



8000 E. Iliff Ave.  
Denver, CO 80231

November 26, 2013

**VIA FACSIMILE**

Fred Diehl  
Town of Erie  
645 Holbrook  
P. O. Box 750  
Erie, CO 80516  
Fax No. 303-926-2706

**RE: Important Information—Price Changes**

Dear Fred,

At Comcast, we are committed to constantly improving our customers' entertainment and communications experience in your community, and we continue to invest in making their services even better. As we make these and other investments, we periodically need to adjust prices due to increases we incur in programming and other business costs. Starting January 1, 2014, new prices will apply to select Video and Internet services and equipment as reflected in the enclosed notice.

Among these price changes, we have itemized a Broadcast TV Fee in order to defray the rising costs of retransmitting broadcast television signals. In the past, a portion of those costs were included within the basic service rate. In recent years, the cost of retransmitting broadcast television signals has increased significantly, and we want to address these increases through a separate itemized charge so they are clear to the customer. \*

We promise to continue to provide our customers with a consistently superior experience, including 24/7 customer service, two-hour appointment windows and on-time arrival—or we'll credit the customer \$20 or provide a free premium channel for three months. We back up our services with the Comcast Customer Guarantee (visit [www.comcast.com/guarantee](http://www.comcast.com/guarantee) for details).

Should you have any questions regarding this information, please feel free to contact me at 303-603-2012.

Sincerely,

A handwritten signature in cursive script that reads "Glenn Walker".

Glenn Walker  
Government Affairs Manager

\*If a customer was receiving services on a promotional basis, or under a minimum term agreement associated with a specific rate, as December 1, 2013, the customer will not be affected by the Broadcast TV Fee during the applicable period.

Enc.

Effective 1/1/14, Comcast will implement a Broadcast TV Fee of \$1.50 per month (excluding applicable taxes and fees) on video customers' bills to defray the rising costs of retransmitting broadcast television signals. However, we will waive the Broadcast TV Fee for current customers until 10/1/14.

**Rate Changes:**

Periodically, we adjust prices due to increases in business costs. Effective 1/1/14, the monthly rate for following packages will be changing as stated below. Services received on a promotional basis or under a minimum term agreement associated with a specific rate, will not be affected. Additional fees and taxes are additional.		
	Current Price	New Price
<b>MULTILATINO PACKAGES</b>		
<b>MultiLatino Max Paquete Triple<sup>4</sup></b> Includes MultiLatino Max for primary outlet, Performance Internet, XFINITY Voice Unlimited™ and Carefree Minutes Mexico 300. Can substitute Carefree Minutes Latin America 300. SurePrice <sup>3</sup>	\$139.95 \$119.99	\$149.95 No Change
<b>MultiLatino Ultra Paquete Triple<sup>4</sup></b> Includes MultiLatino Ultra for primary outlet, Performance Internet, XFINITY Voice Unlimited™ and Carefree Minutes Mexico 300. Can substitute Carefree Minutes Latin America 300. SurePrice <sup>3</sup>	\$149.95 \$129.99	\$159.95 No Change
<b>MultiLatino Ultra HD Paquete Triple<sup>4</sup></b> Includes MultiLatino Ultra for primary outlet, HD Technology Fee, Starz®, Performance Internet, XFINITY Voice Unlimited™ and Carefree Minutes Mexico 300. Can substitute Carefree Minutes Latin America 300. SurePrice <sup>3</sup>	\$159.95 \$139.99	\$169.95 No Change
<b>MultiLatino Ultra HD Plus Paquete Triple<sup>4</sup></b> Includes MultiLatino Ultra for primary outlet, HD Technology Fee, HBO®, Starz®, Blast!® Internet, XFINITY Voice Unlimited™ and Carefree Minutes Mexico 300. Can substitute Carefree Minutes Latin America 300. SurePrice <sup>3</sup>	\$179.95 \$159.99	\$189.95 No Change
<b>MultiLatino Total HD Paquete Triple<sup>4</sup></b> Includes MultiLatino Ultra and HD DVR Service or AnyRoom® DVR Service for primary outlet, HD Technology Fee, HBO®, Showtime®, Starz®, Cinemax®, Sports Entertainment Package, Blast!® Internet, XFINITY Voice Unlimited™ and Carefree Minutes Mexico 300. Can substitute Carefree Minutes Latin America 300. SurePrice <sup>3</sup>	\$209.95 \$179.99	\$219.95 No Change
<b>MultiLatino Max XF Double Play<sup>2</sup></b> Includes MultiLatino Max for primary outlet and Performance Internet SurePrice <sup>5</sup>	\$113.90 \$104.99	\$114.95 No Change
<b>MultiLatino Max Includes MultiLatino Extra, additional digital channels, access to Pay-Per-View and On Demand programming</b>	\$59.95	\$64.95
<b>MultiLatino Ultra Includes MultiLatino Max and additional digital channels</b>	\$76.90	\$83.45
<b>XFINITY® INTERNET<sup>1, 6</sup></b>		
Periodically, we adjust prices due to increases in business costs. Effective 1/1/14, the monthly rate for following packages will be changing as stated below. Services received on a promotional basis or under a minimum term agreement associated with a specific rate, will not be affected. Additional fees and taxes are additional.		
	Current Price	New Price
<b>Performance</b>	\$64.95	\$68.95
<b>Blast!®</b>	\$74.95	\$76.95

<sup>1</sup> Certain services available separately or as a part of other levels of service. Comcast service is 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 Recovery Fee, 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 a video service customer and you own a compatible digital converter or CableCARD device, please call 1-800-XFINITY for pricing information or visit [www.comcast.com/equipmentpolicy](http://www.comcast.com/equipmentpolicy). ©2013 Comcast. All rights reserved.

<sup>2</sup> Requires a Voice/Data Modem, except for the Complete Triple Play Packages.

<sup>3</sup> SurePrice only available for 12 months to XF Triple Play, XH Triple Play or MultiLatino Paquete Triple Play customers after 12 month promotional package.

<sup>4</sup> Requires a Voice/Data Modem.

<sup>5</sup> SurePrice only available for 12 months to Preferred XF Double Play, MultiLatino Max XF Double Play and MultiLatino Ultra XF Double Play customers after 12 month promotional package. HBO® and Streampix™ available at no extra cost during 12 month promotional package and 12 month SurePrice period. After end of the promotional and SurePrice periods, HBO® and Streampix™ will be billed at the then current retail rate.

<sup>6</sup> Voice/Data modem required. For more information regarding XFINITY Internet go to <http://www.comcast.com/highspeedinternet>.