

RECEIVED NOV 19 2012



November 16, 2012

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

RE: Important Information – Price Changes

Dear Mayor Spring:

As part of our commitment to provide customers in the City of Quincy with the best entertainment and communications experience, we continue to invest in making our services even better.

Here are some highlights of the many services available to our customers, as well as some of the improvements we've made in the past year:

- XFINITY On Demand™ – with thousands of top shows, hit movies and more – with 90% FREE.
- We now offer may free help and how-to videos. Customers may visit www.youtube.com/xfinity to learn how to program a remote control or DVR, manage parental controls, sign up for paperless billing, and so much more.
- We've improved our online experience. Visit our new and improved website at www.comcast.com/myaccount, where customers can login or set up a user name. Through the website, customers can manager account preferences, equipment settings, pay their bill, manage appointments and get help whenever they need it. Customers can also watch favorite programs online, set their DVR, and add favorite shows to their queue. Customers can also use our mobile site at m.comcast.com from a smartphone to manage appointments, check their balance, and receive text alerts.

Of course, we back up our services with the Comcast Customer Guarantee. We promise to provide 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 give them a free premium channel for three months.

While we continue to 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, 2013, new prices will apply to select* Video services and equipment as indicated in the attachment.

As always, if you should have any questions or concerns regarding this matter, or any matter, please feel free to contact me at (217) 527-2905.

Sincerely,

Libbie Stehn Tumulty
Government Affairs Manager

**If a customer is currently receiving services on a promotional basis, under a minimum term agreement associated with a specific rate, or in the guaranteed period of one of our SurePrice™ plans, the prices for those specific services will not be affected during the applicable period.*

QUINCY

SERVICES AND PRICING - EFFECTIVE JANUARY 1, 2013

	CURRENT PRICE	NEW PRICE	
VIDEO SERVICES (monthly)			
Limited Basic	\$17.99	\$19.68	+1.69 8.5%
Expanded Basic <i>(requires purchase of Limited Basic)</i>	\$47.96	\$48.27	
Digital Economy	\$39.95	No Change	+ .31
with XFINITY Voice or Internet	\$29.95	\$34.95	
Digital Starter	\$65.95	\$67.95	
Digital Preferred	\$83.90	\$85.90	
Digital Premier	\$124.95	\$126.95	
CableLatino	\$27.98	\$29.67	
Sports Entertainment Package	\$8.95	\$9.95	
HD Technology Fee	\$8.95	\$9.95	
AnyRoom [®] DVR Service	\$12.00	\$11.00	
Digital Additional Outlet Service	\$8.95	\$9.95	
Digital Adapter Additional Outlet Service	\$1.99	No Change	
<i>1st and 2nd digital adapter additional outlet for Digital Starter and above customers subscribing before 7/24/12.</i>	\$0.00	\$1.99	
TRIPLE PLAY PACKAGES (monthly)			
Starter XF Triple Play Bundle	\$139.95	\$144.95	
Preferred XF Triple Play Bundle	\$149.95	\$154.95	
HD Preferred XF Triple Play Bundle	\$159.95	\$164.95	
HD Preferred Plus XF Triple Play Bundle	\$179.95	\$184.95	
HD Premier XF Triple Play Bundle	\$209.95	\$214.95	
HD Complete XF Triple Play Bundle	\$239.95	\$244.95	
INSTALLATION FEES (per occurrence unless noted)			
Upgrade/Downgrade of Service <i>(No in-home visit required)</i>	\$5.00	\$2.99	
Hourly Service Charge <i>(For custom installation work)</i>	\$50.00	\$60.00	
In Home Service Visit	\$50.00	\$60.00	
MISCELLANEOUS FEES (per occurrence unless noted)			
Returned Payment Item <i>(each)</i>	\$25.00	\$30.00	
Self Install Kit <i>(Single and Multi-Product)</i>	\$10.00	\$15.00	