |
| HD Technology Fee⁸ | \$9.95 |
| DVR Service³⁴ | \$10.00 |
| Premium DVR Service⁴³ | \$20.00 |
| Service to Additional TV⁵ | \$7.50 |
| with DVR Service ⁴ | \$17.50 |
| with CableCARD or compatible customer owned device ⁴⁴ | \$0.00 |
| Service to Additional TV with TV Adapter⁹ | \$7.50 |

INTERNATIONAL SELECTIONS²⁷

| | |
|--|---------|
| 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 | \$8.99 |
| 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 6 Pack Includes Channel One Russia, RTVI, NTV America, RTR-Planeta and Rosiya 24 | \$26.99 |

| | |
|--|---------|
| Russian 8 Pack Includes Channel One Russia, RTN, RTVI, TV1000 Russian Kino, NTV America, RTR-Planeta, Rosiya 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 |
| SBTN: Vietnamese | \$14.99 |
| TYB 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 Demand³³ | \$12.99 |
| Eros Now On Demand³³ w/a South Asian International selection | \$9.99 |
| hera! TV On Demand³³ | \$7.99 |
| Filipino On Demand³³ | \$7.99 |
| Filipino On Demand³³ w/a Filipino International selection | \$5.99 |
| The Jewish Channel On Demand³³ | \$6.99 |
| Galam TV Fit & Yoga On Demand³³ | \$7.99 |
| Lifetime Movie Club On Demand³³ | \$3.99 |
| History Vault On Demand³³ | \$4.99 |
| Kidstream On Demand³³ | \$4.99 |
| Grokker Yoga Fitness On Demand³³ | \$6.99 |
| UP Faith and Family On Demand³³ | \$5.99 |
| Anime Network On Demand³³ | \$6.99 |
| Stingray Karaoke On Demand³³ | \$6.99 |
| DOGTV On Demand³³ | \$4.99 |
| Gala On Demand³³ | \$11.99 |
| AMC + On Demand³³ | \$6.99 |
| Stingray Classica On Demand³³ | \$6.99 |
| TumbleBooksTV On Demand³³ | \$4.99 |
| FITFusion On Demand³³ | \$6.99 |
| CuriosityStream On Demand³³ | \$2.99 |
| PlayKids On Demand²³ | \$6.99 |
| Daily Burn On Demand²³ | \$14.99 |
| Xive TV On Demand²³ | \$4.99 |
| Quark On Demand²³ | \$4.99 |
| Lion Mountain TV On Demand²³ | \$3.99 |
| Touchfit TV On Demand²³ | \$4.99 |
| Disney Story Central On Demand³³ | \$4.99 |
| Acorn TV On Demand³³ | \$5.99 |
| Stephens Drum Shed On Demand²³ | \$4.99 |
| Pro Guitar Lessons On Demand²³ | \$4.99 |
| MagellanTV History On Demand²³ | \$5.99 |
| Craftsy On Demand³³ | \$7.99 |
| WE tv + On Demand³³ | \$5.99 |
| The Great Courses Signature On Demand²³ | \$7.99 |
| Pantaya On Demand³³ | \$5.99 |
| DJAZZ On Demand²³ | \$6.99 |
| Ride TV On Demand²³ | \$4.99 |
| Outside TV Features On Demand²³ | \$4.99 |
| The Reading Corner On Demand²³ | \$3.99 |
| Hopster On Demand²³ | \$6.99 |

| | |
|--|-------------|
| Brown Sugar On Demand ²³ | \$3.99 |
| EchoBoom Sports On Demand ²³ | \$5.99 |
| Stingray Cello On Demand ²³ | \$7.99 |
| GOLFPASS On Demand ²³ | \$4.99 |
| Hallmark Movies Now On Demand ²³ | \$5.99 |
| Dove Channel On Demand ²³ | \$4.99 |
| Kocowa On Demand ²³ | \$6.99 |
| WHAM On Demand ²³ | \$2.99 |
| Gravitas Movies On Demand ²³ | \$4.99 |
| MHz Choice On Demand ²³ | \$7.99 |
| HI-YAHI On Demand ²³ | \$2.99 |
| True Royalty On Demand ²³ | \$5.99 |
| Real Vision On Demand ²³ | \$14.99 |
| Docurama On Demand ²³ | \$4.99 |
| Con TV On Demand ²³ | \$4.99 |
| Walter Presents On Demand ²³ | \$6.99 |
| Dekkoo On Demand ²³ | \$9.99 |
| ZooMoo On Demand ²³ | \$2.99 |
| Miniteve On Demand ²³ | \$1.99 |
| WildBrain On Demand ²³ | \$5.99 |
| Cinemoi On Demand ²³ | \$2.99 |
| Fox Nation On Demand ³³ | \$5.99 |
| Wanderlust On Demand ²³ | \$9.99 |
| Music Choice Karaoke On Demand ²³ | \$6.99 |
| Music Choice Relax On Demand ²³ | \$5.99 |
| Curious World On Demand ²³ | \$3.99 |
| kwelITY On Demand ²³ | \$5.99 |
| Marquee TV On Demand ²³ | \$8.99 |
| Passionflix On Demand ²³ | \$5.99 |
| Conspiracy TV On Demand ²³ | \$4.99 |
| FlixFling On Demand ²³ | \$7.99 |
| A&E Crime Central On Demand ²³ | \$4.99 |
| CultFlix On Demand ²³ | \$4.99 |
| CineFest On Demand ²³ | \$4.99 |
| PREMO On Demand ²³ | \$5.99 |
| Hitz ^{31,33} | \$12.00 |
| Streamplix ^{11,33} | \$4.99 |
| Pay-Per-View and On Demand Movies and Events ^{10,33} (per title or event) | Prices Vary |
| Revvy On Demand ²³ | \$6.99 |
| Vivid On Demand Subscription ^{12,33} | \$19.99 |
| Hustler On Demand Subscription ^{12,33} | \$19.99 |
| TEN On Demand Subscription ^{12,33} | \$19.99 |
| Girlfriends Films On Demand ^{12,33} | \$19.99 |
| Too Much for TV On Demand ³³ | \$14.99 |
| Wicked On Demand ^{12,33} | \$19.99 |
| Urban Fantasy On Demand ^{12,33} | \$19.99 |
| Falcon On Demand ^{12,33} | \$19.99 |
| Homegrown Amateur On Demand ^{12,33} | \$19.99 |
| Evil Angel On Demand ^{12,33} | \$19.99 |
| Mature Lust On Demand ^{12,33} | \$19.99 |
| Penthouse On Demand ^{12,33} | \$19.99 |
| XTSY On Demand ^{12,33} | \$19.99 |
| Arouse On Demand ^{12,33} | \$19.99 |

SPORTS PACKAGES³²

| | |
|-------------------|--------------------------------|
| 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 Limited Basic | \$7.10 |
| TV Box | \$7.10 |
| Remote | \$0.40 |
| HD TV Box Limited Basic | \$7.10 |
| TV Adapter (Limited Basic — Primary TV) | \$0.00 |
| TV Adapter (Limited Basic — 1st and 2nd Additional TVs) | \$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 ^{13,14} | \$100.00 | N/A |
| Self Installation Plus ⁴⁵ | \$39.99 | N/A |
| In-Home Service Visit ³⁷ | N/A | \$70.00 |
| Hourly Service Charge ¹³ (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)

| | |
|--|-----------------------|
| Customer-Owned Video Equipment Credit See www.xfinity.com/equipmentpolicy for additional information | \$7.50 |
| Regional Sports Fee ²² (per month) | \$10.75 |
| 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 ¹⁵ (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^{1,16}

| | |
|---|---------|
| Xfinity Voice—Unlimited With TV and Internet Service | \$44.95 |
| Xfinity Voice—Local with More With TV or Internet Service | \$39.95 |
| Xfinity Voice—Local with More With TV or Internet Service | \$34.95 |
| Xfinity Voice—Local with More With TV or Internet Service | \$24.95 |

XFINITY INTERNET^{1,17}

| | Xfinity Internet Service Only | with Xfinity TV or Voice Service ²⁰ |
|--|-------------------------------|--|
| Performance Starter | \$54.95 | \$49.95 |
| Performance | \$80.95 | \$64.95 |
| Performance Pro | \$95.95 | \$79.95 |
| Bleat! | \$100.95 | \$84.95 |
| Extreme Pro¹⁸ | \$105.95 | \$89.95 |
| Gigabit¹⁸ | \$110.95 | \$94.95 |
| Gigabit Pro^{18,19} | \$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 Cost |
| Unreturned or Damaged Equipment Fees¹⁸ (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., per-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. © 2021 Comcast. All rights reserved.
- Requires a compatible modem and TV Box with remote, CableCARD or compatible customer owned device.
- Requires Limited Basic, TV Box, CableCARD or compatible customer owned device.
- Requires HD Technology Fee. Service to Additional TV with TV Box required for DVR Service on additional TVs. Not available to customers with Limited Basic only.
- Includes TV Box. Digital service tier on additional TV corresponds to digital service tier on primary outlet. HD programming requires HD Technology Fee. Not available to Limited Basic only customers.
- 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 for the primary outlet only, 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 TV only, Xfinity Home Security 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/ComcastResidential>.
- 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 Xfinity Instant TV.
- Applies to Limited Basic and Xfinity Instant TV.
- 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. 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 Security 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/VideoRecording>.
- 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, TV Box or compatible customer owned device with 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. 10 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 Security.
- Requires minimum of Xfinity Performance Internet service and an Xfinity Flex Streaming device. Choice TV available for ordering through the Flex box only. 20 hours DVR Service available with X1 TV Box or compatible customer owned device. Not eligible for multiproduct pricing on Xfinity Internet, Xfinity Voice or Xfinity Home Security.
- 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 Security.
- 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, or Extra or higher, Xfinity Internet, TV Box or compatible customer owned equipment.
- Not available to customers with Limited Basic only. Includes a customer-owned video equipment credit. An additional charge will apply for additional CableCARDs in the same device.
- 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 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. For information on Unlimited Data, please visit www.dataplans.xfinity.com.

Xfinity Home Security 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: EF0000921, EF20001002, EF0001095; GA: LVU406303, LVU406284, LVU406190, LVU406354; IL: PACA 127-001503; LA: F169; MA: SS-001968; MD: 107-1776; ME: LM50017039; MI: 3601206217; MN: T5674412; ND: 2335-CSA, 29443-SP-FAVL; NJ: Burglar and Fire Alarm Business Lic. # 34BR0004770; NM: 373378; NY: licensed by the N.Y.S. Department of State 12000305421; OH: LIC# 53-89-1732; OR: CCB 192945; SC: BAC-13497, FAC-13440; TN: ACL 1597, ACL 1604; TX: ACR-1672104,-1818, B18922, B02571; UT: 8226921-6501; VA: 2705145269, DCJS 11-7361; VT: ES-02368; WA: COMCABS892DS; WASHINGTON, DC: ECS 902687, BBL 602512000005; WV: WVO49211.

MS: 15018010

Valid 1/1/21. 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 PMDVR8, 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 videograbadora 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 videograbadora digital TiVo apta para televisión por cable, puede acceder a servicios de video digital conmutados mediante un "adaptador de sintonización". Si tiene una videograbadora 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: Philips 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 02118

Office of the Attorney General

Consumer Protection and Antitrust Bureau

33 Capital Street

Concord, NH 03301

Office of the Attorney General

Consumer Information and Mediation Service

6 State House Station

Augusta, ME 04333



COMCAST

Comcast Xfinity Privacy Policy

Effective January 1, 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 to maintain your account and Services
- **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
 - 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
 - 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
- 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 and to Ensure a Secure Online Environment

- 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

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 and advertising programs, including printing, mailing, and electronic communications services
- **Security providers**, such as entities that assist with security incident verification and response, service notifications, fraud prevention, identity 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 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).

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](tel: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.

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 |

| Categories | Examples | Collected or Created | Source | Purpose of collection and use |
|--|---|----------------------|---|---|
| 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, and voiceprints, iris or retina scans, keystrokes, gait, or other physical patterns, and sleep, health, or exercise data | Yes | 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 make improvements to our existing Services and create new products, services, or features |
| 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 |
| 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.

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

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.

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.

Política de Privacidad de Comcast Xfinity

Vigente a partir del 1 de enero 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 domiciliaria) 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 con el fin de mantener su cuenta y Servicios
- **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
- 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
- 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
 - Proveedoras 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
- 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 y para garantizar un entorno en línea seguro

- 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

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 y publicidad, lo que incluye 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, 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).

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 hablan 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 recopilamos y guardamos, 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 leamos 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 envían y reciben 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 esté 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. Corregiremos 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 disímiles. Por ello, cómo usamos y durante cuánto tiempo conservamos la información de cada categoría puede variar de una categoría a otra¹ y no todos los tipos de información de una misma categoría se usarán para todos los fines que se enumeran.

1 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 |
| 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, 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 | 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 mejorar nuestros Servicios actuales y crear productos, servicios o características nuevos |

| Categorías | Ejemplos | Recopilada o creada | Fuente | Finalidad de la recopilación y uso |
|--|--|---------------------|--|--|
| 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). Adverta 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.

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 comunicarnos con usted.

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

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 necesitamos investigar un problema de seguridad o rendimiento de la red, protegernos 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 censuales.

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.

Variar (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.



Account Number

Billing Date
Jan 08, 2021

Services From
Jan 15, 2021 to Feb 14, 2021

Page
1 of 4

- SAMPLE -

Hello _____,

Thank you for choosing Xfinity from Comcast.

Your bill at a glance

| | | |
|---------------------------------|--------|-----------------|
| Previous balance | | \$132.58 |
| Credit card payment - thank you | Dec 15 | -\$132.58 |
| Credits | Page 3 | -\$6.42 |
| Balance forward | | -\$6.42 |
| Regular monthly charges | Page 3 | \$133.40 |
| Taxes, fees and other charges | Page 3 | \$5.78 |
| New charges | | \$139.18 |

Amount due Jan 22, 2021 \$132.76

Your bill explained

- This bill includes a courtesy adjustment. This represents money that is being refunded to Xfinity from regional sports networks due to the unique circumstances of the COVID-19 pandemic. Go to xfinity.com/sportsadjustments for more information.
- 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, 2021 will show up on your next bill. View your most up-to-date account balance at xfinity.com/myaccount.

Need help?

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

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



5 OMNI WAY
CHELMSFORD MA 01824

Account number

Payment due

Jan 22, 2021

Please pay

\$132.76

Amount enclosed

\$

Make checks payable to Comcast
Do not send cash

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

Stay connected while you move

Stay connected seamlessly, even when you move.

Visit xfinity.com/moving to learn how to transfer your Xfinity service with a few simple steps.








Managing your account? Easy peasy.

With XFINITY My Account you're in control to easily change, edit and update your account anywhere you want.

- 1 **Online:** Sign in at xfinity.com/myaccount
- 2 **On your smartphone:** Go to xfinity.com/apps to download the XFINITY My account app for free
- 3 **On your TV:** Find under Apps in your X1 Main Menu

Contact

We're here to help when you need us.

-  **By chat**
Visit xfinity.com/chat
-  **Social**
Tweet us @comcastcares
-  **By app**
Download the My Account app at xfinity.com/apps
-  **By phone**
Call 1-800-XFINITY (1-800-934-6489)
-  **In 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



Account Number

Billing Date
Jan 08, 2021Services From
Jan 15, 2021 to Feb 14, 2021Page
3 of 4

| | | |
|--|-----------------|-----------|
| Balance forward | -\$6.42 | |
| Previous balance | \$132.58 | |
| Payment - thank you | Dec 15 | -\$132.58 |
| Credits | -\$6.42 | |
| Courtesy Sports - Adjustment | Jan 05 | -\$6.42 |
| Regular monthly charges | \$133.40 | |
| Your Xfinity package | \$88.20 | |
| TV: Extra | \$66.25 | |
| Includes Limited Basic And Expanded Basic (Kids & Family, Entertainment, Sports & News). | | |
| TV: Showtime | \$12.00 | |
| TV: HD Technology Fee | \$9.95 | |
| Equipment & services | \$15.00 | |
| TV Box + Remote | \$7.50 | |
| Service To Additional TV With TV Box And Remote | \$7.50 | |
| Service fees | \$30.20 | |
| Broadcast TV Fee | \$19.45 | |
| Regional Sports Fee | \$10.75 | |
| Taxes, fees and other charges | \$5.78 | |
| Other charges | \$5.72 | |
| Regulatory Cost Recovery | \$0.07 | |
| Franchise Costs | \$0.20 | |
| Franchise Fee | \$5.22 | |
| 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

Peacock Premium (\$4.99 value) is now 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.

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 02118-8500. 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: On December 8, 2020, the following channel changes occurred: Sportsman HD was added to More Sports & Entertainment; Discovery Life HD was added to Digital Preferred; Jewish Broadcasting Service (JBS) HD, CSPAN2 HD and CSPAN3 HD were added to Sports & News and Expanded Basic; EWTN HD was added to Kids & Family and Expanded Basic; and TBN HD was added to Limited Basic. Channels require HD Technology Fee and X1 TV Box or compatible customer owned device.

Xfinity TV Update: On March 9, 2021, NBA, in standard definition format, will no longer be available as part of NBA League Pass HD PPV. NBA HD ch. 1218 will continue to be available as part of NBA League Pass HD PPV.

Price Update: Effective on December 18th, 2020, the price for HBO and HBO Max will decrease by \$0.01, from \$15.00 to \$14.99/mo.

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 <http://my.xfinity.com/contractrenewals> or by calling 1-866-216-8634.

**SAMPLE
WORK ORDER**

1-888-COMCAST (266-2278)

02/24/2021 12:31

Job Receipt (516082)

WoNum: [REDACTED]
Job Number: [REDACTED]
SchdDate: 02/24/2021
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: 586
Equip at Location: [REDACTED]

Equip Added:
Equip Removed: [REDACTED]
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: _____