



February 22, 2023

Ms. Robi Higgins
City Clerk, City of Grantville
P.O. Box 160
Grantville, Georgia 30220

RE: Important Information about Xfinity Services

Dear Ms. Higgins:

We are excited to announce that as of March 13, 2023, our existing network in the City of Grantville will be capable of offering our Xfinity Internet, Xfinity Mobile, Xfinity Home, Xfinity Voice, and Xfinity TV services through our Xfinity X1 platform with On Demand TV programming and programming in high definition.

Because of this network upgrade, our customers will need a compatible digital converter box to receive Xfinity TV services and may need to choose another level of service to avoid losing the ability to view any TV channels. Comcast will provide Limited Basic only customers with two TV Adapters at no monthly equipment cost. For customers choosing a level of service above Limited Basic, Comcast will provide a TV Box for the primary outlet at no additional equipment cost for 12 months from March 13, 2023, after which time they will be charged the then current monthly equipment fee for the TV Box. Customers can call 1.770.283.9459 to select a new service plan and Customers not selecting a new plan will receive Limited Basic TV service at \$26.95 per month.

We have informed our customers of these changes through letters to their homes. A sample notification letter is enclosed for your reference. Please feel free to contact me by phone at 678.776.6635 or by email at lisa_walker@cable.comcast.com if you have any questions.

Sincerely,

Lisa Walker Holloway
Senior Manager, External Affairs

Enclosure: Customer Notification

Important information regarding your Xfinity TV service



February 03, 2023

<FULL NAME>
<123 Main Street>
<Anytown, US 12345-6789>

Account Number:
XXXXXXXXXXXXXXXXXX

UPGRADE LETTER TO X1 ALL DIGITAL

Dear [First Name],

We're happy to announce that on **March 13, 2023**, we're upgrading our network to introduce new Xfinity services and expanded programming options in your community. Also, we are introducing new Xfinity TV service plans.

What will happen to my current Xfinity TV service?

Following our network upgrade and introduction of new Xfinity TV service plans, your current Xfinity TV plan will no longer be available. Please call us at **1-770-283-9459** (9:00 a.m. to 6:00 p.m. EST, Monday–Friday) before **March 13, 2023**, to select a new service plan with exciting new programming options. If we don't hear from you by **March 13, 2023**, you will receive Limited Basic TV service at **\$32.95** per month.

What new Xfinity services will be available after the network upgrade?

After **March 13, 2023**, Xfinity Internet, Xfinity Mobile, Xfinity Home, Xfinity Voice, and Xfinity TV service plans with our Xfinity X1 platform, On Demand TV programming, and programming in high definition will be available in your area.

We're committed to providing you the best value for your services. Xfinity Internet offers a range of fast speeds to fit your needs — plus 99.9% network reliability. With Xfinity Mobile, we provide the fastest mobile service with 5G, access to millions of WiFi hotspots and the best price for Unlimited Data customers that have more than one line of Xfinity Mobile service. On Xfinity TV, we have thousands of shows and movies, and we add new, free entertainment all the time. Plus, we offer special perks and experiences with our Xfinity Rewards program.

Will I need different equipment?

Yes, on **March 13, 2023**, a TV Box, TV Adapter, or another compatible digital device **will be required to receive Xfinity TV services**. If you choose a TV Box or a TV Adapter, the cost is \$10.00 per month. Limited Basic only customers choosing to use a TV Adapter can receive their first two TV Adapters at no monthly cost. If you choose a level of service above Limited Basic, you will be required to use a TV Box or a compatible digital device. We will provide a TV Box to you for your primary outlet at no additional cost for

12 months from **March 13, 2023**. After the 12-month discount expires, you will be charged the then current monthly equipment fee for the TV Box. Call us to choose your Xfinity TV service plan and schedule a free professional installation for your TV Boxes or TV Adapters.

What will happen to my current channel lineup?

Our channel lineup will change beginning on **March 13, 2023**, and will feature exciting new content. We've included a copy of our new channel lineup for your convenience.

Will the price of my Xfinity TV service change?

We are discontinuing all of our current Xfinity TV service plans. The monthly charges for your new Xfinity TV service plan will depend on the plan you select. By calling before **March 13, 2023**, you will be able to select a new plan before your current plan is discontinued. Enclosed you will find a full list of our Services and Pricing as of **December 18, 2023**.

As always, thank you for being an Xfinity customer.

Sincerely,

Your Xfinity Team



Prices shown do not include applicable taxes, franchise fees, FCC fees, Public Access fees, other state or local fees or other applicable charges. Prices, services and features are subject to change. **Fastest mobile service:** Based on consumer testing of mobile WiFi and cellular data performance from Ookla® Speedtest Intelligence® data in Q3 '22 for Comcast service areas, verified by Ookla for Comcast's analysis. Xfinity Internet required. Best price comparison based upon 2 unlimited lines and 5G pricing plans of top 3 carriers. Reduced speeds after 20 GB of usage. Fee, Taxes and fees extra. Data thresholds may vary. Actual savings vary and are not guaranteed. © 2023 Comcast. All rights reserved.