



November 18, 2016

Mr. Charles Culley  
County Administrator  
Caroline County  
PO Box 447  
Bowling Green, VA 22427



**RE: Important Information on Price Changes**

Dear Mr. Culley:

We are committed to delivering the entertainment and services our customers in Caroline County rely on today, and the new experiences they will love down the road. As we continue to make improvements to our products and services, and as programmers charge more to carry their networks, our cost of doing business increases. As a result, starting December 20, 2016 prices for certain services and fees will be going up.

Fortunately, we've been able to identify some charges to be reduced or eliminated. We've simplified charges for In-Home Service Visits. Customers will no longer be charged separately for the services performed during a service call and will instead get everything they need—including installation, activation, and relocation of additional outlets after an initial installation of service, in-home service charges and more—all for a flat rate of \$40.\*

While some prices may have increased, we are always investing in technology to drive innovation. We are working hard to bring our customers great value every day and exciting new developments in the near future, including the following:

- The most TV shows and movies available On Demand
- Innovative X1 Voice Remote that makes searching for shows and movies easier
- Self-service options to save our customers time and adapt to their schedule
- Access to Netflix content on XFINITY X1
- Fastest, most reliable in-home WiFi
- Fastest Internet in America according to Speedtest.net
- More than 14 million WiFi hot spots nationwide

Customers will receive notice about these changes within their bill received after November 19, 2016. A copy of the notice is enclosed. If you have any questions about these changes, please feel free to contact me at 301-836-9461.

Sincerely,

Mr. Yantee Neufville  
Manager, Government Affairs-Beltway Region

cc: Nathan Daugherty, Beltway Division Manager of Government and Regulatory Affairs

\* Does not apply to XFINITY Home. Prices do not include taxes and fees.

\* Enclosure- Customer Notice



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## IMPORTANT PRICE CHANGE INFORMATION FOR Richmond, Chesterfield & Caroline County

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Dear XFINITY Customer,

November 2016

We're committed to delivering the entertainment and services you rely on today—and the new experiences you'll love down the road.

As we continue to make improvements to our products and services, and as programmers charge more to carry their networks, our cost of doing business increases. As a result, prices for certain services and fees will be going up.

Fortunately, we've been able to identify some charges to be reduced or eliminated. We've simplified charges for In-Home Service Visits. You'll get everything you need—including installation, activation, relocation of additional outlets, in-home service charges and more—all for a flat rate\*.

While some prices may have increased, we're always investing in technology to drive innovation. We're working hard to bring you great value every day and exciting new developments in the near future, including:

- Fastest, most reliable in-home WiFi
- Fastest Internet in America according to Speedtest.net
- More than 14 million hot spots nationwide
- The most TV shows and movies available On Demand
- Innovative X1 Voice Remote that makes searching for shows and movies easier
- Self-service options to save you time and adapt to your schedule
- And soon, access to Netflix content on XFINITY X1

We're excited to bring you even more, and we can't wait for you to see what 2017 has in store for the future of awesome.

Thank you for choosing to be our customer.

Sincerely,

Mary McLaughlin  
Regional Senior Vice President

For more information about all the taxes, fees, and surcharges on your bill go to [www.xfinity.com/pricechanges](http://www.xfinity.com/pricechanges).

\* Does not apply to XFINITY Home. Prices do not include taxes and fees.

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## IMPORTANT PRICE CHANGE INFORMATION FOR Richmond, Chesterfield & Caroline County

<b>Double Play PACKAGES</b>	<b>Current Price</b>	<b>New Price Eff. 12/20/16</b>
Internet Plus	\$77.95	\$82.95
Internet Pro Plus with Showtime®	\$81.95	\$86.95
Internet Pro Plus with HBO®	\$84.95	\$89.95
XFINITY 2300 Latino	\$106.90	\$111.90
XFINITY 2450 Latino	\$126.90	\$131.90
XFINITY 2600 Latino	\$162.80	\$167.80
Premier XF Double Play	\$182.99	\$187.99
Internet Plus Latino	\$77.95	\$82.95

<b>XFINITY® TV</b>	<b>Current Price</b>	<b>New Price Eff. 12/20/16</b>
Broadcast TV Fee	\$5.00	\$7.00
Regional Sports Fee	\$3.00	\$3.50
Playboy®	\$21.95	\$15.00
Digital Adapter Additional Outlet Service (SD or HD)	\$3.99	\$5.99
Willow Plus with any Desi 3, 4 or Mega Pack	\$7.00	\$6.99
SET Asia (Sony) & STAR India PLUS (South Asian)	\$24.99	\$14.99

<b>XFINITY® Internet</b>	<b>XFINITY Internet Service Only</b>		<b>with XFINITY TV or Voice Service</b>	
	<b>Current Price</b>	<b>New Price Eff. 12/20/16</b>	<b>Current Price</b>	<b>New Price Eff. 12/20/16</b>
Performance	\$69.95	\$74.95	\$56.95	\$61.95
Performance Pro	\$79.95	\$84.95	\$66.95	\$71.95
Blast!®	\$82.95	\$87.95	\$69.95	\$74.95

Gigabit Pro Upgrade price will decrease by \$5.00 on 12/20/16

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**IMPORTANT PRICE CHANGE INFORMATION - SUPPLEMENT**

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November 2016

In addition to the price changes listed on the IMPORTANT PRICE CHANGE NOTICE, the prices for the following services will change effective December 20, 2016.

	Current Price	New Price 12/20/16		Current Price	New Price 12/20/16
Performance Extra Bundle	\$67.95	\$72.95	MDU HD Preferred Plus Bundle	\$132.99	\$137.99
Blast Extra Bundle	\$80.95	\$85.95	MDU Preferred Plus Bundle	\$122.99	\$127.99
Blast Plus	\$90.95	\$95.95	MDU Preferred Double Play	\$86.90	\$91.90
Blast Plus w/HBO	\$97.95	\$102.95	<b>Internet: Bolt-On w/Performance TP</b>		
Multilatio Ultra XF Double Play	\$135.85	\$140.85	Extreme 150	\$43.00	\$38.00
MultiLatino Double Play	\$126.90	\$131.90	<b>Internet: Bolt-On w/Blast TP</b>		
MDU Preferred Bundle	\$102.99	\$107.99	Extreme 150	\$30.00	\$25.00
MDU HD Preferred Bundle	\$112.99	\$117.99			

If you currently have services on a promotional price or a minimum term agreement, the prices for those services will not be affected during the promotion or minimum term period.

Prices shown do not include federal, state and local taxes, fees or other related costs. Prices and services are subject to change. Call 1-800-COMCAST for additional details. ©2016 Comcast.