

RECEIVED JAN 20 2012



January 16, 2012

The Honorable John Spring  
Mayor  
City of Quincy  
730 Maine Street  
Quincy, IL 62301

Re: Important Information – Price Changes

Dear Mayor Spring,

Comcast is committed to keeping you informed about our products and services. Periodically we need to adjust prices due to increases in programming and business costs. Starting February 18, 2012 new prices will apply to certain installation and other charges. Attached for your review and convenience is a table outlining the changes.

At Comcast we stand behind our products and services with the Comcast Customer Guarantee, our promise to provide a consistently superior experience backed by 24/7 customer service, and more convenient appointments.

Customers will be notified in advance of these changes. Please do not hesitate to contact me if you have any questions or would like additional information. I may be reached at (217) 527-2905.

Sincerely,

A handwritten signature in black ink that reads "Libbie Stehn Tumulty". The signature is written in a cursive, flowing style.

Libbie Stehn Tumulty  
Government Affairs Manager

**Prices effective February 18, 2012**

	<u>Current Price</u>	<u>New Price</u>
<b>Installation/Repair FEES (per occurrence)</b>		
Unwired Home – Initial Installation of Service (Standard Installation)	\$43.00	N/A
Wired Home – Initial Installation of Service (Standard Installation)	\$32.00	N/A
Additional Outlet (New) – Initial Installation of Service	\$14.00	N/A
Additional Outlet (New) – After Initial Installation of Service	\$31.00	N/A
Activate Pre-Existing Additional Outlet – Initial Installation of Service	\$7.00	N/A
Activate Pre-Existing Additional Outlet – After Initial Installation of Service	\$21.00	N/A
Relocate Additional Outlet – Initial Installation of Service	\$13.00	N/A
Relocate Additional Outlet – After Initial Installation of Service	\$32.00	N/A
Upgrade of service – In-home visit required	\$20.00	N/A
Downgrade of service – In-home visit required	\$12.00	N/A
One Product Installation*, †	N/A	\$20.00
Two Product Installation*, †	N/A	\$40.00
Three Product Installation*, †	N/A	\$60.00
Technician Visit Charge	N/A	\$30.00
Hourly Service Charge – For custom installation work	\$33.00	\$50.00
Additional Outlet (New)*	N/A	\$30.00
Additional Outlet (Prewired)*	N/A	\$15.00
Change of Service (Upgrade/Downgrade of service, no in-home visit required)	\$1.99	\$5.00
In-Home Service Visit (Customer Trouble Call)	\$33.00	\$50.00
<b>Miscellaneous FEES (per occurrence)</b>		
Field Collection Charge (Visit to customer's residence to collect past due balance or unreturned equipment)	\$20.00	\$25.00
Convenience Fee - Agent (For payment made by phone with a Customer Care Representative)	\$3.99	\$5.99
Self Install Kit – Single and Multi-Product	\$15.00/\$30.00	\$10.00
Self Install Kit Shipping and Handling – Single and Multi-Product	\$10.00	\$9.95
Self Install Kit Shipping and Handling – Priority Shipping	\$30.00	\$29.95