



November 15, 2013

Mr. Robert Kosin
Director of Administration
Village of Barrington Hills
112 Algonquin Rd.
Barrington Hills, IL 60010



RE: Important Information—Price Changes

Dear Mr. Kosin:

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

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

We promise to continue to provide our customers with a consistently superior experience, including 24/7 customer service, two-hour appointment windows and on-time arrival—or we'll credit the customer \$25 or provide a free premium channel for three months. We back up our services with the Comcast Customer Guarantee (visit www.comcast.com/guarantee for details).

We know you may have questions about these changes. If I can be of any further assistance, please contact me at (847) 789-0943.

Sincerely,

Daniel T. Maloney
Director of Government & Regulatory Affairs

Att.: Customer Notice

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



IMPORTANT INFORMATION ABOUT YOUR PRICES AND SERVICES

NORTH SUBURBAN AREAS
Effective January 1, 2014

Dear Valued Customer:

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

Among these price changes, we have itemized a Broadcast TV Fee in order to defray the rising costs of retransmitting broadcast television signals. In recent years, the cost of retransmitting broadcast television signals has increased significantly, and we want to address these more recent increases through a separate itemized charge so that they are clear to you.*

We promise to continue to provide you a consistently superior experience, including 24/7 customer service, two-hour appointment windows and on-time arrival. We back up our services with the Comcast Customer Guarantee (visit www.comcast.com/guarantee for details).

We know you may have questions about these changes. Feel free to visit us at www.xfinity.com/questions. Thank you for choosing Comcast. We value you as a customer, and look forward to continuing to serve you.

Sincerely,

Comcast

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

SERVICES AND PRICING

XFINITY TRIPLE PLAY PACKAGES¹

	CURRENT PRICE	NEW PRICE
Starter XF Triple Play Bundle <i>Includes Digital Starter for primary outlet, Performance Internet and XFINITY Voice Unlimited™</i>	\$144.95	\$149.95
SurePrice²	\$124.99	No Change
Preferred XF Triple Play Bundle <i>Includes Digital Preferred for primary outlet, Performance Internet and XFINITY Voice Unlimited™</i>	\$154.95	\$159.95
SurePrice²	\$134.99	No Change
HD Preferred XF Triple Play Bundle <i>Includes Digital Preferred for primary outlet, HD Technology Fee, Starz®, Performance Internet and XFINITY Voice Unlimited™</i>	\$164.95	\$169.95
SurePrice²	\$144.99	No Change
HD Preferred Plus XF Triple Play Bundle <i>Includes Digital Preferred for primary outlet, HD Technology Fee, HBO®, Starz®, Blast!® Internet and XFINITY Voice Unlimited™</i>	\$184.95	\$189.95
SurePrice²	\$164.99	No Change
HD Premier XF Triple Play Bundle <i>Includes Digital Premier with HD DVR Service or AnyRoom® DVR Service for primary outlet, HD Technology Fee, Blast!® Internet and XFINITY Voice Unlimited™</i>	\$214.95	\$219.95
SurePrice²	\$184.99	No Change
HD Complete XF Triple Play Bundle <i>Includes Digital Premier, The Movie Channel®, with AnyRoom® DVR Service for primary outlet, Digital Additional Outlet Service on up to 3 TVs, HD Technology Fee, Blast!® Internet, Wireless Gateway, and XFINITY Voice Unlimited™</i>	\$244.95	\$249.95
SurePrice²	\$224.99	No Change
XH PF Starter Triple Play Bundle³ <i>Includes Digital Starter for primary outlet, Performance Internet and XFINITY Home – Secure 300</i>	\$144.95	\$149.95
SurePrice²	\$124.99	No Change
XH PF Preferred Triple Play Bundle³ <i>Includes Digital Preferred for primary outlet, Performance Internet and XFINITY Home – Secure 300</i>	\$154.95	\$159.95
SurePrice²	\$134.99	No Change
XH PF HD Preferred Triple Play Bundle³ <i>Includes Digital Preferred for primary outlet, HD Technology Fee, Starz®, Performance Internet and XFINITY Home – Secure 300</i>	\$164.95	\$169.95
SurePrice²	\$144.99	No Change
XH PF HD Preferred Plus Triple Play Bundle³ <i>Includes Digital Preferred for primary outlet, HD Technology Fee, HBO®, Starz®, Blast!® Internet and XFINITY Home – Secure 300</i>	\$184.95	\$189.95
SurePrice²	\$164.99	No Change
XH PF HD Premier Triple Play Bundle³ <i>Includes Digital Premier with HD DVR Service or AnyRoom® DVR Service for primary outlet, HD Technology Fee, Blast!® Internet and XFINITY Home – Secure 300</i>	\$214.95	\$219.95
SurePrice²	\$184.99	No Change
XH PF HD Complete Triple Play Bundle³ <i>Includes Digital Premier, The Movie Channel®, with AnyRoom® DVR Service for primary outlet, Digital Additional Outlet Service on up to 3 TVs, HD Technology Fee, Blast!® Internet, Wireless Gateway, and XFINITY Home – Secure 300</i>	\$244.95	\$249.95
SurePrice²	\$224.99	No Change

XFINITY TV

CURRENT PRICE NEW PRICE

BASIC SERVICES

Limited Basic	\$26.99	No Change
Expanded Basic ¹⁴ <i>Includes standard definition digital converter and remote for primary outlet</i>	\$40.96	\$41.46
Broadcast TV Fee	N/A	\$1.50

DIGITAL SERVICES

Digital Economy <i>Includes Limited Basic, additional digital channels and a standard definition digital converter and remote for the primary outlet, access to Pay-Per-View programming and Music Choice</i>	\$39.95	No Change
With XFINITY Voice or Internet Service	\$34.95	\$39.95
Digital Starter <i>Includes Limited Basic, Expanded Basic, additional digital channels, MoviePlex, access to Pay-Per-View and On Demand programming and Music Choice</i>	\$67.95	\$68.45
Digital Preferred <i>Includes Digital Starter, additional digital channels, Encore[®], access to Pay-Per-View and On Demand programming and Music Choice</i>	\$85.90	\$86.40
Digital Preferred plus One Premium <i>Effective 1/1/2014 no longer available for new subscription. Includes Digital Preferred and choice of Showtime[®], Starz[®] or HBO[®]</i>		
With Showtime [®] or Starz [®]	\$98.95	\$99.45
With HBO [®]	\$100.90	\$101.40
Digital Preferred plus Two Premiums <i>Effective 1/1/2014 no longer available for new subscription. Includes Digital Preferred and choice of Showtime[®] and Starz[®], or HBO[®] and Showtime[®]</i>		
With Showtime [®] and Starz [®]	\$108.95	\$109.45
With HBO [®] and Showtime [®]	\$110.90	\$111.40
Digital Preferred Plus <i>Effective 1/1/2014 no longer available for new subscription. Includes Digital Preferred, HBO[®] and Starz[®]</i>	\$110.90	\$111.40
Digital Premier <i>Includes Digital Preferred, HBO[®], Showtime[®], Starz[®], Cinemax[®] and Sports Entertainment Package</i>	\$126.95	\$127.45
MultiLatino Plus <i>Includes Limited Basic, MultiLatino, standard definition digital converter and remote for primary outlet</i>	\$31.95	\$34.95
MultiLatino Extra <i>Includes Digital Economy and MultiLatino for primary outlet</i>	\$41.95	\$44.95
MultiLatino Max <i>Includes MultiLatino Extra, additional digital channels, access to Pay-Per-View and On Demand programming</i>	\$61.95	\$64.95
MultiLatino Ultra <i>Includes MultiLatino Max and additional digital channels</i>	\$78.90	\$81.95

BASIC AND DIGITAL ANCILLARY SERVICES

HBO ^{®15}	\$17.99	No Change
Showtime ^{®15}	\$17.99	No Change
Starz ^{®15}	\$17.99	No Change
Cinemax ^{®15}	\$17.99	No Change
The Movie Channel ^{®15}	\$17.99	No Change
Playboy ^{®15}	\$19.99	No Change
Digital Preferred ¹⁵ <i>Over 55 channels including Cooking Channel, Encore[®], GSN, Nat Geo Wild, NFL Network, Ovation, Destination America and Science</i>	\$17.95	No Change
MultiLatino ¹⁵ <i>Over 45 channels of Spanish language programming</i>	\$16.99	\$18.95

Family Tier¹⁷

Over 12 channels including C-SPAN, Food Network, HGTV, PBS KIDS Sprout, National Geographic, The Hub and The Weather Channel

\$14.99 No Change

Sports Entertainment Package¹⁶

Over 25 channels including beIN Sport, Crime & Investigation, ESPN Classic, NFL RedZone and FX Movie Channel

\$9.95 No Change

AnyPlay^{®18}

\$10.00 No Change

HD Technology Fee¹⁰

\$9.95 No Change

3D Technology Fee¹¹

\$0.00 No Change

HD DVR Service⁷

\$8.00 No Change

AnyRoom[®] DVR Service^{7,8}

\$11.00 No Change

Digital Additional Outlet Service⁹

\$9.95 No Change

Digital Adapter Additional Outlet Service¹⁹
(1st and 2nd Outlet, SD or HD)

 With Digital Starter²⁰ \$1.99 No Change

 With Digital Economy²¹ \$0.00 \$1.99

 With Family Tier²² \$0.00 \$1.99

 With MultiLatino²³ \$0.00 \$1.99

Digital Adapter Additional Outlet Service¹⁹
(3rd Outlet and Above, SD or HD)

 With Digital Starter²⁰ \$1.99 No Change

 With Digital Economy²¹ \$0.50 \$1.99

 With Family Tier²² \$0.50 \$1.99

 With MultiLatino²³ \$0.50 \$1.99

Effective 1/1/2014 service other than Limited Basic on the additional outlets connected to a digital adapter will be billed as Digital Adapter Additional Outlet Service which includes a digital adapter and remote.

INTERNATIONAL SELECTIONS¹⁵

ART (Arabic)	\$12.99	No Change
The Israeli Network	\$19.99	No Change
Rai Italia (Italian)	\$14.99	No Change
TV5 MONDE (French)	\$9.99	No Change
TV Japan (Japanese)	\$24.99	No Change
SBTN (Vietnamese)	\$14.99	No Change
CTI-Zhong Tian Channel & CCTV-4	\$12.99	No Change
GMA Pinoy TV (Filipino)	\$11.99	No Change
TFC (Filipino)	\$14.99	No Change
GMA Life TV (Filipino)	\$6.99	No Change
TFC & GMA Pinoy TV (Filipino)	\$19.99	No Change
GMA Pinoy TV & GMA Life TV (Filipino)	\$16.99	No Change
Filipino Elite Pack (Filipino) <i>Includes GMA Pinoy TV, GMA Life TV and TFC</i>	\$22.99	No Change
RTN (Russian)	\$14.99	No Change
Willow Plus (South Asian / Cricket Sport)	\$14.99	No Change
Willow Plus with any Desi 3, 4 or Mega Pack	\$7.00	No Change
STAR India PLUS (South Asian)	\$11.99	No Change
SET Asia (Sony) (South Asian)	\$14.99	No Change
TV Asia (South Asian)	\$14.99	No Change
Zee TV (South Asian)	\$14.99	No Change
SET Asia (Sony) & Zee TV (South Asian)	\$24.99	No Change
SET Asia (Sony) & STAR India PLUS (South Asian)	\$24.99	No Change
Zee TV & STAR India PLUS (South Asian)	\$24.99	No Change
STAR 4 Pack Includes ABP News, STAR India PLUS, Life OK and STAR India GOLD	\$24.99	No Change
Desi 3 Pack Includes SET Asia (Sony), Zee TV and STAR India PLUS	\$29.99	No Change
Desi 3 Pack Includes SET Asia (Sony), Zee TV and TV Asia	\$29.99	No Change
Desi 4 Pack Includes SET Asia (Sony), Zee TV, TV Asia and STAR India PLUS	\$32.99	No Change
Desi 4 Pack Includes SET Asia (Sony), Zee TV, STAR India PLUS and Life OK	\$32.99	No Change

XFINITY Internet³⁵

	CURRENT PRICE	NEW PRICE
Economy Plus	\$39.95	No Change
With XFINITY TV or Voice Service	\$29.95	No Change
Performance Starter ³⁶	\$49.95	No Change
Performance	\$64.95	\$66.95
With XFINITY TV or Voice Service	\$51.95	\$53.95
Blast! [®]	\$74.95	\$76.95
With XFINITY TV or Voice Service	\$61.95	\$63.95
Extreme 105 ¹²	\$114.95	No Change
With XFINITY TV or Voice Service	\$99.95	No Change
Voice/Data Modem (monthly)	\$7.00	\$8.00
Wireless Gateway (monthly)	\$7.00	\$8.00
Wireless Networking On-Site Professional Set-Up (with installation of XFINITY TV, XFINITY Voice or XFINITY Internet, per occurrence)	\$49.95	No Change
Wireless Networking On-Site Professional Set-Up (Separate Trip, per occurrence)	\$99.95	No Change
Wireless Networking On-Site Professional Set-Up (Additional Device, per occurrence)	\$29.95	No Change
Extreme 105 Professional Internet Installation (per occurrence)	\$249.00	N/A
Unreturned or Damaged Equipment Fees ³² (per piece)		Replacement Cost

Certain services are available separately or as a part of other levels of service. Comcast service is subject to Comcast's standard terms and conditions of service. Unless otherwise specified, prices shown are the monthly charge for the corresponding service, equipment or package. Prices shown do not include applicable taxes, franchise fees, FCC fees, Regulatory Recovery Fee, Public, Education and Government 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. After a notice of a rate change, you may change your level of service at no additional charge for a period of 30 days from the effective date of the change. ©2014 Comcast. All rights reserved.

- 1 Requires a Voice/Data Modem, except for the Complete Triple Play Packages.
- 2 SurePrice only available for 12 months to XF Triple Play, XH Triple Play or MultiLatino Paquete Triple Play customers after 12-month promotional package.
- 3 XFINITY Home - Secure 300 requires 3-year minimum term agreement with early termination fee if terminated prior to end of term. For additional information on XFINITY Home Security go to www.xfinity.com/home
- 4 XFINITY Home - Secure 350 requires 3-year minimum term agreement with early termination fee if terminated prior to end of term. For additional information on XFINITY Home Security go to www.xfinity.com/home
- 5 Requires a Voice/Data Modem.
- 6 AnyRoom[®] DVR Service is included with HD Premier Triple Play, MultiLatino Total HD Paquete Triple, HD Complete Triple Play, XH PF HD Premier Triple Play, XH PF HD Complete Triple Play, XH PM HD Premier Triple Play and XH PM HD Complete Triple Play if AnyRoom[®] DVR Service is installed on primary outlet.
- 7 Requires HD Technology Fee. Digital Additional Outlet service required for HD DVR service on additional outlets.
- 8 Sold only with one or more Digital Additional Outlet Service with HD Converter, maximum 3 clients per household. Requires HD Technology Fee and professional installation.
- 9 Not available to Limited Basic only customers. Digital service tier on additional outlet corresponds to digital service tier on primary outlet.
- 10 Not available to customers with Limited Basic only.
- 11 Requires HD Technology Fee.
- 12 Not available in all areas.
- 13 SurePrice only available for 12 months to Starter XF Double Play, Preferred XF Double Play, MultiLatino Max XF Double Play and MultiLatino Ultra XF Double Play customers after 12-month promotional package.
- 14 Requires purchase of Limited Basic.
- 15 Requires digital converter or CableCARD and Limited Basic.
- 16 Requires Digital Starter.
- 17 Requires digital converter and purchase of Limited Basic. Family Tier programming included in Digital Services except for MultiLatino.
- 18 Requires Digital Starter and Performance Internet.
- 19 Includes digital adapter and remote. Not available to customers with Limited Basic only.
- 20 Requires Digital Starter on primary outlet. Does not include access to On Demand content or on-screen programming guide.
- 21 Requires Digital Economy on primary outlet. Does not include access to On Demand content or on-screen programming guide.
- 22 Requires Family Tier on primary outlet. Does not include access to On Demand content or on-screen programming guide.

- 23 Requires MultiLatino on primary outlet. Does not include access to On Demand content or on-screen programming guide.
- 24 Requires digital converter and Limited Basic.
- 25 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.
- 26 Requires digital converter and Limited Basic to receive Streampix[®] on television. Streampix[®] included with the following tiers of service: Internet Plus, Blast Plus[™], Starter XF Double Play, Preferred XF Double Play, MultiLatino Max XF Double Play, MultiLatino Ultra XF Double Play, HD Preferred Plus XF Triple Play, HD Premier XF Triple Play, HD Complete XF Triple Play, XH PF HD Preferred Plus Triple Play, XH PF HD Premier Triple Play, XH PF HD Complete Triple Play, XH PM HD Preferred Plus Triple Play, XH PM HD Premier Triple Play, XH PM HD Complete Triple Play, MultiLatino Ultra HD Plus Paquete Triple and MultiLatino Total HD Paquete Triple. HD content requires subscription to HD Technology Fee. Streaming to iOS device requires XFINITY[™] TV app. Internet service with bandwidth of at least 600 Kbps and a subscription to Limited Basic. Streaming to laptop/computer requires equipment meeting minimum requirements posted at <http://customer.comcast.com/help-and-support/internet/requirements-to-run-xfinity-internet-service/>. Internet service with bandwidth of at least 600 Kbps and a subscription to Limited Basic.
- 27 Does not include Extreme 105 Internet Service installation charge, XFINITY Home Security installation charge, wireless networking, professional Internet installation, Voice installation fees or activation fees.
- 28 Product installations include installations up to 125 feet from existing Comcast plant. Custom installations include installations which require in-wall wiring or installations in extensive drop ceilings, basements or crawl spaces.
- 29 Includes one pre-wired outlet per installed product. Does not include activation fees.
- 30 Custom installations include installations that require extensive drop ceilings, basements, crawl spaces or installations over 125 feet from existing Comcast plant.
- 31 See <http://www.comcast.com/spp> for information on Service Protection Plan.
- 32 Please contact 1-800-XFINITY for questions regarding equipment replacement charges.
- 33 Does not apply to CableCARD Self Install Kit.
- 34 Requires a Voice/Data Modem. Unlimited Local and Long Distance package pricing applies only to direct dialed calls from home to locations in U.S., Canada, Puerto Rico and certain other U.S. territories. Plans do not include other international calls. For more information regarding XFINITY Voice pricing go to <http://www.comcast.com/corporate/about/phonetermservice/comcastdigitalvoice/cdrstaterpricing.html>
- 35 Voice/Data modem required. For more information regarding XFINITY Internet go to <http://www.comcast.com/highspeedinternet>
- 36 Download speed up to 6 Mbps and upload speed up to 1 Mbps. Many factors affect speed. Actual speeds may vary and are not guaranteed.