



November 17, 2020

The Honorable Georgine Cooper
Village Clerk
Village of Island Lake
3720 Greenleaf Avenue
Island Lake, IL 60042

RE: Important Information—Price Changes

Dear Ms. Cooper,

At Comcast, we are always committed to delivering the entertainment and services that matter most to our customers in the Village of Island Lake, as well as exciting experiences they won't find anywhere else. We are also focused on making our network stronger in order to meet our customers' current needs and future demands. As we continue to invest in our network, products, and services, the cost of doing business rises. Rising programming costs, most notably for broadcast TV and sports, continue to be the biggest factors driving price increases. While we absorb some of these costs, these fee increases affect service pricing. As a result, starting January 1, 2020, prices for certain services and fees will be increasing, including the Broadcast TV Fee and the Regional Sports Network Fee. Please see the enclosed Customer Notice for more information.

We know you may have questions about these changes. If I can be of any further assistance, please contact me at (224) 229-4619.

Sincerely,

Joan Sage
Government Affairs Manager

Att.: Customer Notice

Important Information Regarding Your Xfinity Services and Pricing

Effective January 1, 2021

Dear Xfinity Customer,

Thank you for trusting us to keep your home connected. We know how important reliable service is to you now more than ever, and are grateful that you've chosen Xfinity to support you during this time. Therefore, we are writing to let you know about an **upcoming price change**.

We're focused on making our network stronger, while maintaining access to great content, in order to meet our customers' current needs and future demands. Our efforts have allowed us to meet the challenges of 2020 head on—particularly in terms of supporting the increased demand for Internet connectivity. This has required **investment in our high-capacity network**, which is costly and impacts our pricing. In addition, TV networks charge us fees to bring their content like sports and entertainment to you, and those **programming costs continue to rise**.

The **price of your service will increase** starting with your next bill so we can continue to provide the best-performing, most reliable services in the country, including:

- **The ultimate entertainment experience**, with live TV, sports, streaming, and music together—and you can search across everything instantly with our award-winning Voice Remote
- **The fastest, most reliable Internet** on the largest Gig-speed network available
- **Peace of mind** that your personal information is safe, private, and secure—we do not monitor, track, or sell any information about your Internet usage
- **Strong WiFi coverage** in your home with the xFi Gateway and access to 20 million secure Xfinity WiFi hotspots nationwide
- **Protection from online threats** with Advanced Security, now free with your xFi Gateway (a \$72 per year value)
- **Great streaming** included with access to all your favorite streaming apps, plus hundreds of awesome TV shows, movies, documentaries, sports, and news from Peacock Premium (a \$4.99 per month value)

Additional details on these price changes are enclosed in this bill. If you currently have a promotional offer or minimum term agreement with your services, those prices will stay the same throughout your promotional period or contract term. However, equipment charges, charges for additional features, taxes, and other fees (including the Regional Sports Network Fee and Broadcast TV Fee) may change. When your promotional offer or contract term ends, your bill will reflect our new package prices. For additional information, go to xfinity.com/pricechange.

Thank you for your trust and for choosing Xfinity.

Sincerely,

Your Xfinity Team

Important Information Regarding Xfinity Services and Pricing

Effective January 1, 2021

Xfinity TV	Current	New
Choice TV	\$25.00	\$30.00
Choice TV with TV Box (Flex upgrade)	\$30.00	\$37.50
Broadcast TV Fee	\$11.70	\$16.20
Service to Additional TV	\$9.95	\$7.50

On Demand Subscription Services	Current	New
AMC + On Demand	\$4.99	\$6.99
Docurama On Demand	\$2.99	\$4.99
Gaia On Demand	\$9.99	\$11.99
Gaiam TV Fit & Yoga On Demand	\$6.99	\$7.99
UP Faith and Family On Demand	\$4.99	\$5.99
WE tv + On Demand	\$4.99	\$5.99

Xfinity Internet	Current	New
Performance Starter	\$53.00	\$56.00
Performance	\$73.00	\$76.00
Blast!	\$83.00	\$86.00
Extreme	\$93.00	\$96.00
Extreme Pro	\$103.00	\$106.00
Gigabit Speed	\$113.00	\$116.00
xFi Advantage	\$20.00	\$25.00

Xfinity Home	Current	New
Xfinity Home Security	\$40.00	\$50.00
Xfinity Home Security Plus	\$50.00	\$60.00

Xfinity Equipment	Current	New
TV Box	\$5.00	\$7.50
Customer-Owned Video Equipment Credit	\$5.00	\$7.50

Installation	Current	New
Professional Install	\$70.00	\$100.00
In-Home Service Visit	\$70.00	\$100.00