

**STATE OF VERMONT  
PUBLIC UTILITY COMMISSION**

Case No. 19-4845-PET

Petition of Southern Vermont Cable )  
Company for consent, pursuant to 30 )  
V.S.A § 109, to sell substantially all of its )  
Vermont assets to Comcast of )  
Connecticut/Georgia/Massachusetts/New )  
Hampshire/New York/North Carolina/ )  
Virginia/Vermont, LLC, approval, )  
pursuant to 30 V.S.A. § 505, of such )  
entity's abandonment of cable-television )  
service in Vermont and revocation of its )  
Certificates of Public Good )

Petition of Comcast of Connecticut/ )  
Georgia/Massachusetts/New Hampshire/ )  
New York/North Carolina/Virginia/ )  
Vermont, LLC for a Certificate of Public )  
Good, pursuant to 30 V.S.A. §§ 503 & )  
504 and Vermont Public Utility )  
Commission Rule 8.200, to own and )  
operate the cable-television systems in )  
Vermont currently owned and operated by )  
Southern Vermont Cable Company )

**RESPONSE OF JOINT PETITIONER COMCAST  
TO THE DEPARTMENT OF PUBLIC SERVICE'S FIRST SET OF INFORMATION  
REQUESTS ON JOINT PETITIONERS**

This is the response of Joint Petitioner Comcast of Connecticut/Georgia/ Massachusetts/New Hampshire/New York/North Carolina/ Virginia/ Vermont, LLC ("Comcast" and collectively, "Joint Petitioners") to the First Set of Discovery Requests ("Discovery Requests") of the Department of Public Service ("DPS" or "Department"). Joint Petitioners are filing one complete hard copy of their responses with the Public Utility Commission ("Commission"), with two copies served on the Department and a copy served on each other party of record.

### **General Objections:**

1. Joint Petitioners object to any instructions contained in the Discovery Requests to the extent such instructions purport to place on Petitioner greater requirements or reserve greater rights to DPS than are permitted by the Vermont Rules of Civil Procedure as made applicable to Commission proceedings through Commission Rule 2.214 (A).

2. Joint Petitioners object to any request for information or production of document(s) that is (or are) subject to the attorney-client privilege, constitute work product, are protected under state or federal law or are proprietary, competitively sensitive or confidential, constitute draft and/or non-final documents and/or constitute communications containing or concerning any of the above.

3. Joint Petitioners object to requests to the extent that they (a) are overbroad or unduly burdensome; (b) are cumulative; (c) call for the production of documents not in the possession, custody or control of Joint Petitioners; (d) call for the review, compilation, or production of publicly-available documents that could be obtained by the requesting party in a less burdensome manner, including on a public website; (e) call for the review, compilation and/or production of documents already in DPS's possession, custody, or control; (f) are vague and/or ambiguous; (g) seek information not reasonably calculated to lead to the discovery of admissible evidence; or (h) call for the review, compilation, or production of a voluminous number of documents at great expense to Joint Petitioners.

4. Joint Petitioners object to the purported requirement that it identify the person who prepared each document produced and the date on which the document was prepared as being unduly burdensome and beyond the requirements of the discovery rules.

5. Joint Petitioners object to any requests for documents or information beyond the scope of this tribunal's jurisdiction, including without limitation to the extent that (a) primary jurisdiction rests more properly with, and/ or actually has been exercised by, another agency or tribunal; or (b) the document, legal issue or factual information in question has been otherwise determined by another agency or tribunal of competent jurisdiction.

6. Each of these General Objections shall be incorporated by reference into the below-referenced objections and responses as if expressly restated therein. Joint Petitioners do not hereby waive any objections, and it reserves the right to later raise any additional, available objections.

*For SVCC:*

**Q:DPS:JP.1.1.** Please provide, consistent with Condition 8(b) of the Renewed Certificate of Public Good ("CPG") issued June 30, 2011, a copy of all SVCC written and orally transmitted consumer complaints received during the preceding calendar year or annual period for the past five (5) years.

**Q:DPS:JP.1.2.** Please provide a copy of the notice sent to SVCC customers notifying them of the transaction that is the subject of this proceeding.

**Q:DPS:JP.1.3.** Please describe in detail all line extensions that have been completed over the course of SVCC's current CPG term. For each year, please list and describe the number of road miles constructed, the number of dwellings passed by the new extensions and the cost of the extensions. Please separately identify any complex line extensions (those requiring the installation of amplifiers, power supplies, line extenders and/or nodes or fiber). Please produce all data and documents used to prepare and support your response.

**Q:DPS:JP.1.4.** Please explain whether SVCC customers are served by fiber-to-the-home ("FTTH") or Coax cable.

- a. Please detail the number of SVCC customers served by FTTH.
- b. Please detail the number SVCC customers served by Coax.

*For Joint Petitioners:*

**Q:DPS:JP.1.5.** Please provide a copy of the purchase and sale agreement between SVCC and Comcast.

**A:DPS:COMCAST.1.5.**

OBJECTION: Joint Petitioners object to any request for information or production of document(s) that is (or are) subject to the attorney-client privilege, constitute work product, are protected under state or federal law or are proprietary, competitively sensitive or confidential, constitute draft and/or non-final documents and/or constitute communications containing or concerning any of the above.

Without waiving any objection, the Joint Petitioners filed a Motion for Approval of a Protective Agreement and a proposed Procedural Order re. Protective Agreement with the Commission on February 12, 2020. Upon issuance of a Protective Order by the Commission, Joint Petitioners and the Department of Public Service will execute the Protective Agreement and Joint Petitioners will provide a copy of the purchase and sale agreement between SVCC and Comcast to the Department.

Person Responsible for Response: Daniel M. Glanville  
Title: Vice President, Government/Regulatory Affairs & Community Impact  
Date: February 14, 2020

**Q:DPS:JP.1.6.** Please refer to page 3, lines 18-21 of Mr. Scialabba's testimony and pages 7-8, lines 14-22 and 1-7 of Mr. Glanville's testimony. Please detail those products not currently offered to SVCC customers that will be available via Comcast Xfinity cable and internet services.

**A:DPS:COMCAST.1.6.**

The residential Xfinity cable television services currently offered by Comcast to its Vermont customers that are not offered by SVCC include:

- The Xfinity X1 platform with access to X1 apps and integrated search functionality across live programming, recorded content, Xfinity On Demand, and X1 apps;
- The Xfinity X1 voice remote;
- The Xfinity X1 talking guide;
- The ability to download programs to mobile devices for viewing outside the home;
- Subscription international selections;
- Pay-per-view and On Demand subscription services;
- Pay-per-view and Xfinity On Demand content;
- Subscription sports packages; and
- Xfinity TV Latino.

Please refer to the Comcast Brattleboro Price List, provided as Attachment A.DPS.COMCAST.1.6a, and to the Comcast Brattleboro Channel Lineup, provided as Attachment A.DPS.COMCAST.1.6b, for a complete listing of subscription international selections, pay-per-view and on Demand subscription services, subscription sports packages, and Xfinity TV Latino channels.

Below is a listing of the unregulated internet service tiers offered by SVCC and the unregulated residential Xfinity Internet service tiers offered by Comcast:

SVCC	
Tier	Speed
Economy Broadband	640 Kbps/128 Kbps
Economy Plus Broadband	1.5 Mbps/384 Kbps
Standard Broadband	20 Mbps/1 Mbps
Poweruser Broadband	30 Mbps/3 Mbps
Extreme Broadband	50 Mbps/6 Mbps

<b>Comcast</b>	
<b>Tier</b>	<b>Speed*</b>
Performance Starter	25 Mbps/3 Mbps
Performance	100 Mbps/5 Mbps
Performance Pro	200 Mbps/5 Mbps
Blast!	300 Mbps/10 Mbps
Extreme Pro**	600 Mbps/15 Mbps
Gigabit**	1 Gbps/35 Mbps
Gigabit Pro**	2 Gbps/2 Gbps

\*Actual speeds vary and are not guaranteed. For factors affecting speed visit:  
[www.xfinity.com/networkmanagement](http://www.xfinity.com/networkmanagement).

\*\*Please refer to the Comcast Brattleboro Price List, provided as  
Attachment A.DPS.COMCAST.1.6a, for relevant disclaimers.

Customers who choose to lease an xFi gateway device from Comcast also receive xFi Advanced Security at no additional cost. Some of the features of xFi Advanced Security include real-time monitoring for potential threats and alerts for all devices connected to the customer's WiFi network, helping to keep customers from accidentally visiting sites that are not secure, blocking unknown or dangerous sources from remotely accessing smart devices such as home cameras or smart door locks.

Comcast also offers Internet Essentials, a low-cost broadband service for eligible low-income households, and Comcast Business video and internet products for businesses of all sizes.

Person Responsible for Response: Daniel M. Glanville  
Title: Vice President, Government/Regulatory Affairs & Community Impact  
Date: February 14, 2020

**Q:DPS:JP.1.7.** Please detail the average monthly cost for basic cable service for the preceding five (5) years for respective SVCC customers and Comcast customers.

**A:DPS:COMCAST.1.7.**

Below is the monthly cost for Xfinity TV Limited Basic service in the Brattleboro Headend Service Area, not including taxes and fees, other than the Broadcast TV ("BTV") Fee.

Effective Date	Limited Basic	BTV Fee	Total Monthly Video Cost	TV Adapter/ Remote	Total Monthly Cost
12/20/2014	\$ 25.60	\$ 3.25	\$ 28.85	\$ 0.18	\$ 29.03
12/20/2015	\$ 25.60	\$ 5.00	\$ 30.60	\$ 0.18	\$ 30.78
12/20/2016	\$ 25.60	\$ 7.00	\$ 32.60	\$ 0.18	\$ 32.78
12/20/2017	\$ 26.00	\$ 8.00	\$ 34.00	\$ 0.18	\$ 34.18
12/20/2018	\$ 26.00	\$ 10.00	\$ 36.00	\$ 0.18	\$ 36.18
12/20/2019	\$ 26.00	\$ 14.25	\$ 40.25	\$ 0.40	\$ 40.65

Effective Date	Limited Basic	BTV Fee	Total Monthly Video Cost	TV Box/ Remote	Total Monthly Cost
12/20/2014	\$ 25.60	\$ 3.25	\$ 28.85	\$ 1.18	\$ 30.03
12/20/2015	\$ 25.60	\$ 5.00	\$ 30.60	\$ 1.18	\$ 31.78
12/20/2016	\$ 25.60	\$ 7.00	\$ 32.60	\$ 1.18	\$ 33.78
12/20/2017	\$ 26.00	\$ 8.00	\$ 34.00	\$ 2.68	\$ 36.68
12/20/2018	\$ 26.00	\$ 10.00	\$ 36.00	\$ 2.68	\$ 38.68
12/20/2019	\$ 26.00	\$ 14.25	\$ 40.25	\$ 5.00	\$ 45.25

Person Responsible for Response: Daniel M. Glanville  
 Title: Vice President, Government/Regulatory Affairs & Community Impact  
 Date: February 14, 2020

**Q:DPS:JP.1.8.** Please detail the average monthly cost for a standard triple play service for the preceding five (5) years for respective SVCC customers and Comcast customers.

**A:DPS:COMCAST.1.8.**

Below is the monthly cost for Xfinity TV “standard triple play service” in the Brattleboro Headend Service Area, not including taxes and fees, other than the Broadcast TV (“BTV”) and Regional Sports Network (“RSN”) Fees.

Effective Date	Triple Play Package	Monthly Cost	BTV & RSN Fees	Total Video Cost	TV Box/ Remote	Total Monthly Cost
12/20/2014	Starter XF Triple Play Bundle	\$147.49	\$ 4.25	\$151.74	\$ -	\$151.74
12/20/2015	Starter XF Triple Play Bundle	\$148.49	\$ 8.00	\$156.49	\$ -	\$156.49
12/20/2016	Starter XF Triple Play Bundle	\$148.49	\$ 12.00	\$160.49	\$ -	\$160.49
12/20/2017	Starter XF Triple Play Bundle	\$153.49	\$ 14.75	\$168.24	\$ -	\$168.24
12/20/2018	Standard Triple Play	\$129.99	\$ 18.25	\$148.24	\$ 2.68	\$150.92
12/20/2019	Standard Triple Play	\$129.99	\$ 22.50	\$152.49	\$ 2.90	\$155.39

As of May 9, 2018, the Starter XF Triple Play Bundle was no longer available for new subscriptions. The Starter XF Triple Play Bundle included Digital Starter with a TV Box and remote for the primary outlet, Performance Pro Internet and Xfinity Voice Unlimited.

The Standard Triple Play Package includes Limited Basic, Kids & Family, Entertainment, Sports & News and HD programming for primary outlet, 10 Hour DVR Service, Performance Pro Internet and Voice Unlimited.

As outlined in Comcast's later responses, former SVCC customers will be eligible for promotional pricing. Promotional pricing for current triple play offers ranges from \$89.99 per month (\$79.99 per month with two-year agreement) to \$199.99 per month. These promotional prices do not include equipment, taxes, BTV Fee, RSN Fee, and other applicable fees. Promotional pricing and offers change regularly due to marketplace changes.

Person Responsible for Response: Daniel M. Glanville  
Title: Vice President, Government/Regulatory Affairs & Community Impact  
Date: February 14, 2020

**Q:DPS:JP.1.9.** Please provide the average length of time, in minutes, the respective SVCC and Comcast customer waits to speak to a customer service representative.

**A:DPS:COMCAST.1.9.**

OBJECTION: Joint Petitioners object to requests to the extent that they (a) are overbroad or unduly burdensome; (b) are cumulative; (c) call for the production of documents not in the possession, custody or control of Joint Petitioners; (d) call for the review, compilation, or production of publicly-available documents that could be obtained by the requesting party in a less burdensome manner, including on a public website; (e) call for the review, compilation and/or production of documents already in DPS's possession, custody, or control; (f) are vague and/or ambiguous; (g) seek information not reasonably calculated to lead to the discovery of admissible evidence; or (h) call for the review, compilation, or production of a voluminous number of documents at great expense to Joint Petitioners.

Without waiving any objection, as required by its current Service Quality Plan, Comcast measures the length of time from when the call is placed in queue to reach a customer service representative until either the call is answered by a customer service representative or the customer abandons the call. For the past twelve months, the average length of time, in minutes, a Comcast customer waited to speak to a customer service representative was 0.2 minutes or 12.5 seconds.

Person Responsible for Response: Daniel M. Glanville  
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Date: February 14, 2020

**Q:DPS:JP.1.10.** Please provide the average length of time, in minutes, it takes for the respective SVCC and Comcast customer complaint to be resolved, from the point the call is answered by an integrated voice response system or person to completion of the request for assistance.

**A:DPS:COMCAST.1.10.**

OBJECTION: Joint Petitioners object to requests to the extent that they (a) are overbroad or unduly burdensome; (b) are cumulative; (c) call for the production of documents not in the possession, custody or control of Joint Petitioners; (d) call for the review, compilation, or production of publicly-available documents that could be obtained by the requesting party in a less burdensome manner, including on a public website; (e) call for the review, compilation and/or production of documents already in DPS's possession, custody, or control; (f) are vague and/or ambiguous; (g) seek information not reasonably calculated to lead to the discovery of admissible evidence; or (h) call for the review, compilation, or production of a voluminous number of documents at great expense to Joint Petitioners.

Without waiving any objection, please see A:DPS:COMCAST.1.9. Comcast does not track the information requested by this question. Each and every call is different and is handled in a manner to ensure customer satisfaction and resolution.

Person Responsible for Response: Daniel M. Glanville  
Title: Vice President, Government/Regulatory Affairs & Community Impact  
Date: February 14, 2020

**Q:DPS:JP.1.11.** Please detail the nearest SVCC and Comcast storefront office and hours of operation for the Towns of Dummerston, Jamaica, Newfane, Putney and Townshend.

**A:DPS:COMCAST.1.11.**

The closest Comcast Service Center is located at 21 Mohawk Trail in Greenfield, Massachusetts.

The hours of operation are:

Monday – Friday: 10 a.m. – 6 p.m.

Saturday: 9 a.m. – 1 p.m.

Sunday: Closed

It should be noted that the same convenient methods currently provided by Comcast for its Vermont customers will also be made available to former SVCC customers in Dummerston, Jamaica, Newfane, Putney, and Townshend, once the integration of SVCC's system is complete.

These methods include contacting Comcast by phone, via the My Account app, on the internet, and in person. Former SVCC customers will be able to call either 1-800-COMCAST (1-800-266-2278) or 1-800-XFINITY (1-800-934-6489) to speak with a Customer Account Executive ("CAE"), 24 hours a day, 7 days a week. They will also be able to use the My Account app, available on both Android and iOS devices, to contact Comcast. Other functions of the My Account app include the ability for customers to view their bill, make payments, make changes to their services, check for outages, troubleshoot service issues, manage service appointments, and locate the closest Comcast service center or Xfinity Store.

Once SVCC's system is fully integrated, former SVCC customers with an internet connection will be able to obtain assistance by visiting [www.xfinity.com](http://www.xfinity.com). At this dedicated self-service website, customers will be able to view their account information, monthly bill statements, and payment history; make payments on their account; obtain information regarding services and products, including instructional videos; troubleshoot technical issues, either on their own or by chatting online with a CAE; check on service interruptions; and manage service appointments.

Comcast also partners with Western Union and 7-Eleven to provide customers with another option for making payments and with The UPS Store to offer convenient and free equipment returns.

Comcast provides various self-service tools to help customers troubleshoot issues, manage their account, and learn more about the features of their Comcast services. Customers can access these self-service tools either on the internet at [www.xfinity.com](http://www.xfinity.com), on their mobile device by using the My Account app, or on their television by using the My Account TV app on the X1 platform.

In addition to the information provided above, Comcast intends to have in place a plan for communicating with customers regarding equipment exchanges and will also have technicians

and other personnel in the field, available to assist customers with swapping out equipment, at no additional charge to the customer.

Person Responsible for Response: Daniel M. Glanville  
Title: Vice President, Government/Regulatory Affairs & Community Impact  
Date: February 14, 2020

**Q:DPS:JP.1.12.** Please provide the number of service outages affecting more than 25 SVCC and Comcast customers for the preceding five (5) years.

- a. Please provide the duration of each service outage experienced by more than 25 SVCC and Comcast customers for the preceding five (5) years.

**A:DPS:COMCAST.1.12.**

**OBJECTION:** Joint Petitioners object to any request for information or production of document(s) that is (or are) subject to the attorney-client privilege, constitute work product, are protected under state or federal law or are proprietary, competitively sensitive or confidential, constitute draft and/or non-final documents and/or constitute communications containing or concerning any of the above.

Without waiving any objection, Comcast's XOC ("eXcellence in Operations Center") monitors Comcast's network 24 hours a day, 7 days a week, thus enabling responses in real time to any interruption of service.

When reading Commission Rules 8.100(HH) and 8.343 in their entirety, Comcast has not had any outages requiring credit under the Commission Rules. While there have been outages for lesser amounts of time, this data is not compiled and/or readily available.

Person Responsible for Response: Daniel M. Glanville  
Title: Vice President, Government/Regulatory Affairs & Community Impact  
Date: February 14, 2020

*For Comcast:*

**Q:DPS:JP.1.13.** Please refer to page 6, lines 18-19 of Mr. Glanville's testimony.

- a. Please explain whether, as a result of the sale of SVCC assets to Comcast, Comcast intends to build out and serve the Towns of Dover, Newfane, Putney and Townsend.
- b. Please explain any other build out plans that will result from the sale of SVCC assets to Comcast.

**A:DPS:COMCAST.1.13.**

In the Proposed Certificate of Public Good, filed as Exhibit DMG-2 to the December 9, 2019 Initial Prefiled Testimony of Daniel M. Glanville, Comcast has proposed the following as Condition 29:

Comcast shall annually file with the Commission and the Department a report that details all line extensions completed during the prior calendar year in all its Vermont systems. The report shall, at minimum, describe the length and location of all completed line extensions and the funding source for such extensions. The uncabled areas of the service territory of this Certificate are fully eligible to be included in the 350 miles of line extensions outlined in Condition 33 of the Docket 8301 Amended Certificate of Public Good.

- a. As the result of the sale of SVCC assets to Comcast, Comcast will provide service in the areas currently served by SVCC in the Towns of Dover, Newfane, Putney, and Townshend. Comcast has no specific plans to build out the uncabled areas of the Towns of Dover, Newfane, Putney and Townshend; however, Comcast will abide by both Commission Rule 8.313 and Comcast's Line Extension Tariff with respect to expansion of cable television service. It should be noted that Commission Rule 8.313(H) does not require a cable operator to expand service in the absence of a request from one or more Verified Subscribers.
- b. At this time, there are no specific build out plans that will result from the sale of SVCC assets to Comcast. However, Comcast will abide by both Commission Rule 8.313 and Comcast's Line Extension Tariff with respect to expansion of cable television service. It should be noted that Commission Rule 8.313(H) does not require a cable operator to expand service in the absence of a request from one or more Verified Subscribers.

Person Responsible for Response: Daniel M. Glanville  
Title: Vice President, Government/Regulatory Affairs & Community Impact  
Date: February 14, 2020

**Q:DPS:JP.1.14.** Please refer to page 8, lines 9-19 of Mr. Glanville's testimony. Please detail how SVCC customers will benefit from Comcast's route-diverse and redundant fiber network.

- a. Please explain whether, after the network transition is completed, there will be fewer and/or shorter service outages.

**A:DPS:COMCAST.1.14.**

With hundreds of employees across multiple dedicated desks using state-of-the-art network monitoring tools, Comcast's XOC ("eXcellence in Operations Center") performs 24/7 support that will be extended to SVCC customers as they are cut over to Comcast's network. This status monitoring combined with local response teams allows Comcast to both respond more quickly to outages and reduce them through redundancy and diversity built into the network. These include but are not limited to:

- the ability to switch between East and West Coast sources for video;
- line card redundancy for CMTS, voice, video on demand and linear video;
- amplifier redundancy; and
- facilities redundancy in the form of A and B DC power as well as battery back-up for run time in the facility.

Person Responsible for Response: Daniel M. Glanville  
Title: Vice President, Government/Regulatory Affairs & Community Impact  
Date: February 14, 2020

**Q:DPS:JP.1.15.** Please explain, if applicable, whether SVCC FTTH and/or Coax customers will receive the same or different Comcast offerings.

**A:DPS:COMCAST.1.15.**

Comcast will provide the same services and products to both SVCC FTTH and SVCC Coax customers.

Person Responsible for Response: Daniel M. Glanville  
Title: Vice President, Government/Regulatory Affairs & Community Impact  
Date: February 14, 2020

**Q:DPS:JP.1.16.** Please refer to pages 9-10, lines 20-21 and 1-15 of Mr. Glanville's testimony.

- a. Please explain whether Comcast will provide periodic updates to customers during the transition period.
- b. Please explain whether, once the integration is complete, notice will be provided to customers regarding the transition to Comcast services.
- c. Please explain how customers will be updated (by mail, email, or telephone) regarding the transition. Please provide any and all documents Comcast anticipates providing to customers.
- d. Please explain in detail how customers will be migrated from SVCC cable to Comcast cable.
- e. Please explain in detail how customers will be migrated from SVCC internet to Comcast internet.
- f. Please explain whether SVCC customers will be charged for transition-related issues including, but not limited to, set-top box installation, modem issues and post-transition problems.

**A:DPS:COMCAST.1.16.**

**OBJECTION:** Joint Petitioners object to any request for information or production of document(s) that is (or are) subject to the attorney-client privilege, constitute work product, are protected under state or federal law or are proprietary, competitively sensitive or confidential, constitute draft and/or non-final documents and/or constitute communications containing or concerning any of the above.

Without waiving any objection, Comcast is in the early stages of developing its plans for integrating the SVCC system into Comcast's systems. There are many details and issues yet to be resolved. However, during the integration process, Comcast will be engaging in "white glove" outreach to all former SVCC customers. Our plans include holding local information meetings, sending first-class mailings, distributing door hanger notices, and engaging in home-by-home transactions for any necessary equipment deliveries and infrastructure repairs and upgrades. Our goal is to accomplish this through prescheduled appointments situated to the satisfaction and convenience of the customer, thereby limiting any potential interruptions.

- a. Periodic updates will be provided to customers during the transition period.

- b. Once integration is complete, notice will be provided to customers regarding the transition to Comcast services.
- c. Comcast has not developed any specific communication plans at this time, nor has it developed any specific documents to be provided to customers.
- d. Comcast is in the process of determining how customers will be migrated from SVCC cable to Comcast cable.
- e. Comcast is in the process of determining how customers will be migrated from SVCC internet to Comcast internet.
- f. Comcast is in the process of determining whether SVCC customers will be charged for transition-related issues including, but not limited to, set-top box installation, modem issues and post-transition problems.

Person Responsible for Response: Daniel M. Glanville  
Title: Vice President, Government/Regulatory Affairs & Community Impact  
Date: February 14, 2020

**Q:DPS:JP.1.17.** Please refer to page 13, lines 13-16 of Mr. Glanville's testimony. Please explain whether Comcast plans to add diverse cable entry to eliminate single points of failure and increase reliability at the Putney headend.

**A:DPS:COMCAST.1.17.**

Comcast has attempted to work with local property owner on lease augment to install underground fiber connectivity as a redundant path to the Putney headend. We will continue to pursue this diverse path, but even without it, Comcast offers multiple layers of redundancy built into our network above and beyond what SVCC has today, as described in

A:DPS:COMCAST.1.21.

Person Responsible for Response: Daniel M. Glanville  
Title: Vice President, Government/Regulatory Affairs & Community Impact  
Date: February 14, 2020

**Q:DPS:JP.1.18.** Please explain whether Comcast will offer a “grandfathered” service for SVCC customers who decide they prefer a cable alternative to Comcast.

**A:DPS:COMCAST.1.18.**

OBJECTION: Joint Petitioners object to any request for information or production of document(s) that is (or are) subject to the attorney-client privilege, constitute work product, are protected under state or federal law or are proprietary, competitively sensitive or confidential, constitute draft and/or non-final documents and/or constitute communications containing or concerning any of the above.

Without waiving any objection, Comcast is in the early stages of developing its plans for integrating the SVCC system into Comcast's systems, including the provision of promotional packages that will be available to all customers in the SVCC footprint. For more information, please refer to A:DPS:COMCAST.1.16.

Person Responsible for Response: Daniel M. Glanville  
Title: Vice President, Government/Regulatory Affairs & Community Impact  
Date: February 14, 2020

**Q:DPS:JP.1.19.** Please explain whether SVCC customers will be considered “new” Comcast customers eligible for all discounts and promotional packages available to new customers in other areas.

**A:DPS:COMCAST.1.19.**

Once Comcast has fully integrated the SVCC system, SVCC customers will be considered “new” Comcast customers and thus eligible for all discounts and promotional packages available to new customers in other areas.

Person Responsible for Response: Daniel M. Glanville  
Title: Vice President, Government/Regulatory Affairs & Community Impact  
Date: February 14, 2020

**Q:DPS:JP.1.20.** Please detail the percentage of complaints per thousand customers Comcast has received from its Vermont customers for the preceding five (5) years.

- a. Please detail how the customer complaint rate for Vermont compares with the complaint rate of Comcast customers in other states, including but not limited to, New Hampshire and Maine.

**A:DPS:COMCAST.1.20.**

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Without waiving any objection, below are the number of escalations per thousand customers Comcast has received from its Vermont customers for the preceding five (5) years. An "escalation" is a complaint to the Consumer Affairs and Public Information ("CAPI") Division at the Department of Public Service in which, following investigation, CAPI staff determined reasonably there was something Comcast should have done differently prior to the consumer having to contact CAPI for assistance. This data uses the number of escalations to the Department of Public Service compared to the average number of Comcast Vermont Basic Video customers. Comcast does not track this specific information for other jurisdictions.

<b>Year</b>	<b>Number of Escalations per Thousand Basic Video Customers</b>
2015	0.3
2016	0.2
2017	0.3
2018	0.2
2019	0.1

Person Responsible for Response: Daniel M. Glanville  
Title: Vice President, Government/Regulatory Affairs & Community Impact  
Date: February 14, 2020

**Q:DPS:JP.1.21.** Please explain what Data Over Cable Service Interface Specification ("DOCSIS") Comcast will use to serve SVCC customers.

- a. Please explain whether Comcast's DOCSIS is compatible with Radio Frequency over Glass ("RFOG").
- b. If Comcast's DOCSIS is compatible with RFOG, please explain whether RFOG will continue to be used after the network transition is complete.
- c. If RFOG will continue to be used, please explain whether Comcast will maintain adequate RFOG inventory for the next six to 12 months.
- d. If Comcast's DOCSIS is not compatible with RFOG, please explain whether and how this will affect Comcast's ability to offer the full suite of Xfinity products to SVCC FTTH and/or Coax customers.

**A:DPS:COMCAST.1.21.**

Comcast's DOCSIS 3.1 service is compatible with RFOG and with equipment SVCC deployed in FTTH installations. Comcast will be able to offer full suite of Xfinity products to both FTTH and Coax customers and continue to maintain inventory.

Person Responsible for Response: Daniel M. Glanville  
Title: Vice President, Government/Regulatory Affairs & Community Impact  
Date: February 14, 2020

**Q:DPS:JP.1.22.** Please explain whether Comcast will offer to SVCC customers any unencrypted digital channels that do not require a set-top box or additional rental fees.

- a. If no, please explain whether all SVCC customers will be required to rent a set-top box to access any and all television channels.

**A:DPS:COMCAST.1.22.**

Comcast's cable television system is 100% digital and all channels are encrypted. Thus, in order to receive cable television service, a customer must have compatible equipment. Customers have the option of using customer owned and maintained equipment, which includes, but is not limited to, certain late-model (2017 and later) Samsung and LG Smart TVs (models listed below), Roku devices, cable cards, and certain TiVo set-top-boxes.

The following Samsung Smart TVs are currently supported:

- 2019 TVs (no minimum software version) and QLED Model Codes: Q900R, Q950R, Q90, Q85, Q80, Q70 and Q60; UHD Model Codes: RU8000, RU7300 and RU7100.
- 2018 TVs with minimum software version T-KTM2AKUC 1131.9 and Model Codes NU8500, NU850, NU8000, NU800, Q9F, Q8F, Q7C, Q7F and Q6 [F = Flat, C= Curved].
- 2018 TVs with minimum software version T-KTM2LAKUC 1131.9 and Model Codes NU7300, NU730, NU7200, NU7100 and NU710.
- 2018 TVs with minimum software version T-KTSUAKUC and Model Code UNXXNU7090.
- 2018 TVs with minimum software version T-KTSNAKUC 1131.9 and Model Codes N5510, N5500, N5350, N5300, N4500, N4350 and N4310.
- 2017 TVs with minimum software version T-KTMAKUC-1210.8 and Model Codes Q9F, Q8C, Q7F (Flat), Q7C (Curved), MU9000, MU8500, MU8000, MU7600, MU7500, MU750, MU7100, MU700, MU7000, MU6500, MU6490, MU6300, MU630, and MU6290.
- 2017 TVs with minimum software version T-KTSAKUC-1210.8 and Model Codes M5300, M530, M4500, and M450.

Person Responsible for Response: Daniel M. Glanville  
Title: Vice President, Government/Regulatory Affairs & Community Impact  
Date: February 14, 2020

**Q:DPS:JP.1.23.** Please explain whether Comcast's systems are designed and built so that closed caption data can pass through, as required by Commission Rule 8.363(b).

**A:DPS:COMCAST.1.23.**

Comcast's systems are designed and built in accordance with applicable law. Comcast's Cable System is capable of transmitting properly formatted closed captioned signals received at its Headend.

Person Responsible for Response: Daniel M. Glanville  
Title: Vice President, Government/Regulatory Affairs & Community Impact  
Date: February 14, 2020

Dated at Montpelier, Vermont this 14<sup>th</sup> day of February, 2020.

COMCAST

BY:



Gerald R. Tarrant, Its Attorney  
Tarrant, Gillies, Richardson & Shems  
P.O. Box 1440  
Montpelier, Vermont 05601-1440

**ATHENS, VT**

Bellows Falls, Brattleboro, Brookline, Grafton, Guilford, Jamaica, North Westminster, Rockingham, Saxtons River, Vernon & Westminster, VT

**BUNDLED PACKAGES<sup>1,2</sup>**

**QUAD PLAY PACKAGES**

QUAD PLAY PACKAGE PRICING BELOW IS ADDITIONAL TO TRIPLE PLAY PACKAGE PRICING

with Xfinity Home Security add <sup>37</sup>	\$30.00
with Xfinity Home Security Plus add <sup>38</sup>	\$40.00

**TRIPLE PLAY PACKAGES<sup>36</sup>**

**Standard Triple Play**

Includes Limited Basic, Kids & Family, Entertainment, Sports & News and HD programming for primary outlet, 10 hours DVR Service, Performance Pro Internet and Voice Unlimited

	\$129.99
- with Blast! Internet upgrade add	\$20.00
- with Extreme Pro Internet upgrade add	\$25.00
- with Gig Internet upgrade add	\$30.00
- with Gig Pro Internet upgrade add <sup>23</sup>	\$235.00

**Select Triple Play**

Includes Limited Basic, Kids & Family, Entertainment, Sports & News, Digital Preferred Tier, DVR Service and HD programming for primary outlet, Blast! Internet, and Voice Unlimited

	\$149.99
- with Extreme Pro Internet upgrade add	\$25.00
- with Gig Internet upgrade add	\$30.00
- with Gig Pro Internet upgrade add <sup>23</sup>	\$235.00

**Signature Triple Play<sup>34</sup>**

Includes Limited Basic, Kids & Family, Entertainment, Sports & News, Digital Preferred Tier, Showtime, Starz, Epix Streampix, DVR Service and HD programming for primary outlet, Extreme Pro Internet, Voice Unlimited and Netflix Standard HD Plan

	\$169.99
- with Netflix Premium UHD Plan upgrade add	\$3.00
- with Gig Internet upgrade add	\$30.00
- with Gig Pro Internet upgrade add <sup>23</sup>	\$235.00

**Super Triple Play<sup>34</sup>**

Includes Limited Basic, Kids & Family, Entertainment, Sports & News, Digital Premier Tier, Sports Entertainment Package, Streampix, DVR Service and HD programming for primary outlet, Gigabit Internet, Voice Unlimited, Netflix Standard HD Plan

	\$199.99
- with Netflix Premium UHD Plan upgrade add	\$3.00
- with Gig Pro Internet upgrade add <sup>23</sup>	\$235.00
- with Xfinity Mobile deduct	-\$12.00

**DOUBLE PLAY PACKAGES<sup>36</sup>**

**Choice Double Play<sup>35</sup>**

Includes Choice TV, 10 hours DVR Service and Performance Internet

	\$89.99
- with Performance Pro Internet upgrade add	\$15.00
- with Blast! Internet upgrade add	\$20.00
- with Extreme Pro Internet upgrade add	\$25.00
- with Gig Internet upgrade add	\$30.00
- with Gig Pro Internet upgrade add <sup>23</sup>	\$235.00

**Standard Double Play**

Includes Limited Basic, Kids & Family, Entertainment, Sports & News, 10 hours DVR Service, and HD programming for primary outlet and Performance Pro Internet

	\$109.99
- with Blast! Internet upgrade add	\$20.00
- with Extreme Pro Internet upgrade add	\$25.00
- with Gig Internet upgrade add	\$30.00
- with Gig Pro Internet upgrade add <sup>23</sup>	\$235.00

**Select Double Play**

Includes Limited Basic, Kids & Family, Entertainment, Sports & News, Digital Preferred Tier, HD programming for primary outlet, 10 hours DVR Service and Performance Pro Internet

	\$119.99
- with Blast! Internet upgrade add	\$20.00
- with Extreme Pro Internet upgrade add	\$25.00
- with Gig Internet upgrade add	\$30.00
- with Gig Pro Internet upgrade add <sup>23</sup>	\$235.00

**Signature Double Play<sup>34</sup>**

Includes Limited Basic, Kids & Family, Entertainment, Sports & News, Digital Preferred Tier, HD programming, Showtime, Starz, Epix and Streampix for primary outlet, 10 hours DVR Service, Performance Pro Internet and Netflix Standard HD Plan

	\$139.99
- with Netflix Premium UHD Plan upgrade add	\$3.00
- with Blast! Internet upgrade add	\$20.00
- with Extreme Pro Internet upgrade add	\$25.00
- with Gig Internet upgrade add	\$30.00
- with Gig Pro Internet upgrade add <sup>23</sup>	\$235.00

**Super Double Play<sup>34</sup>**

Includes Limited Basic, Kids & Family, Entertainment, Sports & News, Digital Premier Tier, HD programming and Streampix for primary outlet, 10 hours DVR Service, Blast! Internet and Netflix Standard HD Plan

	\$169.99
- with Netflix Premium UHD Plan upgrade add	\$3.00
- with Extreme Pro Internet upgrade add	\$25.00
- with Gig Internet upgrade add	\$30.00
- with Gig Pro Internet upgrade add <sup>23</sup>	\$235.00

**XFINITY TV<sup>1</sup>**

**BASIC SERVICES**

<b>Limited Basic<sup>9</sup></b>	\$26.00
<b>Broadcast TV Fee<sup>24</sup></b>	\$14.25
<b>Expanded Basic<sup>3</sup></b>	\$41.27

**XFINITY TV SERVICES**

<b>Choice TV<sup>31</sup></b> Includes Limited Basic, Streampix and HD programming	\$30.00
<b>Genre Packs<sup>32</sup></b> Choose up to 2 packs	
<b>Kids &amp; Family</b> Includes kid and family-friendly channels including Disney Channel, Nickelodeon and Universal Kids	\$10.00
<b>Entertainment</b> Includes entertainment channels including A&E, AMC, Bravo, Food Network, FX, TNT and VH1	\$15.00
<b>Sports &amp; News</b> Includes sports and news channels including CNBC, CNN, ESPN, Golf, MSNBC and NBC Sports	\$28.25
<b>Digital Starter</b> Includes Limited Basic, Expanded Basic for primary outlet, additional digital channels, MoviePlex, access to Pay-Per-View and On Demand programming and Music Choice	\$67.27
<b>Digital Preferred Tier<sup>10</sup></b> Includes over 65 channels including CBS College Sports, Destination America, Disney XD, Encore and Science Channel	\$17.95

Refer to the last page for additional information. For information about Xfinity policies and terms of service, go to [xfinity.com/policies](http://xfinity.com/policies).

<b>Digital Preferred Tier plus One Premium</b> Includes Digital Preferred Tier and choice of Showtime®, Cinemax®, or The Movie Channel®	\$29.95
<b>Digital Preferred Tier with HBO®</b> Includes Digital Preferred Tier and HBO®	\$32.95
<b>Digital Premier Tier</b> Includes Digital Preferred Tier, HBO®, Showtime®, Starz®, Epix, Hitz and The Movie Channel®	\$64.95
<b>Sports Entertainment Package<sup>4</sup></b> Includes over 20 channels including NFL Red Zone and CBS Sports Network	\$9.95
<b>Deportes<sup>3</sup></b> Includes over 6 deportes channels including ESPN Deportes, FOX Deportes and NBC Universo	\$7.00
<b>With Choice Double Play or Standard, Select, Signature, Super Double or Triple Play Packages</b>	\$5.00
<b>Xfinity TV Latino<sup>3</sup></b> Includes over 50 channels of Spanish language programming	\$17.95
<b>With Choice Double Play or Standard, Select, Signature, Super Double or Triple Play Packages</b>	\$10.00
<b>HBO<sup>®3</sup></b>	\$15.00
<b>Showtime<sup>®3</sup></b>	\$12.00
<b>Starz<sup>®3</sup></b>	\$8.99
<b>Cinemax<sup>®3</sup></b>	\$12.00
<b>The Movie Channel<sup>®3</sup></b>	\$12.00
<b>Epix<sup>30</sup></b>	\$5.99
<b>Playboy<sup>®3</sup></b>	\$15.00
<b>HD Technology Fee<sup>8</sup></b>	\$9.95
<b>DVR Service<sup>42</sup></b>	\$10.00
<b>AnyRoom DVR Service<sup>6</sup></b> (No longer available after 12/19/19)	\$10.00
<b>Service to Additional TV<sup>7</sup></b>	\$9.95
with DVR Service <sup>5</sup>	\$19.95
with AnyRoom DVR Service (No longer available after 12/19/19)	\$19.95
with AnyRoom DVR Service (client) (No longer available after 12/19/19)	\$9.95
with CableCARD <sup>11</sup>	\$4.95
<b>Service to Additional TV with TV Adapter<sup>12</sup></b>	\$6.99

### INTERNATIONAL SELECTIONS<sup>33</sup>

<b>ART: Arabic</b>	\$9.99
<b>TV Globo: Brazilian</b>	\$19.99
<b>Brazilian 2 Pack</b> Includes TV Globo and PFC	\$24.99
<b>Brazilian 4 Pack</b> Includes TV Globo, PFC, Band Internacional and Record TV	\$34.99
<b>Mandarin 2 Pack</b> Includes Phoenix Info News and Phoenix North America	\$6.99
<b>Mandarin 4 Pack</b> Includes CTI Zhong Tian, CCTV4, Phoenix Info News and Phoenix North America	\$19.99
<b>Filipino 2 Pack</b> Includes GMA Pinoy w/ GMA Video On Demand and GMA Life	\$14.99
<b>Filipino 3 Pack</b> Includes GMA Pinoy w/ GMA Video On Demand, GMA Life and TFC	\$22.99
<b>TV5MONDE: French</b> With Cinema On Demand	\$9.99
<b>DW Deutsche +: German</b>	\$9.99
<b>Antenna: Greek</b>	\$14.99
<b>The Israeli Network</b>	\$19.99
<b>Rai Italia: Italian</b>	\$9.99
<b>Italian 2 Pack</b> Includes Rai Italia and Mediaset	\$14.99
<b>TV JAPAN</b> Includes TV JAPAN On Demand	\$24.99
<b>SIC: Portuguese</b>	\$9.99
<b>Portuguese 2 Pack</b> Includes RTPi and SIC	\$14.99
<b>Impact TV: Russian Add-on</b> With any International package	\$6.99
<b>Russian 2 Pack</b> Includes Channel One Russia and NTV America	\$14.99
<b>Russian 4 Pack</b> Includes Channel One Russia, RTN, TV1000 Russian Kino and NTV America	\$26.99
<b>Russian 5 Pack</b> Includes Channel One Russia, RTVi, NTV America, RTR-Planeta and Rossiya 24	\$26.99
<b>Russian 8 Pack</b> Includes Channel One Russia, RTN, RTVi, TV1000 Russian Kino, NTV America, RTR-Planeta, Rossiya 24 and CTC	\$34.99
<b>Willow: Cricket Add-on</b> With any International package	\$6.99
<b>Willow: Cricket</b>	\$14.99

<b>Zee TV: Hindi</b>	\$14.99
<b>SET: Hindi</b>	\$14.99
<b>Hindi 2 Pack</b> Includes Zee TV and SET	\$24.99
<b>Hindi Pack</b> Includes Zee TV, SET, TV Asia, NDTV 24x7 and NDTV Good Times	\$29.99
<b>Hindi Plus Pack</b> Includes Zee TV, SET, TV Asia, NDTV 24x7, NDTV Good Times, Eros Now and Willow	\$39.99
<b>SBTN: Vietnamese</b>	\$14.99
<b>TVB Jade: Cantonese</b>	\$10.99
<b>Record TV: Brazilian</b>	\$14.99
<b>ABP News: Hindi</b>	\$7.99
<b>TFC: Filipino</b>	\$11.99

### PAY-PER-VIEW AND ON DEMAND SUBSCRIPTION SERVICES<sup>41</sup>

<b>Eros Now On Demand</b>	\$12.99
<b>Eros Now On Demand</b> w/a South Asian international selection	\$9.99
<b>here! TV On Demand</b>	\$7.99
<b>Filipino On Demand</b>	\$7.99
<b>Filipino On Demand</b> w/a Filipino international selection	\$5.99
<b>The Jewish Channel On Demand</b>	\$6.99
<b>Gaiam TV Fit &amp; Yoga On Demand</b>	\$6.99
<b>Lifetime Movie Club On Demand</b>	\$3.99
<b>History Vault On Demand</b>	\$4.99
<b>Kidstream On Demand</b>	\$4.99
<b>Grokker Yoga Fitness On Demand</b>	\$6.99
<b>UP Faith and Family On Demand</b>	\$4.99
<b>Anime Network On Demand</b>	\$6.99
<b>Stingray Karaoke On Demand</b>	\$6.99
<b>DOGTV On Demand</b>	\$4.99
<b>Gaia On Demand</b>	\$9.99
<b>AMC Premiere On Demand</b>	\$4.99
<b>Stingray Classica On Demand</b>	\$6.99
<b>TumbleBooksTV On Demand</b>	\$4.99
<b>FitFusion On Demand</b>	\$6.99
<b>CuriosityStream On Demand</b>	\$2.99
<b>PlayKids On Demand<sup>29</sup></b>	\$6.99
<b>Daily Burn On Demand<sup>29</sup></b>	\$14.99
<b>MagellanTV History On Demand<sup>29</sup></b>	\$5.99
<b>Disney Story Central On Demand</b>	\$4.99
<b>Xive TV On Demand<sup>29</sup></b>	\$4.99
<b>Acorn TV On Demand</b>	\$5.99
<b>Stephens Drum Shed On Demand<sup>29</sup></b>	\$4.99
<b>Quark On Demand<sup>29</sup></b>	\$4.99
<b>Pro Guitar Lessons On Demand<sup>29</sup></b>	\$4.99
<b>Touchfit TV On Demand<sup>29</sup></b>	\$4.99
<b>Lion Mountain TV On Demand<sup>29</sup></b>	\$3.99
<b>Blueprint TV On Demand</b>	\$7.99
<b>Urban Movie Channel On Demand</b>	\$4.99
<b>The Great Courses Signature On Demand<sup>29</sup></b>	\$7.99
<b>Pantaya On Demand</b>	\$5.99
<b>DJAZZ On Demand<sup>29</sup></b>	\$6.99
<b>Ride TV On Demand<sup>29</sup></b>	\$4.99
<b>Outside TV Features On Demand<sup>29</sup></b>	\$4.99
<b>The Reading Corner On Demand<sup>29</sup></b>	\$3.99
<b>Hopster On Demand<sup>29</sup></b>	\$6.99
<b>Brown Sugar On Demand<sup>29</sup></b>	\$3.99
<b>Echoboom Sports On Demand<sup>29</sup></b>	\$5.99
<b>Stingray Qello On Demand<sup>29</sup></b>	\$7.99
<b>Revolution Golf+ On Demand<sup>29</sup></b>	\$6.99
<b>Hallmark Movies Now On Demand<sup>29</sup></b>	\$5.99
<b>Dove Channel On Demand<sup>29</sup></b>	\$4.99

Kocowa On Demand <sup>29</sup>	\$6.99
WHAM On Demand <sup>29</sup>	\$2.99
Gravitas Movies On Demand <sup>29</sup>	\$4.99
MHz Choice On Demand <sup>29</sup>	\$7.99
Hi-YAH! On Demand <sup>29</sup>	\$2.99
True Royalty On Demand <sup>29</sup>	\$5.99
Real Vision On Demand <sup>29</sup>	\$14.99
Docurama On Demand <sup>29</sup>	\$2.99
Con TV On Demand <sup>29</sup>	\$4.99
Walter Presents On Demand <sup>29</sup>	\$6.99
Dekkoo On Demand <sup>29</sup>	\$9.99
ZooMoo On Demand <sup>29</sup>	\$2.99
Miniteve On Demand <sup>29</sup>	\$1.99
Kids Room On Demand <sup>29</sup>	\$5.99
Cinemoi On Demand <sup>29</sup>	\$2.99
Fox Nation On Demand	\$5.99
Wanderlust On Demand <sup>29</sup>	\$9.99
Music Choice Karaoke On Demand <sup>29</sup>	\$5.99
Music Choice Relax On Demand <sup>29</sup>	\$6.99
Curious World On Demand <sup>29</sup>	\$3.99
kwelliTV On Demand <sup>29</sup>	\$5.99
Marquee TV On Demand <sup>29</sup>	\$8.99
Hitz <sup>39</sup>	\$12.00
Streampix <sup>14</sup>	\$4.99
Pay-Per-View and On Demand Movies and Events <sup>13</sup> (per title or event)	Prices Vary
Revry On Demand <sup>29</sup>	\$6.99
Vivid On Demand Subscription <sup>15</sup>	\$19.99
Hustler On Demand Subscription <sup>15</sup>	\$19.99
TEN On Demand Subscription <sup>15</sup>	\$19.99
Brazzers On Demand <sup>15</sup>	\$19.99
Girlfriends Films On Demand <sup>15</sup>	\$19.99
Too Much for TV On Demand	\$14.99
Wicked On Demand <sup>15</sup>	\$19.99
Urban Fantasy On Demand <sup>15</sup>	\$19.99
Falcon On Demand <sup>15</sup>	\$19.99
Homegrown Amateur On Demand <sup>15</sup>	\$19.99
Evil Angel On Demand <sup>15</sup>	\$19.99
Mature Lust On Demand <sup>15</sup>	\$19.99
Penthouse On Demand <sup>15</sup>	\$19.99
XTSY On Demand <sup>15</sup>	\$19.99
Reality Kings On Demand <sup>15</sup>	\$19.99
Arouse On Demand <sup>15</sup>	\$19.99

#### SPORTS PACKAGES<sup>40</sup>

MLB Extra Innings <sup>®</sup>	Call 1-800-XFINITY for pricing
NHL <sup>®</sup> Center Ice <sup>®</sup>	Call 1-800-XFINITY for pricing
NBA League Pass	Call 1-800-XFINITY for pricing
MLS Direct Kick	Call 1-800-XFINITY for pricing

#### XFINITY TV EQUIPMENT

TV Box Limited Basic	\$4.60
TV Box	\$4.60
Remote	\$0.40
HD TV Box Limited Basic	\$4.60
TV Adapter (Limited Basic — Primary TV)	\$0.00
TV Adapter (Limited Basic — 1st and 2nd Additional TVs)	\$0.00
TV Adapter (Limited Basic — 3rd Additional TV)	\$0.50
CableCARD (first card in device)	\$0.00

CableCARD (second card in same device)	\$0.00
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#### INSTALLATION

(PER OCCURRENCE UNLESS NOTED)	Initial Installation of Service	After Initial Installation of Service
Professional Installation <sup>16,17</sup>	\$79.99	N/A
In-Home Service Visit <sup>18</sup>	N/A	\$40.00
Hourly Service Charge <sup>16</sup> (Custom installation)	\$50.00	\$50.00
Xfinity Internet Gigabit Pro Professional Installation (per occurrence)		\$500.00
Wireless Networking On-Site Professional Set-Up (Separate trip, per occurrence)		\$99.95
Wireless Networking On-Site Professional Set-Up (each additional device over 4 devices per occurrence)		\$29.95

#### REACTIVATION

(NO IN-HOME VISIT REQUIRED—PER OCCURRENCE UNLESS NOTED)	
Reactivation - TV	\$6.00
Reactivation - Internet	\$6.00
Reactivation - Voice	\$6.00

#### MISCELLANEOUS (PER OCCURRENCE UNLESS NOTED)

Customer-Owned Video Equipment Credit See www.xfinity.com/equipmentpolicy for additional information	\$5.00
Regional Sports Fee <sup>26</sup> (per month)	\$8.75
Field Collection Charge Visit to customer's residence required to collect past due balance or unreturned equipment	\$30.00
Returned Payment Item (each)	\$15.00
Late Fee	1.5% of overdue balance

Agent Assisted Payment For payment made by phone with a Customer Care Representative	\$5.99
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Unreturned or Damaged Equipment Fees <sup>19</sup> (per piece)	Replacement Cost
Self Install Kit Shipping and Handling (Standard Shipping)	\$15.00
Self Install Kit Shipping and Handling (Priority Shipping)	\$29.95
Accessory Shipping and Handling	\$5.95

## XFINITY INSTANT TV<sup>1,25</sup>

#### BASIC SERVICE

Xfinity Instant TV Includes Limited Basic for simultaneous streaming on two devices, and 20 hours of Cloud DVR service	\$10.00
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#### XFINITY INSTANT TV ADDITIONAL SERVICES<sup>27</sup>

Kids & Family Includes 13 kid and family-friendly channels including Disney Channel, Nickelodeon and Universal Kids	\$10.00
Entertainment Includes 21 entertainment channels including A&E, AMC, Bravo, Food Network, FX, TNT and VH1	\$15.00
Sports & News Includes 14 sports and news channels including CNBC, CNN, ESPN, Golf, MSNBC and NBC Sports	\$28.25
Deportes Includes over 6 deportes channels including ESPN Deportes, FOX Deportes and NBC Universo	\$7.00
Latino Includes 13 latino channels including Cine Latino, Discovery en Espanol, Galavisión, Viendo Movies and VME Kids	\$5.00
HBO <sup>®</sup>	\$15.00
Starz <sup>®</sup>	\$8.99
Streampix	\$4.99

## XFINITY VOICE<sup>1,20</sup>

<b>Xfinity Voice—Unlimited With TV and Internet Service</b>	\$44.95 \$39.95
<b>Xfinity Voice—Local with More With TV or Internet Service</b>	\$34.95 \$24.95

## XFINITY INTERNET<sup>1,21</sup>

	<b>Xfinity Internet Service Only</b>	<b>with Xfinity TV Service<sup>28</sup></b>
<b>Performance Starter</b>	\$49.95	\$49.95
<b>Performance</b>	\$77.95	\$64.95
<b>Performance Pro</b>	\$92.95	\$79.95
<b>Blast!</b>	\$97.95	\$84.95
<b>Extreme Pro<sup>22</sup></b>	\$102.95	\$89.95
<b>Gigabit<sup>22</sup></b>	\$107.95	\$94.95
<b>Gigabit Pro<sup>22,23</sup></b>	\$299.95	\$299.95
<b>Modem Rental</b>		\$14.00
<b>Wireless Adapter</b> (each, one-time charge)		\$30.00
<b>Gigabit Pro Activation Fee</b> (per occurrence)		\$500.00

**Unreturned or Damaged Equipment Fees<sup>19</sup>** (per piece, per occurrence) Replacement Cost

- 1 Certain services available separately or as a part of other levels of service. Xfinity services are 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 Cost Recovery, 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 an Xfinity TV customer and you own a compatible TV Box or CableCARD device, please call 1-800-XFINITY for pricing information or visit [www.xfinity.com/equipmentpolicy](http://www.xfinity.com/equipmentpolicy). © 2020 Comcast. All rights reserved.
- 2 Requires a Modem and TV Box with remote, CableCARD or compatible customer owned device.
- 3 Requires Limited Basic, TV Box, CableCARD or compatible customer owned device.
- 4 Requires Digital Starter.
- 5 Requires HD Technology Fee. Service to Additional TV with TV Box required for DVR Service on additional TVs. Not available to customers with Limited Basic only.
- 6 Sold only with Service to Additional TV with TV Box for up to 3 TVs, maximum 3 clients per household. Requires HD Technology Fee and professional installation. Not available to customers with Limited Basic only.
- 7 Not available to Limited Basic only customers. Digital service tier on additional TV corresponds to digital service tier on primary outlet.
- 8 Not available to customers with Limited Basic only. Must subscribe to HD Technology Fee to receive HD programming.
- 9 Requires TV Box, TV Adapter, CableCARD or compatible customer owned device.
- 10 Requires Digital Starter.
- 11 Not available to customers with Limited Basic only. Includes a customer-owned video equipment credit. An additional charge will apply for additional CableCARDS in the same device.
- 12 Includes TV Adapter and remote. Digital service tier on additional TV corresponds to digital service tier on primary outlet. Does not include access to On Demand content, premium channels or channel numbers above 1000 unless otherwise noted on the channel lineup. Not available to customers with Limited Basic only.
- 13 Price of Pay-Per-View and On Demand Movie or Event is displayed prior to the completion of the Pay-Per-View or On Demand ordering process.
- 14 Requires Limited Basic and TV Box and remote or compatible customer owned device. Requires HD Technology Fee to receive HD programming. Streaming to device requires Xfinity TV app, Internet service with bandwidth of at least 600 Kbps and to Limited Basic. Streaming to laptop/computer requires equipment meeting minimum requirements posted at <https://www.xfinity.com/support/internet/requirements-to-run-xfinity-internet-service/>, Internet service with bandwidth of at least 600Kbps and to Limited Basic.
- 15 One month minimum purchase required. Not available in all areas.
- 16 Standard installation includes installation of service line up to 125 feet from existing Comcast plant for the primary outlet only, except as otherwise required under local franchise agreement. Comcast does not perform custom installations, including installations which require in-wall wiring, wiring in extensive drop ceilings, basements, or crawl spaces.
- 17 Includes standard installation of Xfinity TV, Xfinity Internet and/or Xfinity Voice and installation of additional outlets and wireless networking set-up if requested at time order is placed. Does not include installations of Xfinity TV only, Xfinity Home or Xfinity Gigabit Pro Internet.
- 18 Applies to installation, relocation and activation of additional outlets as well as upgrade/downgrades of service after initial installation of service and in-home visits. Does not cover installation or in-home visits for Xfinity Home.
- 19 Contact 1-800-XFINITY for questions regarding equipment replacement charges.
- 20 Requires a Modem. Unlimited Local and Long Distance package pricing applies only to direct dialed calls from home to locations included in the plan. Plans do not include other international calls. For more information regarding Xfinity Voice pricing go to <https://www.xfinity.com/Corporate/About/PhoneTermsOfService/ComcastDigitalVoice/cdresidential>.
- 21 A Modem is required. For more information regarding Xfinity Internet go to <http://www.xfinity.com/internet-service.html>.

- 22 Not available in all areas. May require installation and non-refundable installation charge.
- 23 Requires 2 year contract. Monthly rental of Gigabit Pro compatible cable modem/router additional. Activation and professional installation fees additional. Gigabit Pro does not qualify for Comcast 30-day money back guarantee.
- 24 Applies to Limited Basic and Xfinity Instant TV.
- 25 Requires Xfinity Internet.
- 26 Applies to Digital Starter and above, and Xfinity Instant TV Sports & News.
- 27 Requires Xfinity Instant TV.
- 28 Xfinity Internet discount does not apply to Xfinity Instant TV.
- 29 Requires Limited Basic with X1 TV Box and Xfinity Internet service.
- 30 Requires Limited Basic, HD Technology Fee and TV Box, CableCARD or compatible customer owned device.
- 31 Requires TV Box, CableCARD or compatible customer owned device with Xfinity Internet service. Up to 10 hours of cloud DVR service available with either X1 TV Box (eligible with minimum subscription to one Genre Pack) with Xfinity Internet service or compatible customer owned device with Xfinity Internet service.
- 32 Requires Choice TV. Cannot be combined with Limited Basic or Digital Starter.
- 33 Requires Limited Basic with X1 TV Box or compatible customer owned device and Xfinity Internet service.
- 34 Netflix activation of subscription requires X1 equipment.
- 35 Cannot be combined with the Sports & News genre pack.
- 36 10 hours DVR Service requires Xfinity Internet Service and either an X1 TV Box or a compatible customer owned device.
- 37 Equipment required at an additional cost. For additional information go to <http://www.xfinity.com/homesecurity>.
- 38 Includes Xfinity Home Security and 24/7 Video Recording for up to 4 cameras. Equipment required at an additional cost. For more information on 24/7 Video Recording go to <http://www.xfinity.com/videoRecording>.
- 39 Requires Limited Basic TV service and a compatible Xfinity TV Box or customer owned device.
- 40 Requires Limited Basic, HD Technology Fee, X1 TV Box with remote or compatible customer owned device. Sports Package subscriptions can be billed at once or in 4 total payments. Restrictions may apply.
- 41 Requires Limited Basic, TV Box or compatible customer owned device with Xfinity Internet.
- 42 Requires HD Technology Fee and TV Box or compatible customer owned device DVR Service with compatible customer owned device limited to 60 hours cloud DVR Service.

### Xfinity Home License Numbers:

AL: 001484, 001504; AR: 12-030; AZ: ROC 280515, BTR 18287-0; CA: CSLB 974291, ACO 7118; CT: ELC 0189754-C5; DE: FAL-0299, FAC-0293, SSPS 11-123; FL: EF0000921, EF20001002, EF0001095; GA: LVU406303, LVU406264, LVU406190, LVU406354; IL: PACA 127-001503; LA: F1691; MA: SS-001968; MD: 107-1776; ME: LM50017039; MI: 3601206217; MN: TS674412; NC: 2335-CSA, 29443-SP-FA/LV; NJ: Burglar and Fire Alarm Business Lic. # 34BF00047700; NM: 373379; NY: licensed by the N.Y.S. Department of State 12000305421; OH: LIC# 53-89-1732; OR: CCB 192945; SC: BAC-13497, FAC-13440; TN: ACL 1597, ACL 1604; TX: ACR-1672104, -1818, B16922, B02571; UT: 8226921-6501; VA: 2705145289, DCJS 11-7361; VT: ES-02366; WA: COMCABS892DS; WASHINGTON, DC: ECS 902687, BBL 602512000005; WV: WV049211.

### MS: 15018010

Valid 1/1/19. See [www.xfinity.com/home-security](http://www.xfinity.com/home-security) for current list.

87735000: 1300;1310;1320;1330;1340;1350;1360;1370;1410;1800

**Brattleboro/Stratton**

Athens, Bellows Falls, Brookline, Cambridgeport, Grafton, Guilford, Jamaica, North Westminster, Rockingham, Saxstons River, Vernon & Westminster, VT and Alstead, Chesterfield, Drewsville, Gilsum, Hinsdale, N. Walpole, Walpole, W. Chesterfield & Winchester, NH

**LIMITED BASIC**

2 WGBY (PBS)  
 3 WCAX (CBS)  
 4 WBZ (CBS)  
 5 WCVB (ABC)  
 6 QVC  
 7 WHDH  
 8,10 Public Access  
 9 WMUR (ABC)  
 11 WVTA (VPT) (PBS)  
 12 WFXT (FOX)  
 14,1050 WWJE (IND)  
 15 WSBK (MyTV)  
 16 WEKW (NHPTV) (PBS)  
 17 WNEU (TEL)  
 18,1084 Government Access  
 20 WPXG (ION)  
 21 WYCX (IND)  
 22 WBTS (NBC)  
 26 NECN  
 31 The Weather Channel  
 32 HSN  
 38,184,1668 EWTN  
 60 Jewelry TV  
 81 WWDP (IND)  
 86 QVC2<sup>1</sup>  
 87 QVC3<sup>1</sup>  
 89,100,734,1052 ShopHQ  
 97,1128 C-SPAN  
 98 WLVI (CW)  
 99,1048 WYDN (DAY)  
 112,1661 TBN  
 156,1129 C-SPAN2  
 166,1669 CatholicTV  
 170,1099 Leased Access  
 188,1032,1067 Jewelry TV HD<sup>2</sup>  
 262-263 Leased Access  
 337 Xfinity Latino Entertainment Channel  
 400-449 Music Choice  
 701,1021 WPXG HD (ION)  
 702,1057 WGBY HD (PBS)  
 703,1003 WCAX HD (CBS)  
 704,1004 WBZ HD (CBS)  
 705,1005 WCVB HD (ABC)  
 706,1025 WFXT HD (FOX)  
 707,1007 WHDH HD  
 708,1056 WLVI HD (CW)  
 709,1009 WMUR HD (ABC)  
 710,1010 WBTS HD (NBC)  
 711,1011 WEKW HD (NHPTV) (PBS)  
 713,1002 WYCX HD (IND)  
 714,1038 WSBK HD (MyTV)  
 716,1060 WNEU HD (TEL)  
 718,1046 WWDP HD (IND)  
 730,1012 WEKW HD (PBS)  
 731,1150 WVTA-Plus HD (PBS)

733,1033 WVTA HD (VPT) (PBS)  
 741,1034 QVC HD  
 743,1015 HSN HD  
 758,1127 NECN HD  
 782,1102 The Weather Channel HD  
 794,1037 QVC2 HD<sup>2</sup>  
 830,1053 QVC3 HD<sup>2</sup>  
 930,1165 WBZ Start TV  
 935,1171 WBTS-CoziTV  
 936,1174 WHDH ThisTV  
 939,1177 WLVI Buzzr  
 942,1180 WCVB MeTV  
 945,1183 WMUR MeTV  
 948,1186 WFXT (Mystery TV)  
 949,1187 WFXT Laff TV  
 956,1146 WEKW World (PBS)  
 958,1147 WEKW Kids (PBS)  
 959,1148 WEKW Create (PBS)  
 961,1154 WGBY World (PBS)  
 962,1155 WGBY Kids (PBS)  
 963,1156 WGBY Create (PBS)  
 969,1151 WVTA Create (PBS)  
 970,1152 WVTA Kids (PBS)  
 983,1192 WNEU TeleXitos  
 1070-1071 Public Access  
 1096-1097 Leased Access

**KIDS & FAMILY**

(INCLUDED IN STANDARD, SELECT, SIGNATURE AND SUPER DOUBLE AND TRIPLE PLAY PACKAGES)  
 40 Freeform  
 42 Cartoon Network  
 43 Nickelodeon  
 45 Disney Channel  
 47,138 Hallmark Channel  
 49 TLC  
 58 MTV  
 83,1655 INSP  
 120 National Geographic Channel  
 135 UP  
 151 Universal Kids  
 721,1457 UP HD  
 725,1606 MTV HD  
 728,1707 Universal Kids HD  
 735,1458 Hallmark Channel HD  
 746,1734 Cartoon Network HD  
 747,1728 Nickelodeon HD  
 770,1473 National Geographic HD

783,1715 Disney Channel HD  
 784,1742 Freeform HD  
 787,1450 TLC HD

**ENTERTAINMENT**

(INCLUDED IN STANDARD, SELECT, SIGNATURE AND SUPER DOUBLE AND TRIPLE PLAY PACKAGES)  
 28,186 truTV  
 39 FX  
 41 Comedy Central  
 50 Discovery  
 52 HISTORY  
 53 Food Network  
 54 HGTV  
 55 Animal Planet  
 59 VH1  
 62 TBS  
 63 USA Network  
 64 TNT  
 65 Lifetime  
 66,159 Oxygen  
 67 A&E  
 68 AMC  
 69 Bravo  
 70 E!  
 71 Syfy  
 88,1049 HSN2  
 105 OWN (Oprah Winfrey Network)  
 109 BBC America  
 125 FXX  
 163 LMN  
 176 TV One  
 196 Hallmark Movies & Mysteries  
 249,1757 MoviePlex  
 719,1607 VH1 HD  
 722,1466 E! HD  
 724,1626 TV One HD  
 729,1418 BBC America HD  
 736,1459 Hallmark Movies & Mysteries HD  
 737,1455 Lifetime HD  
 738,1430 truTV HD  
 749,1456 LMN HD  
 761,1434 TBS HD  
 762,1478 HISTORY HD  
 763,1403 USA Network HD  
 764,1404 TNT HD  
 765,1449 Discovery HD  
 766,1612 MTV Live HD  
 768,1492 HGTV HD  
 769,1484 Food Network HD  
 771,1402 A&E HD  
 780,1471 Animal Planet HD  
 781,1411 Syfy HD  
 786,1405 AMC HD  
 788,1409 FX HD  
 789,1463 Bravo HD

798,1435 Comedy Central HD  
 800,1465 Oxygen HD  
 814,1464 OWN HD (Oprah Winfrey Network)  
 825,1410 FXX HD

**SPORTS & NEWS**

(INCLUDED IN STANDARD, SELECT, SIGNATURE AND SUPER DOUBLE AND TRIPLE PLAY PACKAGES)  
 23 Bloomberg TV  
 24 CNBC  
 25,114 MSNBC  
 27 FOX News Channel  
 29 CNN  
 30 HLN  
 33 ESPN  
 34 ESPN2  
 35 NBC Sports Boston  
 36 NESN  
 72 NBC Sports Network  
 84 NESN+  
 85,1256 NBC Sports Boston Overflow  
 121 Golf Channel  
 122 FOX Sports 1  
 133 FOX Business Network  
 187,1130 C-SPAN3  
 292 Tennis Channel  
 756,1122 Bloomberg TV HD  
 757,1113 MSNBC HD  
 759,1112 HLN HD  
 760,1111 CNN HD  
 772,1205 ESPN HD  
 773,1250 NESN HD  
 774,1207 NBC Sports Network HD  
 775,1223 Golf Channel HD  
 776,1243 MotorTrend Network  
 778,1206 ESPN2 HD  
 779,1251 NBC Sports Boston HD  
 790,1110 FOX News Channel HD  
 791,1123 FOX Business Network HD  
 792,1121 CNBC HD  
 821,1224 Tennis Channel HD  
 828,1208 FOX Sports 1 HD  
 894,1255 NESN+ HD  
 1115 Newsmax TV HD<sup>2</sup>  
**EXPANDED BASIC**  
 (DIGITAL STARTER INCLUDES LIMITED BASIC AND EXPANDED BASIC)  
 23 Bloomberg TV  
 24 CNBC  
 25,114 MSNBC

27 FOX News Channel  
 28,186 truTV  
 29 CNN  
 30 HLN  
 33 ESPN  
 34 ESPN2  
 35 NBC Sports Boston  
 36 NESN  
 39 FX  
 40 Freeform  
 41 Comedy Central  
 43 Nickelodeon  
 44,1426 TV Land  
 45 Disney Channel  
 47,138 Hallmark Channel  
 49 TLC  
 50 Discovery  
 51 Travel Channel  
 52 HISTORY  
 53 Food Network  
 54 HGTV  
 55 Animal Planet  
 58 MTV  
 59 VH1  
 62 TBS  
 63 USA Network  
 64 TNT  
 65 Lifetime  
 66,159 Oxygen  
 67 A&E  
 68 AMC  
 69 Bravo  
 70 E!  
 71 Syfy  
 72 NBC Sports Network  
 83,1655 INSP  
 84 NESN+  
 85,1256 NBC Sports Boston Overflow  
 88,1049 HSN2  
 104 Investigation Discovery  
 105 OWN (Oprah Winfrey Network)  
 108,1425 GSN  
 109 BBC America  
 120 National Geographic Channel  
 121 Golf Channel  
 122 FOX Sports 1  
 125 FXX  
 133 FOX Business Network  
 135 UP  
 140 WE tv  
 151 Universal Kids  
 163 LMN  
 176 TV One  
 187,1130 C-SPAN3  
 196 Hallmark Movies & Mysteries  
 249,1757 MoviePlex

292 Tennis Channel  
717,1444 Investigation  
Discovery HD  
719,1607 VH1 HD  
721,1457 UP HD  
722,1466 E! HD  
724,1626 TV One HD  
725,1606 MTV HD  
728,1707 Universal  
Kids HD  
729,1418 BBC America HD  
735,1458 Hallmark  
Channel HD  
736,1459 Hallmark Movies  
& Mysteries HD  
737,1455 Lifetime HD  
738,1430 truTV HD  
740,1488 Travel  
Channel HD  
747,1728 Nickelodeon HD  
749,1456 LMN HD  
756,1122 Bloomberg TV HD  
757,1113 MSNBC HD  
759,1112 HLN HD  
760,1111 CNN HD  
761,1434 TBS HD  
762,1478 HISTORY HD  
763,1403 USA Network HD  
764,1404 TNT HD  
765,1449 Discovery HD  
766,1612 MTV Live HD  
768,1492 HGTV HD  
769,1484 Food Network HD  
770,1473 National  
Geographic HD  
771,1402 A&E HD  
772,1205 ESPN HD  
773,1250 NESN HD  
774,1207 NBC Sports  
Network HD  
775,1223 Golf Channel HD  
776,1243 MotorTrend  
Network  
778,1206 ESPN2 HD  
779,1251 NBC Sports  
Boston HD  
780,1471 Animal Planet HD  
781,1411 Syfy HD  
783,1715 Disney  
Channel HD  
784,1742 Freeform HD  
786,1405 AMC HD  
787,1450 TLC HD  
788,1409 FX HD  
789,1463 Bravo HD  
790,1110 FOX News  
Channel HD  
791,1123 FOX Business  
Network HD  
792,1121 CNBC HD  
793,1428 WE tv HD  
798,1435 Comedy  
Central HD  
800,1465 Oxygen HD  
814,1464 OWN HD (Oprah  
Winfrey Network)  
821,1224 Tennis  
Channel HD  
825,1410 FXX HD  
828,1208 FOX Sports 1 HD

894,1255 NESN+ HD  
1115 Newsmax TV HD<sup>2</sup>

### DIGITAL PREFERRED

(INCLUDED IN SELECT,  
SIGNATURE AND SUPER DOUBLE  
AND TRIPLE PLAY PACKAGES)

42 Cartoon Network  
44,1426 TV Land  
51 Travel Channel  
61 Paramount Network  
101 Discovery Family  
Channel  
102 Science  
103 Destination America  
106,1480 American Heroes  
Channel  
108,1425 GSN  
115 fyi  
116 VICE  
117 Disney XD  
118,1701 Disney Junior  
123,1493 DIY Network  
124 NFL Network  
126 NBA TV  
127,1236 Outdoor Channel  
129,1637 Revolt  
130,1497 Discovery Life  
131 Hallmark Drama<sup>1</sup>  
132 ESPNNews  
134,1485 Cooking Channel  
137,1639 MTV2  
139,1633 BET Jams  
143,1619 CMT Music  
144,1614 MTV Classic  
145,1708 ION Qubo  
146,1766 FX Movie Channel  
147 IFC  
148,1702 Nick Jr.  
149,1620 Great American  
Country (GAC)  
150 Nat Geo WILD  
152,1740 TeenNick  
153,1729 Nick 2  
154,1727 Nicktoons  
155,1630 BET Soul  
158,1682 The Impact  
Network  
160,1615 Nick Music  
161,1439 Logo  
162,1496 ION Life  
164,1440 SundanceTV East  
167 Ovation  
168,1117 BBC World News  
169 Smithsonian Channel  
174,1709 BabyFirst  
Americas  
175 CBS Sports Network  
177 FOX Sports 2  
178,1237 Sportsman  
Channel  
179 NHL Network  
180 MLB Network  
182,1427 POP  
185,1114 Newsy Live  
195,1628 BET Her  
234,1429 ReelzChannel  
235,1771 FLIX East  
236,1685 Jewish Life  
Television (JLTV)  
248 STARZ ENCORE East

250 ScreenPix  
251 ScreenPix Action  
252,1784 STARZ ENCORE  
Westerns East  
253,1789 ScreenPix  
Westerns  
254 ScreenPix Voices  
256,1777 STARZ ENCORE  
Black East  
258,1775 STARZ ENCORE  
Action East  
290,1246 TVG  
293 ESPNU  
343,1229 TUDN  
374,1232 NBC Universo  
379 MTV TR3s  
385 Galavision  
397 HITN  
490 SEC Network  
491 SEC Network Overflow  
715,1486 fyi HD  
727,1472 Nat Geo WILD HD  
732,1210 ESPNNews HD  
739,1487 Destination  
America HD  
740,1488 Travel  
Channel HD  
746,1734 Cartoon  
Network HD  
748,1773 STARZ ENCORE  
East HD  
755,1412 Paramount  
Network HD  
767,1222 Olympic  
Channel HD  
777,1215 NFL Network HD  
785,1451 Science HD  
795,1438 IFC HD  
797,1716 Disney XD HD  
799,1462 Ovation HD  
816,1477 Smithsonian  
Channel HD  
817,1714 Discovery  
Family Channel HD  
818,1219 MLB Network HD  
819,1218 NBA TV HD  
820,1217 NHL Network HD  
822,1301 ESPNU HD  
823,1303 CBS Sports  
Network HD  
826 Galavision HD  
829,1321 SEC Network HD  
832,1436 VICE HD  
898,1209 FOX Sports 2 HD  
1118 i24 News HD<sup>2</sup>  
1322 SEC Network  
Overflow HD<sup>2</sup>  
1460 Hallmark Drama HD<sup>2</sup>  
1495 Z Living HD<sup>2</sup>  
1786 ScreenPix HD<sup>2</sup>  
1787 ScreenPix Action HD<sup>2</sup>  
1788 ScreenPix Voices HD<sup>2</sup>

### DEPORTES

343,1229 TUDN  
344 Latin American Sports  
374 NBC Universo  
377 FOX Deportes  
386,1231 ESPN Deportes  
1230 FOX Deportes HD<sup>2</sup>

### XFINITY TV LATINO

338 RC Novelas  
341 Vme Kids  
342 Pasiones  
343,1229 TUDN  
344 Latin American Sports  
345,3385 Kanal Drama  
346 TBN Enlace  
347 Telefe  
348 TeleFormula  
349 TV Chile  
350 Nuestra Tele  
351 Video Rola  
352 FOX Life  
353 TVE Internacional  
354 TV Venezuela  
360 SUR Peru  
361 SUR TV  
362 Once Mexico  
363 Multimedios  
364 Mexicanal  
366 Cinema Dinamita  
367 EWTN en Espanol  
368 Ecuavisa  
370 Caracol TV  
373 Supercanal  
374,1232 NBC Universo  
375 Discovery en Espanol  
376 Cinelatino  
377 FOX Deportes  
378 CNN en Espanol  
379 MTV TR3s  
380 ViendoMovies  
381 Cine Mexicano  
382 Cine Sony  
383 HISTORY en Espanol  
384 WAPA America  
385 Galavision  
386,1231 ESPN Deportes  
387 BabyFirst Americas -  
Spanish  
388 Centroramerica TV  
389 TV Dominicana  
394 Discovery Familia  
395 CBeebies  
397 HITN  
826 Galavision HD  
1230 FOX Deportes HD<sup>2</sup>

### SPORTS ENTERTAINMENT PACKAGE

(INCLUDED IN SUPER TRIPLE  
PLAY PACKAGE)

57,110 CMT  
124 NFL Network  
126 NBA TV  
127,1236 Outdoor Channel  
132 ESPNNews  
136,1302 ESPN  
GoalLine/Bases Loaded  
141 TCM  
175 CBS Sports Network  
178,1237 Sportsman  
Channel  
179 NHL Network  
180 MLB Network  
289 BTN  
290,1246 TVG  
291 NFL RedZone

293 ESPNU  
492,1445 Crime &  
Investigation  
493,1479 Military  
History Channel  
497 Pac-12 Network  
720,1608 CMT HD  
732,1210 ESPNNews HD  
777,1215 NFL Network HD  
796,1755 TCM HD  
818,1219 MLB Network HD  
819,1218 NBA TV HD  
820,1217 NHL Network HD  
822,1301 ESPNU HD  
823,1303 CBS Sports  
Network HD  
824,1313 BTN HD  
899,1216 NFL RedZone HD  
1329 Pac-12 Network HD<sup>2</sup>

### PREMIUM CHANNELS

(SHOWTIME, STARZ AND EPIX  
CHANNELS INCLUDED WITH  
SIGNATURE DOUBLE AND  
TRIPLE PLAY PACKAGES; HBO,  
SHOWTIME, STARZ, EPIX, HITZ  
AND THE MOVIE CHANNEL  
INCLUDED WITH SUPER DOUBLE  
AND TRIPLE PLAY PACKAGES)

201 HBO East  
202 HBO2 East  
203,1806 HBO Signature  
East  
204,1808 HBO Family East  
205,1810 HBO Comedy East  
207 HBO Latino East  
208,1803 HBO West  
221 Showtime East  
222 Showtime 2 East  
223,1846 Showtime  
Showcase East  
224,1848 Showtime  
Extreme East  
231 The Movie Channel  
East  
232,1862 The Movie  
Channel Xtra East  
235,1771 FLIX East  
241 STARZ East  
242 Epix East  
243,754,1790,1871 Epix  
HD (East)  
244 Epix 2  
245 Epix Hits  
246 Epix Drive-In  
270 CINEMAX East  
450,1886 Playboy  
750,1802 HBO HD East  
751,801,1840 Showtime HD  
East  
752,1868 STARZ East HD  
753,1820 CINEMAX HD East  
802,1842 Showtime 2 HD  
East  
810,1860 The Movie  
Channel HD East  
812,1804 HBO2 HD East  
815,1814 HBO Latino HD  
East  
1821 CINEMAX West  
1822 MoreMAX East  
1824 ActionMAX East

1826 ThrillerMax East  
1828 MovieMax  
1830 5StarMAX  
1832 OuterMAX  
1834 Max Lating  
1873 Epix 2 HD<sup>2</sup>  
1874 Epix Hits HD<sup>2</sup>  
1875 Epix Drive-In HD<sup>2</sup>

**INTERNATIONAL SELECTIONS<sup>1</sup>**

183,391,3285 Willow Plus  
189,3226 RTN (Russian)  
190,3290 TV JAPAN  
191,3135 CCTV4  
192,3286 TV Asia  
193,3294 TV5 Monde  
194,3194 The Filipino Channel  
197,3280 RAI International  
198,3245 ART Network  
3101 Willow Plus HD  
3102 TV Asia HD  
3103 ZeeTV HD  
3106 SET HD  
3108 ABP News  
3109 NDTV 24X7  
3110 NDTV (Good)  
3137 Phoenix Info News  
3138 CTI Zhong Tian Channel  
3139 Phoenix NA  
3150 TVB Jade  
3180 TV JAPAN HD  
3185 Saigon Broadcasting Television Network  
3195 GMA Pinoy TV  
3196 GMA Life TV  
3210 Premiere Futebol Clube  
3211,3291 Band Internacional  
3212 RecordTV Europa HD  
3213 TV Globo HD  
3216 SIC International  
3217 RTPi (Portuguese)  
3225 RTVI (Russian)  
3227 Russian Kino  
3228 NTV America  
3229 Channel One Russia  
3230 Impact TV  
3232 RTR PLAN  
3233 ROSSIYA  
3234 CTC  
3250 The Israeli Network  
3260 DW Deutsche +  
3265 TV5 Monde HD  
3275 Antenna TV  
3281 Mediaset Italia  
3287 ZeeTV

3289 SET  
3292 RecordTV  
3293 TV Globo

**PAY-PER-VIEW**

126 NBA TV  
451,1887 Vivid TV  
452,1893 Juicy  
453,1891 XTSY  
454,1888 Penthouse Block  
455,1890 Hustler TV  
457,1894 TEN  
458 iN DEMAND PPV BARKER  
459,700,1201 iN DEMAND PPV HD  
460 iN DEMAND PPV  
461 iN DEMAND PPV 7  
510-520 NBA/MLS PPV  
531-544 MLB/NHL PPV  
545,1370 iNDEMANT MLB/NHL HD  
546,1371 iNDEMANT MLB/NHL 2 HD  
819,1218 NBA TV HD  
1372-1385 MLB/NHL PPV  
1387-1397 NBA/MLS PPV

**ON DEMAND**

1,199,900,1000 Xfinity On Demand  
240,1867 STARZ On Demand  
247,1781 Encore On Demand  
271,1817 Hitz  
272,1818 Hitz 2  
273,1819 Hitz 3  
462,1884,1895 PARENTAL  
1880,1899 Movies On Demand  
1881,1898 TV On Demand  
1882,1897 Music On Demand  
1883,1896 SPORTS On Demand  
1885 Adult On Demand

**XFINITY INSTANT TV LATINO**

341 Vme Kids  
342 Pasiones  
366 Cinema Dinamita  
375 Discovery en Espanol  
376 Cinelatino  
378 CNN en Espanol  
380 ViendoMovies  
381 Cine Mexicano  
382 Cine Sony  
383 HISTORY en Espanol  
385 Galavision  
387 BabyFirst Americas - Spanish  
394 Discovery Familia  
826 Galavision HD

<sup>1</sup>Requires designated Xfinity TV service, X1 TV Box or compatible customer owned device and Xfinity Internet Service.

<sup>2</sup>Requires designated Xfinity TV service, X1 TV Box or compatible customer owned device and Xfinity Internet Service. Requires HD Technology Fee.

A subscription to Limited Basic is required to receive video services unless otherwise indicated. TV Box, TV Adapter, CableCARD or compatible customer owned device is required to receive video services. Channel lineup for outlets with TV Adapters is same as the primary outlet with the following exceptions: premium channels are not available and only the following HD channels with channel numbers above 1000 are available: The Weather Channel, Fox News, CNN, HLN, MSNBC, CNBC, Bloomberg, Fox Business, CSPAN, CSPAN2, CSPAN 3, and your local news stations. Except for Limited Basic only customers, HD programming requires subscription to HD Technology Fee and HD compatible equipment. Channel lineup subject to change. Additional restrictions may apply. See Services & Pricing card for additional information. © 2019 Comcast. All rights reserved.

87732000: 2220;2230;2240;2250;2260;2280;2310

87735000: 1020;1300;1310;1320;1330;1340;1350;1360;1370;1410;1800

**For more information visit [xfinity.com/support/local-channel-lineup](http://xfinity.com/support/local-channel-lineup).**