
IMPORTANT PRICE CHANGE INFORMATION FOR Harford & Howard Counties

P797

Dear XFINITY Customer,

November 2016

We're committed to delivering the entertainment and services you rely on today—and the new experiences you'll love down the road.

As we continue to make improvements to our products and services, and as programmers charge more to carry their networks, our cost of doing business increases. As a result, prices for certain services and fees will be going up.

Fortunately, we've been able to identify some charges to be reduced or eliminated. We've simplified charges for In-Home Service Visits. You'll get everything you need—including installation, activation, relocation of additional outlets, in-home service charges and more—all for a flat rate*.

While some prices may have increased, we're always investing in technology to drive innovation. We're working hard to bring you great value every day and exciting new developments in the near future, including:

- Fastest, most reliable in-home WiFi
- Fastest Internet in America according to Speedtest.net
- More than 14 million hot spots nationwide
- The most TV shows and movies available On Demand
- Innovative X1 Voice Remote that makes searching for shows and movies easier
- Self-service options to save you time and adapt to your schedule
- And soon, access to Netflix content on XFINITY X1

We're excited to bring you even more, and we can't wait for you to see what 2017 has in store for the future of awesome.

Thank you for choosing to be our customer.

Sincerely,

Mary McLaughlin
Regional Senior Vice President

For more information about all the taxes, fees, and surcharges on your bill go to www.xfinity.com/pricechanges.

* Does not apply to XFINITY Home. Prices do not include taxes and fees.