

# Important Information Regarding Your Xfinity Services and Pricing

Richmond, Chesterfield & Caroline County

Effective December 20, 2018

We hope you are enjoying your Xfinity services.

I am writing with some important information about your Xfinity service.

As families and homes rely more on technology, we're working to bring you better and more reliable services. We're improving our products, strengthening our network, and investing in technology. We're always working to provide the programming you value and enjoy, whether it's on TV or streaming on your smartphones, tablets, and laptops.

Programming fees—the fees networks and broadcast stations charge us to deliver programming—continue to rise. These are among our biggest expenses, along with the cost of always improving our products and services. Though we absorb many of these costs, some must still be passed through to customers. As a result, your price may increase starting with your next bill.

We understand that price increases are never welcome. While some fees may be going up, we hope you see your services improving as well.

I know you have choices when it comes to service providers, and I appreciate that you chose us. From our products to our people, we're committed to delivering experiences you'll love.

Thank you for being an Xfinity customer.

Sincerely,

Mary McLaughlin  
Regional Senior Vice President

We're committed to improving your experience. Here's some of what we offer:

- The fastest Internet speeds to the most homes in the country
- Increased Internet speeds 17 times in 17 years
- 90% of our customers can now get 1 Gigabit download speeds if they choose—no other major provider can say that
- The Emmy Award-winning X1 platform delivers the most user-friendly experience
- The X1 Voice Remote integrates with some of your favorite apps like Netflix and YouTube
- The new Xfinity xFi platform gives Internet customers unmatched speed, coverage, and control with their home Internet service
- Xfinity WiFi hotspots are available in 19 million locations nationwide
- The Xfinity Stream app provides the most free shows and movies
- Xfinity On Demand offers 163,000+ shows and movies

More details on these price changes are enclosed.

For additional information, go to [xfinity.com/pricechanges](http://xfinity.com/pricechanges).

If you are currently receiving services on a promotional basis, under a minimum term agreement associated with a specific rate, or in the guaranteed period of one of our SurePrice plans, the prices for those specific services will not be affected during the applicable period. However, equipment charges, taxes and fees, including Broadcast TV Fee and Regional Sports Network Fee, are subject to change.

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Effective December 20, 2018

<b>TRIPLE PLAY PACKAGES</b>		
	Current	New
<b>Standard Triple Play</b> - with Blast! Internet upgrade add	\$18.00	\$20.00

  

<b>DOUBLE PLAY PACKAGES</b>		
	Current	New
<b>Choice TV Double Play</b> - with Blast! Internet upgrade add	\$18.00	\$20.00
<b>Standard Double Play</b> - with Blast! Internet upgrade add	\$18.00	\$20.00
<b>Select Double Play</b> - with Blast! Internet upgrade add	\$18.00	\$20.00
<b>Signature Double Play</b> - with Blast! Internet upgrade add	\$18.00	\$20.00

  

<b>XFINITY® TV</b>		
	Current	New
<b>Limited Basic</b>	\$21.95	\$22.95
<b>Broadcast TV Fee</b>	\$8.00	\$10.00
<b>Expanded Basic</b>	\$45.32	\$44.32
<b>Regional Sports Fee</b>	\$3.50	\$3.60
<b>Service to Additional TV</b> - with CableCARD	\$7.45	\$7.27
<b>Service to Additional TV</b> - with TV Adapter	\$5.99	\$6.99
<b>CableCARD</b> (second card in same device)	\$.80	\$.00

  

<b>INSTALLATION (Effective 1/1/2019)</b>		
	Current	New
<b>Hourly Service Charge</b> - Initial Installation of Service	\$40.00	\$50.00
<b>Hourly Service Charge</b> - After Initial Installation of Service	\$40.00	\$50.00

  

<b>XFINITY® Internet</b>		
	Current	New
<b>Blast!</b> - Xfinity Internet Service Only	\$92.95	\$94.95
<b>Blast!</b> - with Xfinity TV or Voice Service	\$79.95	\$81.95
<b>Modem Rental</b>	\$11.00	\$13.00

*Important Information – Price Changes  
November 19, 2018  
Additional Information*

In addition to the price changes listed in the attached general **Important Information Regarding Xfinity Services and Pricing**, customers subscribing to the services below will receive a bill message regarding the pricing change to their service.

**Bill Message Text:**

*“In addition to the price changes listed on the general Important Information Regarding Xfinity Services and Pricing, on December 20, 2018, the price of [package or service name from below] will increase from \$XX.XX to \$XX.XX per month. Prices exclude taxes and fees.”*

<b>XFINITY® Internet</b>	<b>Current</b>	<b>New</b>
Blast! Speed Upgrade	\$18.00	\$20.00

<b>TRIPLE PLAY PACKAGES</b>	<b>Current</b>	<b>New</b>
MDU HD Preferred Plus XF Triple Play	\$142.99	\$149.99
MDU Preferred Plus Triple Play	\$132.99	\$139.99
MDU Preferred Extra Triple Play	\$124.99	\$129.99
MDU HD Preferred XF Triple Play Bundle	\$122.99	\$127.99
MDU Preferred Triple Play	\$112.99	\$117.99

<b>SERVICES NO LONGER AVAILABLE FOR NEW SUBSCRIPTIONS</b>	<b>Current</b>	<b>New</b>
Digital Economy	\$37.27	\$39.95
Digital Economy (with Xfinity Internet or Voice)	\$35.27	\$39.95
Family Tier Package	\$36.90	\$37.90
Performance Extra Double Play	\$73.27	\$77.99
Internet Plus with HBO Double Play	\$83.27	\$87.99
Internet Plus Latino Double Play	\$83.27	\$87.99
Basic with Performance Internet Double Play	\$88.89	\$89.89
Internet Pro Plus with Showtime Double Play	\$87.27	\$91.99
Blast Extra Double Play	\$88.27	\$92.99
Internet Pro Plus with HBO Double Play	\$90.27	\$94.99
Blast Plus Double Play	\$98.27	\$102.99
Blast Plus with HBO Double Play	\$105.27	\$109.99
Double Play with Blast Internet and Unlimited Voice	\$124.90	\$126.90
Starter Double Play	\$147.22	\$149.22
Preferred with Performance Pro Double Play	\$147.17	\$151.99
Preferred Latino Double Play	\$165.12	\$169.99
Preferred Double Play	\$165.17	\$167.17
Premier with Performance Pro Double Play	\$185.31	\$189.99
Triple Play Economy Bundle	\$90.17	\$94.85
Basic Pro Triple Play Bundle	\$108.27	\$112.99

<b>SERVICES NO LONGER AVAILABLE FOR NEW SUBSCRIPTIONS Cont.</b>	<b>Current</b>	<b>New</b>
Economy Pro Triple Play Bundle	\$116.27	\$120.99
Value Plus LD Triple Play Bundle	\$138.81	\$142.99
Economy Plus Latino Triple Play Bundle	\$138.31	\$142.99
Starter Latino Triple Play	\$145.81	\$149.99
Starter XF Triple Play Bundle	\$150.81	\$154.99
HD Starter Triple Play	\$158.81	\$162.99
MultiLatino Ultra Triple Play	\$158.81	\$162.99
Preferred XF Triple Play Bundle	\$163.81	\$167.99
Preferred Latino Triple Play	\$163.81	\$167.99
MultiLatino HD Ultra Triple Play	\$168.81	\$172.99
HD Preferred Triple Play	\$173.71	\$177.99
HD Preferred XF Triple Play Bundle	\$173.81	\$177.99
Preferred Extra Latino Triple Play	\$173.81	\$177.99
HD Preferred Plus Triple Play	\$183.81	\$187.99
MultiLatino HD Ultra Plus Triple Play	\$188.81	\$192.99
HD Preferred Extra XF Triple Play Bundle	\$190.81	\$194.99
HD Preferred Plus XF Triple Play Bundle	\$193.81	\$197.99
MultiLatino HD Total Triple Play	\$213.81	\$217.99
HD Premier Triple Play	\$218.81	\$222.99
HD Premier XF Triple Play Bundle	\$218.81	\$222.99
HD Complete XF Triple Play Bundle	\$251.49	\$255.99