

Vermont Quality of Service Notification: The Vermont Department of Public Service and the Vermont Public Utility Commission desire to hear your views regarding the quality of service and reasonableness of terms for cable services provided by Comcast. You may Communicate your views to the Consumer Affairs and Public Information Division, 112 State Street, Drawer 20, Montpelier, VT 05620-2601, telephone number (800) 622-4496, or e-mail psd_consumer@vermont.gov, or you may write to the Clerk of the Public Utility Commission, 112 State Street, Drawer 20, Montpelier, VT 05620-2701. You may also comment to us directly at the address listed on this notice. This notice is being sent to you as requested by law (30 V.S.A. Section 510). Thank you for your cooperation in this matter. Local Comcast Office Information: Comcast, 43 Comcast Way, South Burlington, VT 05403. Or call: 1-800-COMCAST (266-2278).

VERMONT BILLING PRACTICES

Your cable television services are billed monthly. Comcast uses several separate billing cycle periods each month to ease phone call overloads. We will bill you on the same day each month. If you change or stop cable services during the month, we will send you a corrected, prorated statement the next month. If you have a question about a prorate on your bill, please call us as soon as possible.

QUESTIONS ON YOUR BILL?

Feel free to write or call our office at the address or phone number listed at the end of this notice. Tell us your name, address, and account number and what you think is wrong. You may send us copies of any receipts or other documents that may be appropriate.

PLEASE DO NOT WRITE ANY MESSAGES ON YOUR BILL. ALL WRITTEN BILLING, SERVICE, OR SALES INQUIRIES MUST BE SENT TO YOUR LOCAL COMCAST OFFICE, AS LISTED AT THE END OF THIS NOTICE.

Vermont regulations require that you inform us of suspected errors on your bill within forty-five (45) days of the date payment is due. You must pay the undisputed amount. If you are withholding a part of your payment because of a billing dispute, you will not be disconnected if you have informed us and continue to pay the undisputed amount. Unless specified by applicable law, credits will be limited to no more than six (6) months credit for the disputed portion of the account.

Comcast will make an initial response to any written correspondence concerning your bill within three (3) days and will make a written proposal within fifteen (15) days. At that point we will have corrected the mistake or explained to you why the bill was correct. If you still don't agree with us about your bill, you will have 10 days to contest the proposed resolution and may present the Company with additional information. The Company shall notify you of the final resolution within 15 business days.

MAKING PAYMENTS

You may pay by mail, at our local office, or at Western Union locations. You may also pay online at www.comcast.com or with a debit or credit card over the telephone. If you require the assistance of a customer service representative to make a payment, you may incur an additional fee. You may also enroll in recurring automatic electronic payments that are electronically debited from your designated bank account twenty-five (25) days after the statement date of your bill. For a complete listing of businesses that accept Comcast payments, please call our office at the number listed on your bill. If you pay in cash at our office, you will receive a receipt. Be sure to keep your receipts. If you pay by check, your canceled check will serve as a receipt. Please do not mail cash.

WHAT IF YOU PAY LATE?

If your bill isn't paid during the current month, or if you happen to pay us late, your next bill will include a reminder that you haven't paid. Sometimes a payment mailed during the current month is not reflected on the following month's bill. Most often that occurs when we receive payments late in the month and they are not processed in time to appear on your next bill. If you do not pay within thirty (30) days of the billing date, your account will be considered delinquent. If you do not pay within sixty (60) days, you will be assessed a late fee of 1.5% on any balances sixty (60) or more days overdue. You will receive a disconnection notice by mail. You then have ten (10) business days to pay the delinquent balance. If you have not notified us of a dispute about your bill, your service will be disconnected within fourteen (14) business days, except Fridays and Vermont legal holidays, and the days before such holidays. This policy conforms to Board Rule 3.400 of the Public Utility Commission (PUC) concerning disconnection of delinquent accounts.

In special circumstances, we can work with you to arrange a schedule of payments. If you wish to discuss this option, it is your responsibility to call our office and speak to a Customer Account Executive.

DISCONNECT EXCEPTIONS

We will not disconnect your service for non-payment if the Public Utility Commission (PUC) has notified us that you have submitted a billing dispute to them. If you need information on how to submit a dispute to the PUC, you may contact the Consumer Affairs Division at the address and telephone number listed at the end of this notice.

HOW TO BE RECONNECTED

Your service will be reconnected within 24 hours when you pay the entire past due balance, including any late charges, unless you inform us that you do not wish to be reconnected. A reactivation fee of \$6.00, if your service was electronically disconnected; or a reinstallation fee of \$79.99, if a technician visit is required to reconnect your service after physical disconnection, will be collected at the time of reconnection. We will schedule an appointment to reconnect your service after appropriate payment is received and posted to your account.

HOW TO CHANGE OR DISCONNECT YOUR SERVICES

To make a change in the service you receive, or to disconnect your services, write or call our office a few days before you want the change to be made or to have your service disconnected. We will schedule your change or disconnection on the first available date. Your bill will reflect the changes to your service based on the date you requested your change or disconnection to be effective. When disconnecting, please return Comcast equipment, such as converters, remotes and modems to our office. Equipment charges and equipment lease fees (if any) will continue to apply until the equipment is returned or otherwise assessed an unreturned equipment charge. You must return the Comcast equipment in good condition or we will charge you for any necessary repairs and/or replacement.

PARENTAL CONTROL BOX

Comcast's set-top boxes have Parental Control features which will enable the customer to temporarily "lock out" reception of certain programming services unless accessed by a numeric code. Other features include the ability to hide adult titles so they won't appear in the on-screen guide and also the ability to prevent purchases of XFINITY On Demand™ or Pay-Per-View programs unless accessed by a numeric code. For more information, visit www.Comcast.com/parentalcontrols or call 1-866-781-1888.

EQUIPMENT

In order to receive XFINITY Video services, a set-top box, digital transport adapter (DTA) or a retail CableCARD™ device must be connected to each of your TVs. You may obtain information about how to use your cable service via www.Comcast.com or by calling 1-800-COMCAST (1-800-266-2278).

WHAT IF YOU'RE MOVING?

If you're moving to a new home within Comcast's service area, we will arrange a transfer of service to your new address. If you are moving outside Comcast's service area, we will arrange a disconnection.

THEFT OF SERVICE

Don't use our services unless you pay for them! The PUC agrees that theft of cable service is a very serious matter. Receiving cable without paying for it or assisting someone else in doing the same is a federal crime punishable by fines or imprisonment, or both. You may be receiving cable illegally if:

- You move into a new home and are able to connect your TV to the cable and receive cable programming without making arrangements to do so.
- Someone offers to hook up your cable for a one-time fee and no monthly charge.
- You are receiving more services than are listed on your bill.
- You are not receiving a bill.

Please be aware, however, that some apartment buildings provide cable service as an amenity.

If you suspect that you have unauthorized service, call our office. We have not charged or prosecuted anyone who called to report their own unauthorized reception of service to us.

CHECK PROBLEM?

A handling fee of \$15.00 is charged on all checks returned to us from your bank. Also, the number of days between your giving us a dishonored check and our receiving notice that it was dishonored may be deducted from the minimum number of days before our disconnection which will not be less than four (4) days.

SERVICE OUT?

If there is an interruption of service, call our office. We try to respond to service calls as quickly as possible.

VTBILL19P2

DESERVE A CREDIT OR REFUND?

If you have a service outage that lasts more than 24 hours, please call us to notify us that you have a service outage because our equipment may not tell us that service is out at your home. Your credit for a service outage begins when you notify us of an interruption (unless already known by the company) and ends when service has been restored. If you request a credit for an outage, the number of days you were without service (after the first 24 hours) will be credited to your next month's bill.

If you stop your service, returned all Comcast equipment and you're due a refund, we will mail you a check the earlier of the next billing cycle following the disconnect or within thirty (30) days. If you are moving, please provide us with your new address and we will forward your refund to your new address.

HOW TO CONTACT US

Comcast welcomes you to contact us with any comments on the quality of our service. You may communicate your remarks by writing the address or calling the phone number listed below.

Comcast
43 Comcast Way
South Burlington, VT 05403

For Vermont calls, a customer service representative is available 24-hours a day, 7 days a week at 1-800-COMCAST (1-800-266-2278).

VERMONT SERVICE CENTER LOCATIONS

For in person assistance, visit one of our Xfinity Store or Service Center locations.

South Burlington Xfinity Store
(Store Hours: Monday thru Saturday 9:00 a.m. - 7:00 p.m.,
Sunday 11:00 a.m. to 5:00 p.m.)
205 Dorset Street
South Burlington, VT 05403

Rutland Xfinity Store
(Store Hours: Monday thru Friday 10:00 a.m. - 6:00 p.m.,
Saturday 9:00 a.m. - 1:00 p.m.)
299 North Main Street
Rutland, VT 05701

DISPUTE PROCEDURES

You should first try to resolve any complaint or dispute directly with Comcast. If you remain unsatisfied by Comcast's response, you may request assistance from the Vermont Department of Public Service Consumer Hotline by calling 1-800-622-4496.

**Vermont Department of Public Service/
Consumer Affairs Division**
112 State Street
Montpelier, VT 05620-2601
(800) 622-4496
Email Address: psd.consumer@vermont.gov

Vermont Public Utility Commission
112 State Street, Drawer 20
Montpelier, VT 05620-2701
(802) 828-2358

PUBLIC, EDUCATIONAL AND GOVERNMENT ACCESS IN VERMONT

Public, Educational and Governmental (PEG) Access is available on Comcast systems throughout Vermont. Through Access Management Organizations (AMO), members of the public can become involved and have an opportunity to create and cablecast PEG content. Where there is no designated AMO, access programming may be facilitated (or made available) by the local Comcast system. For more information about PEG Access in your region, please contact the appropriate AMO as listed below.

Complaint Resolution Process

If you have a complaint about PEG Access and/or a PEG Access Group, you should first try to resolve the issue by contacting the PEG Access Management Organization listed below for your region. For complaints regarding issues other than PEG Access, you should first contact Comcast at 1-800-COMCAST (1-800-266-2278). Disputes may be resolved by the Vermont Public Utility Commission.

Bellows Falls Area: Falls Area Community Television (FACT), Alex Stradling, Executive Director
1 Hospital Court, Suite 7, Bellows Falls, VT 05101
802-463-1613
Email: fact@fact8.com
Website: www.fact8.com

Bennington Area: Catamount Access Television Corp (CAT-TV), Lisa Byer, Executive Director
625 Main Street, Bennington, VT 05201
802-442-8868
Email: info@catamountaccess.com
Website: www.catamountaccess.com

Brattleboro Area: Brattleboro Community Television (BCTV), Cor Trowbridge, Executive Director
230 Main Street, Ste. 201, Brattleboro, VT 05301
802-257-0888
Email: info@brattleborotv.org
Website: www.brattleborotv.org

Bristol Area: NorthEast Addison Television (NEAT) Mary Arbuckle, Executive Director, P.O. Box 262, 25B Main Street, Bristol, VT 05443. 802-453-8562
Email: neatbristol@gmail.com
Website: www.neatbristol.com

Burlington Area: Public Access: Vermont Community Access Media (VCAM), Seth Mobley, Executive Director, 208 Flynn Ave, Ste. 2G, Burlington, VT 05401. 802-651-9692
Email: vcam@vermontcam.org
Website: www.vermontcam.org

Educational Access: Regional Educational Television Network (RETN), Jess Wilson, Executive Director, 208 Flynn Ave, Ste. 2K, Burlington, VT 05401. 802-654-7980 ext. 23
Fax: 802-654-7984, Email: jessw@retn.org
Website: www.retn.org

Government Access: Channel 17 Town Meeting Television, Lauren-Glenn Davitian, Executive Director
294 No. Winooski Avenue, Burlington, VT 05401
802-862-3966 ext. 12
Email: davitian@cctv.org, Website: www.ch17.tv

Colchester/Grand Isle Area: Lake Champlain Access Television (LCATV), Kevin Christopher, Executive Director, 63 Creek Farm Plaza, Ste. 3, Colchester, VT 05446. 802-862-5724
Email: info@lcatv.org
Website: www.lcatv.org

Hardwick Area: Hardwick Community Television (HCTV), Leif Goldberg, Executive Director
P.O. Box 736, 20 Church Street, Hardwick, VT 05843
802-472-6655, Email: hardwicktv@comcast.net
Website: www.hctv.us

Lamoille County: Green Mountain Access Television (GMATV), Amy Murphy, Station Manager
P.O. Box 581, Green Mtn. Technology & Career Ctr., 738 Route 15 West, Hyde Park, VT 05655
802-851-1592
Email: info@greenmountainaccess.tv
Website: www.greenmountainaccess.tv

Londonderry/Weston: Greater Northshire Access Television (GNAT-TV), Tammie Reilly, Executive Director, P.O. Box 2168, Manchester VT 05255;
6378 Route 7A, Sunderland, VT 05250
802-362-7070
Email: info@gnat-tv.org, Website: www.gnat-tv.org

Ludlow Area: Okemo Valley TV, Patrick Cody, Executive Director, 37C Main Street, Ludlow, VT 05149
802-228-8808
Email: manager@okemovalley.tv, Website: www.okemovalley.tv

Manchester Area: Greater Northshire Access Television (GNAT-TV), Tammie Reilly, Executive Director, P.O. Box 2168, Manchester Center, VT 05255;
6378 Route 7A, Sunderland, VT 05250
802-362-7070
Email: info@gnat-tv.org, Website: www.gnat-tv.org

Middlebury Area: Middlebury Community Television (MCTV), Kurt Broderson, Executive Director
P.O. Box 785, Ilsley Library, 75 Main Street, Middlebury, VT 05753. 802-388-3062
Email: info@middleburycommunitytv.org
Website: www.middleburycommunitytv.org

Montpelier Area: Onion River Community Access Media (ORCA Media), Rob Chapman, Executive Director, 89 Main Street, City Center, Montpelier, VT 05602
802-224-9901
Email: info@orcamedia.net
Website: www.orcamedia.net

Newport Area: Northeast Kingdom Television (NEKTV), Tod Pronto, Executive Director
P.O. Box 710, 374 Main Street, Newport, VT 05855
802-334-0264, Fax: 802-334-8500
Email: director@nektv.com
Website: www.nektvonline.com

PUBLIC, EDUCATIONAL AND GOVERNMENT ACCESS IN VERMONT, CONT.

Richmond Area: Mount Mansfield Community TV (MMCTV), Angelike Contis, Executive Director, P.O. Box 688, 35 West Main Street, Richmond, VT 05477 802-434-2550
Email: mmctv@gmail.com
Website: mtmansfieldctv.org

Rutland Area: Rutland Region Community Television, Inc. (RRCTV), Tom Leypoldt, Executive Director, Howe Center, 1 Scale Ave. Ste. 108, Rutland, VT 05701. 802-747-0151
Fax: 802-747-0565, Email: tleypoldt@pegvt.com
Website: www.pegvt.com

Shelburne Area: Public/Government Access: Vermont Community Access Media (VCAM), Seth Mobley, Executive Director, 208 Flynn Avenue, Ste. 2G, Burlington, VT 05401. 802-651-9692
Fax: 802-654-7984, Email: vcam@vermontcam.org
Website: www.vermontcam.org

Educational Access: Regional Educational Television Network (RETN), Jess Wilson, Executive Director, 208 Flynn Ave, Ste. 2K, Burlington, VT 05401. 802-654-7980 ext. 23, Fax: 802-654-7984
Email: jessw@retn.org, Website: www.retn.org

Springfield Area: Springfield Area Public Access (SAPA-TV), Jared Gunnell, Executive Director, Springfield High School, 303 South Street, Springfield, VT 05156. 802-885-6248
Email: jared@sapatv.com, Website: www.sapatv.com

St. Albans Area: Northwest Access Television (NWPEG-TV), Elizabeth Malone, Executive Director, 616 Franklin Park West, St. Albans, VT 05478. 802-782-8676
Email: info@northwestaccess.tv
Website: www.northwestaccess.tv

White River Junction Area: Community Access Television (CATV), Donna Girot, Executive Director, 85 N. Main Street, Ste. 142, White River Jct., VT 05001. 802-295-6688, Email: donna@catv8.org
Website: www.catv8.org

Windsor Area: Windsor On Air (WOA), Paula Wehde, Executive Director, P.O. Box 15, 1 Railroad Plaza, Windsor, VT 05089 802-674-5200, Fax: 802-674-2999
Email: woa-tv@comcast.net
Website: www.woa-tv.org

Woodstock Area: Woodstock Community Television (WCTV), Macy Lawrence, Executive Director, 62 Pleasant Street, Woodstock, VT 05091 802-457-5800
Email: wctv8@comcast.net
Website: www.wctv8.com

Non-Designated Communities: Where there is no designated AMO, please contact: Comcast, 299 North Main Street, Rutland, VT 05701. 802-776-1632

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

Before you move, please call us at 1-800-XFINITY. 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: Logitech Harmony 650 8-Device Universal Remote. 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.

OTHER INFORMATION

Information on upcoming programmer contract expirations can be found at www.xfinitytv.com/contractrenewals or by calling 866-216-8634. 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.



SERVICE AREA

VT, CT & NY

PHONE NUMBERS**Billing/Repair****New Services/Sales**

1-800-266-2278

OFFICE HOURS

Please check your monthly billing statement for the location and hours of operation of the nearest customer service office.

You should first try to resolve any complaint or dispute directly with Comcast. If you remain unsatisfied by Comcast's response, you may request assistance from your local Public Utility or Public Service agency.

MAILING/OFFICE ADDRESS**VERMONT**

Comcast
43 Comcast Way
South Burlington, VT 05403

CONNECTICUT/NEW YORK

Comcast
222 New Park Dr.
Berlin, CT 06037

**PUBLIC INFORMATION OFFICES/
FRANCHISE AUTHORITIES /****VERMONT**

Vermont Public Utility Commission
112 State Street, Drawer 20
Montpelier, VT 05620-2701
802-828-2358

Vermont Department of Public
Service/Consumer Affairs Division
112 State Street
Montpelier, VT 05620-2601
800-622-4496

CONNECTICUT

State of Connecticut
Public Utilities Regulatory Authority
10 Franklin Square
New Britain, CT 06051
1-800-382-4586

NEW YORK

New York State
Public Service Commission
Empire State Plaza
Agency Bldg. 3
Albany, NY 12223
1-800-342-3377