

[June XX, 2020]



SAM SAMPLE
123 ANYSTREET
APT 2B
ANYTOWN, US 18419-9999

Action Required Before [Month XX]

Dear [Customer Name],

We're excited to welcome Southern Vermont Cable customers to Xfinity. With Xfinity, you'll have access to an entertainment experience like no other with new products and enhanced features and services, such as more than 100 high definition TV channels and 20,000 movies and TV shows available On Demand with Xfinity TV.

Our Xfinity team will be working to prepare the network in your neighborhood for Xfinity services soon. We'll call you a day or two before we begin our work, so you'll know when to expect interruptions.

IMPORTANT: On the day we are working in your neighborhood, your services will be interrupted for up to several hours, including Digital Voice services. If you have Digital Voice service, you will not have the ability to make or receive emergency 911 calls during this time.

Once we have completed our work in your neighborhood, your home will be ready for Xfinity services. Contact us now to learn about Xfinity services and equipment so you can start enjoying Xfinity services as soon as we complete our work. **You can reach us at 1-855-468-0600 between 8:00am and 9:00pm, Monday-Friday and between 8:00am and 7:00pm, Saturday-Sunday.**

Changes to your current Services and Equipment

Starting [Month XX], you'll no longer have access to your current services provided by Southern Vermont Cable (SVCC). If you have called us and chosen your Xfinity services and equipment, you will be transitioned to your Xfinity services.

- **If you have not selected a Xfinity TV service plan on or before [Month XX, 2020], you'll be provided with Xfinity's [ENTER PACKAGE/SERVICE PLAN] at [\$XX.XX] per month. [ENTER PACKAGE/SERVICE PLAN NAME] includes [LIST COMPONENTS OR DESCRIPTION OF PACKAGE/SERVICE]. If you do not have a customer owned device that is compatible with your new Xfinity service, you will need equipment for each TV you will use for Xfinity TV as well as equipment for Internet and voice services.**
 - o **IMPORTANT: If you currently use a CableCARD with your Southern Vermont Cable services, you will need to swap that CableCARD for an Xfinity CableCARD to continue receiving services.**
- **If you have not selected a Xfinity Internet and/or Xfinity Voice plan before [Month XX], you will be provided with Xfinity's Internet [ENTER INTERNET SERVICE PLAN] service at [\$XX.XX] per month and Xfinity's Unlimited Voice at [\$XX.XX] per month.**

If you use a SVCC modem, starting [Month XX, 2020], you will be billed \$14.00 per month for the modem rental in addition to the price of your Internet or Digital Voice service. **If you currently use your own modem, please be aware that it may not be compatible with our Xfinity network. Visit mydeviceinfo.xfinity.com for a complete list of compatible modems. If you currently have a battery backup for your Digital Phone services from SVCC, the battery is not compatible with our Xfinity modems. A 24-hour battery backup is available from Xfinity for Voice services and is \$165. Backup batteries include 24 hours of standby time and monitoring to notify you to replace the battery.**

To enjoy all the benefits Xfinity Internet and Voice services have to offer, including access to faster speeds and security, you can swap your current SVCC modem for a Xfinity modem via a Self-Installation Kit at no charge through December 7, 2020.

If you use a *svcable.net* email address, you will need to switch to a new email address by June 1, 2021. You can register for a new *comcast.net* email address with Xfinity Internet services, or you may choose another email provider of your choice.

If you subscribe to Digital Phone services, you will keep your current phone number. You will need to reset any phone preferences when your Xfinity Digital Voice service starts. **Please note: Any saved voicemails on your SVCC voice service will be deleted and not available to you after your Xfinity Voice service starts.**

Next steps

1 Learn about Xfinity services and order equipment:

- Call **1-855-468-0600 between 8:00am and 9:00pm, Monday-Friday and between 8:00am and 7:00pm, Saturday-Sunday** to learn about available Xfinity services and packages and/or request your Xfinity equipment, which will be shipped to you in a Self-Install Kit.
- If you subscribe to Xfinity TV Limited Basic only, you can receive one TV Adapter for your primary TV and up to two additional TV Adapters at no additional monthly service charge. Additional TV Adapters are \$0.50 each, per month.

2 On [Month XX], connect and activate your new equipment. Connect your new equipment, then follow the easy activation instructions included in the Self-Install Kit. If you'd like a professional installation to connect your equipment, we can do that for you at no additional charge if your appointment is scheduled and completed before [Month XX, 2020].

Xfinity TV channel lineup

Our Xfinity TV channel lineup starting [Month XX] is enclosed.

Changes to your account number and payment due date

You'll receive a Xfinity account number. Also, your payment due date may change. If it does, you will still have the same number of days to pay your bill. Your new account number and due date will appear on the first Xfinity bill you receive after [Month XX].

- If you use online bill pay through your bank, please make sure to change your payment settings to Xfinity and provide this new account information once you receive it.
- If you use SVCC automatic bill pay, this service will no longer be available to you after [xx/xx/xx]. You will need to enroll in Xfinity's automatic payment program at xfinity.com/myaccount. Once enrolled, your payment will be processed on the new due date. You'll be able to view your bill anytime on xfinity.com/myaccount.

Access to more services and benefits

Giving you more means new products, enhanced features and services, and an entertainment experience like no other. You can change the way you watch TV and control your home with new programming options, including high definition (HD) programming, more channels, our X1 Entertainment Operating System, fast Xfinity Internet service, Xfinity Home security, and Xfinity Digital Voice. **The enclosed Services & Pricing Guide includes information on our services and packages that will be available starting [Month XX].**

We know changes can be inconvenient, but we know you'll love all that Xfinity has to offer. We look forward to serving you and welcome you to Comcast!

Sincerely,



Brian Ferney
Vice President of Sales & Marketing
Comcast Western New England Region