



Account Number 8771 30 001 2673731
Billing Date 11/05/16
Total Amount Due \$60.89
Auto Pay 11/26/16
Page 1 of 8

Contact us: @ www.xfinity.com ☎ 1-800-XFINITY (1-800-934-6489)

Xin Guo

For service at:
343 S DEARBORN ST APT 1104
CHICAGO IL 60604-3811

News from Comcast


Welcome to Comcast! This bill reflects any payments, install costs and one full month of service. An online guide to understanding your bill is available at www.xfinity.com/welcome under "Billing". Payments can be made online, in person at one of our payment centers, by mail, or by calling 1-800-XFINITY.

Great News - You are currently receiving a \$10 discount on your services. To continue receiving this discount, sign up for Ecobill and Automatic Payments today!

Monthly Statement Summary

Previous Balance	0.00
Credit Card Payment - 11/03/16	-5.09
New Charges - see below	65.98
Total Amount Due	\$60.89
Auto Pay	11/26/16

New Charges Summary

 XFINITY Internet	59.99
Other Charges & Credits	5.09
Taxes, Surcharges & Fees	0.90
Total New Charges	\$65.98

Thank you for being a valued
Comcast customer!



1255 W. NORTH AVENUE CHICAGO IL 60642-1562
8771 3000 NO RP 05 11062016 NNNNNNNN 01 998878

XIN GUO
APT 1104
343 S DEARBORN ST
CHICAGO, IL 60604-3811

Account Number 8771 30 001 2673731
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Credit Card Payment To Be Applied 11/26/16

COMCAST
PO BOX 3001
SOUTHEASTERN PA 19398-3001

877130001267373100060897



Service Details

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XFINITY Internet

Internet/voice Equipment Rental	11/03 - 12/02	10.00
Performance Internet	11/03 - 12/02	66.95
Promo W/self Serve Dscnt	11/03 - 12/02	-26.96
Speed Increase	11/03 - 12/02	13.00
Blast! Internet		
Service Discount		-3.00
Total XFINITY Internet		\$59.99

Other Charges & Credits

Balance Transferred From: 8771300012633214	11/04	5.09
Total Other Charges & Credits		\$5.09

Taxes, Surcharges & Fees

Internet		
Leased Transaction Tax		0.90
Total Taxes, Surcharges & Fees		\$0.90

Important Account Information, cont.

A \$9.50 late fee is assessed for all balances not paid within 30 days following the bill date. Additional late fees and charges may be assessed in the event the account is not paid. A \$30 fee is assessed for field collections due to nonpayment. A \$30 fee is assessed for returned payments.



Important Account Information

Starting 1/1/2017, we're simplifying some charges on your bill. We're lowering the cost of professional installation from \$75 to \$60, and our In-Home Service visits are going from \$70 to \$60. We're also removing the \$30 fee for activating new additional outlets, and shipping fees for Self-Install Kits will change to \$15.



Local Unit of Government: City of Chicago,
Dept of Business Affairs & Consumer Protection
121 N LaSalle St, Room 805, Chicago, IL 60602
Customers may contact the City at 311 or
312-744-6060 regarding cable complaints.
FCC IDs: IL1104, 0985, 0984, 0955 & 1105

For Service Center locations near you, visit
<http://customer.xfinity.com/service-center-locations>

Hearing/Speech Impaired Call 711



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Important Notices To Our Customers



How To Use Your Cable Service. Notice to Customers Regarding Equipment Compatibility and Important Information.

Book I Revised 8/16_ebill

SA7GF07W

How To Use Your Cable Service

Congratulations on your choice of one of the world's best entertainment and information media - cable TV! We have designed our XFINITY TV service to be as simple to use as it is exciting to explore!

This information is provided to enable you to be more knowledgeable about your service and to answer any questions you may have about it.

Complaint Procedures

If you have a complaint regarding your cable television service or your bill, please call the local customer service number listed below or our toll-free telephone number which is available 24 hours a day, seven days a week. You can also visit our local business office listed on your billing statement. Alternatively, if you wish to put your comments in writing, your letter should be addressed to Comcast at the local address listed on your billing statement. We will promptly try to resolve your complaint. If we are unable to resolve your complaint, we will notify you that we are unable to do so and explain the reason why. If you are dissatisfied with our resolution of your complaint, or we are unable to resolve your complaint, you may contact the local franchising authority to discuss your complaint. Please refer to your monthly cable bill or call the local customer service number listed below for the name and address of your local franchising authority.

General Do's and Don'ts

We have installed cable in your home in a manner that is consistent with Federal Communications Commission ("FCC") rules. Here are a few tips to keep it operating safely and reliably:

1. During severe electrical storms you should unplug your television set and cable converter to avoid damage. Comcast and your set manufacturer are not responsible for damage which occurs due to acts of nature.
2. Your cable converter operates on 110 volts. Please take all the same precautions you would for any small appliance, such as checking the cord to make sure it is not worn or damaged.
3. For your own safety, do not attempt to open or otherwise tamper with your cable converter.
4. If you have someone other than Comcast install the inside wiring in your home, or if you do it yourself, you are responsible for ensuring that the installation
 - a. complies with all applicable governmental regulations (FCC signal leakage rules, for example), and
 - b. does not interfere with the normal operations of the cable system or any other communications systems, such as those used by police and fire departments.

Billing

Your monthly cable bill not only gives you a listing of your current charges, payments and credits, but it may also contain special messages to our customers. Take time to review your bill to make sure your name, address and other information are correct. You generally will be billed at the same time each month unless you are notified otherwise.

Your first statement will include a monthly charge for the upcoming month. It may also include:

1. Your installation charge,
2. A partial charge for your first month's service if you are connected in the middle of a billing cycle; for example, if your monthly cable fee is \$24.00 and you connect to cable on the tenth day of a 30-day month, you would be billed for 2/3 of a month. The amount shown next to the line entry "prorate" or "partial month" would be \$16.00,
3. Your payment due date,
4. An address to send any written requests in a separate letter to Comcast, and
5. All prices for services (these may be subject to applicable franchise fees and taxes).

Theft Of Service

The Cable Act (47 USC § 533) created both civil and criminal penalties for manufacturers, suppliers and users of unauthorized cable devices. This federal theft-of-service law supplements any existing state or local laws, and provides a federal remedy against any person who, without authorization, intercepts or receives any communication service which is provided over a cable system.

This federal law prohibits the unauthorized interception or receipt of any communications service over a cable system. This would include the theft of audio, video, textual data or other service, including data transmitted to or from a customer over a system that has interactive capability. The law applies to both manufacturers and distributors of equipment, as well as individual subscribers.

The Cable Act provides both civil and criminal penalties for theft of cable services. Under this federal legislation, a cable operator may seek substantial monetary damages for the theft of its cable services. In addition, if the violations are willful and for commercial advantage or private financial gain, the court may award damages of up to \$50,000 in civil cases and a maximum of \$100,000 for certain criminal violations, in addition to a maximum of five years imprisonment for subsequent offenses.

Theft of service creates unfair burdens on cable subscribers who are forced to subsidize the benefits that other individuals are getting by receiving cable service without paying for it.

About Your Converter/CableCARD

In order to receive XFINITY TV, as well as to descramble certain optional premium or pay-per-view services, you may require an electronic channel selection device called a "converter" or a CableCARD activated device. A converter and a remote control or a CableCARD are available from Comcast on a lease basis or converters





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or remotes may be purchased at certain retail outlets, including consumer appliance or electronics stores.

Some television components like DVD players, DVD recorders, cable-ready sets and remote-control devices may not be compatible with your cable television service. We encourage you to make certain components you purchase are compatible with your cable television service prior to making a purchase. For further information, please refer to the Equipment Compatibility section of this notification, or call your local Comcast office.

Converters that unscramble services also provide our customers with the option to use "parental control" to block channels they wish not to view.

It is easy to watch your television after connecting to cable using a converter. Just turn on both your television set and the converter. Make sure that your television is tuned to the output channel of your converter (Ch. 2, 3 or 4), and then select the channel you want to watch by using the controls on either the converter or the hand-held remote control device. To ensure reliable operation, make sure the converter is plugged into a "live" electrical outlet, rather than one controlled by a light switch. Loss of power to some converters may result in a temporary loss of cable service, even after the power is restored.

IF YOUR CONVERTER IS PROVIDED TO YOU BY COMCAST, YOU MUST RETURN IT ONCE YOU ARE NO LONGER A CUSTOMER.

If You Have Problems

If you experience a problem with picture or signal quality, you should review your television, DVD player and/or DVD recorder owner's manual for proper adjustment or please try the troubleshooting information below. If your service problem does not clear up you should call the local customer service number listed below and describe the problem to a customer service representative.

In order to correct the problem, we may need access to your premises. If required, a service call will be scheduled at a time convenient to you. We will make all reasonable efforts to resolve any complaints you have concerning the quality of our signals promptly and efficiently. Excluding conditions beyond our control, we will respond to a service interruption no later than twenty-four hours after receipt of notification. We respond to other service problems no later than the next business day after notification. If our service technician is unable to correct the problem to your satisfaction we will, at your request, schedule a second service appointment. If we remain unable to correct the problem you will be notified of this fact and the reason why. If you are dissatisfied with our resolution of your service problem, you may contact the local franchising authority to discuss the problem with your service. Please refer to your monthly cable bill or call the local customer service number listed below for the name and address of your local franchising authority.



Wrong Channel:

- Check television set dial and converter for channel setting. Try channel 2, 3, or 4.



No Picture, No Sound:

- Make sure the television set is plugged into a "live" electrical outlet, and not controlled by a wall switch.



Snow on Screen:

- Check to make sure converter is plugged into a working outlet.



No Picture

- Check channel setting on converter and television set.
- Check listing to make sure channel is broadcasting during this time slot.
- Check other channels to compare reception.



Picture Shrinks:

- May be an overloaded circuit in your television set, or
- Electric company power cutback.

DVD Player, DVD Recorder-Cable Hookups

1. Additional equipment, such as coaxial cables, signal splitters or A/B switches, may cause picture distortion if it does not meet Comcast systems' standards. Please call our repair department before you purchase additional hookup equipment.
2. We recommend against cutting cable wire connectors. An improperly cut cable may cause picture distortion.
3. All cable connections must be fitted "wrench tight."

True Cable Compatibility

Please refer to the Equipment Compatibility section in this notice regarding cable compatibility, or call your Comcast office if you have questions.

Installing Digital Cable Service

Digital TV self-installation kits and manuals are available from your local Comcast cable office for a separate charge.

A Brief Note About The Services We Offer

Not all services are available in all areas. Please call your local Comcast office for details.

Limited Basic

Limited Basic Service is one of our most viewed levels of service. Limited Basic may include off-air broadcast stations and franchise-required public, educational and government access channels. All such programming varies on a community-by-community basis and is subject to change at any time. Currently, our cable customers must subscribe to Limited Basic in order to subscribe to any tiers of video service offered by Comcast.

Digital Service Tiers

Our Digital Service tiers generally carry all non-premium cable channels, such as The Discovery Channel, Lifetime, ESPN, A&E, USA, TNT and, where available, regional sports services. All such programming varies on a community-by-community basis and is subject to change at any time.

A customer must receive Limited Basic Service in order to be eligible to receive a Digital Service Tier.

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Premium Services

Premium Services are generally available to customers who receive Limited Basic Service. Premium channels generally include Home Box Office (HBO), Showtime, Cinemax, STARZ!, and Encore. All premium services may not be available in all areas. There is a separate monthly charge for each premium channel a customer receives.

Other Optional Services

In addition to these programming services, we may also offer our customers the option of renting converters or remotes for an additional monthly charge; Pay-Per-View or other services, including ordering and downloading pay-per-view services; and optional interactive television services, such as e-mail and access to the Internet.

We may also have available XFINITY Internet Service for personal computers that offers content-enhanced access to the Internet; full motion video; national, regional, and local content; e-mail; personalized browsers; and other exciting features at unprecedented speed and convenience. XFINITY Internet service may not be available in all areas and is subject to certain terms and conditions.

A Note About Programming

We receive programming from various non-cable and cable networks. We are not responsible for the content of programs aired by these networks. Programming complaints or questions should be directed to the particular cable or broadcast networks.

Moving

BEFORE YOU MOVE, please call Comcast. This is the best way for us to disconnect your service, recover your converter and arrange for cable television service in your new home. Call us in advance, and we will schedule a new installation if your new home is in our service area.

If you decide to disconnect your service, converters, remote control devices and any other equipment provided by Comcast should be returned to us immediately. Customers are liable for these items and will continue to be billed until the equipment is returned, or, if you have lost it or are otherwise unable to return it, paid for.

Emergencies

Emergencies such as fallen utility lines, violent storms or sub-freezing weather may interfere with reception of your service. We will promptly have one of our crews correct an emergency situation as soon as it is safely possible.

Important Notice To Our Customers Regarding Equipment Compatibility

“Cable Ready” and “Cable Compatible Equipment”

Many subscribers currently rent or own converters to receive our cable services. Because a converter functions as the channel tuner on your television, DVD player or DVD recorder, it may prevent you from using some of the special features and functions of your television, DVD player or DVD recorder. For example, you may not be able to view one program while recording another, record two or more consecutive programs that appear on different channels, use advanced picture generation and display features such as “picture in picture,” channel review or use other features that necessitate channel selection by the television set. Some of these problems may be resolved by the use of A/B switches, signal splitters, and/or other supplemental equipment that can be purchased from Comcast or at electronic stores. Please call us if you would like to discuss the type of special equipment needed to resolve individual compatibility problems or if you have any questions regarding other equipment compatibility issues.

In order to enable you to utilize special features, which your television may have, we will make available, upon your request, equipment which will allow for simultaneous reception of two or more scrambled or encrypted signals and for tuning to alternative channels on a pre-programmed schedule. This equipment could include for example, converters and multiple descrambler/decoders and/or timers (or if such devices are not available, multiple devices will be provided), and signal bypass switches.

If you plan to purchase cable services that we scramble or encrypt, such as premium, pay-per-view or digital services, you should make sure that any converter, or navigation device or Digital-cable-ready television (which can receive digital cable services using a device that we must provide called CableCARD in place of a converter) that you purchase from a retail outlet is compatible with our system or Note: CableCARD will not support two-way, interactive services such as On Demand, pay-per-view and the Comcast interactive program guide. Sets capable of supporting two-way services will be available in the future, and Comcast is committed to supporting that technology when it becomes available.

Upon your request, we will provide you with the necessary technical parameters necessary for any converter rented or acquired from retail outlets to operate with our cable system. If you see advertisements for converters that have descramblers in them, you should understand that these devices may be illegal to use. Because of the need to protect our scrambled services, we will not authorize the use of any converter/descrambler which does not conform to all required signal security specifications. People who use illegal converters/descramblers may be subject to prosecution for theft of cable service. It is unlawful to alter or tamper with any device belonging to a cable operator in order to receive, intercept or assist in receiving or intercepting any communications service offered over a cable system. People who take such actions may be subject to fines or imprisonment.

Availability Of Special By-Pass Equipment

Some of the channels offered on the Comcast cable system may also be scrambled and viewed only if a set-top converter is used. However, as described above, a converter may limit your ability to use certain advanced features on your television set, DVD Player or DVD Recorder. If you use a converter and you have problems using the special features, additional special equipment may be necessary to regain some or all of these features. Comcast will consult with you in order to determine what specific equipment may be available to solve your particular situation. This equipment may include an additional converter, or, if you have a receiver that can tune our cable channels, possibly a switch (or a special converter with a switch) that will enable you to by-pass the converter and tune all unscrambled channels with your television set, DVD player or DVD recorder.





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Pay-Per-View Programming

Comcast may not have the right to distribute pay-per-view programming to commercial establishments, and you may not order or request pay-per-view programming for receipt, exhibition or taping in a commercial establishment. You may neither exhibit nor assist in the exhibition of pay-per-view programming in a commercial establishment unless explicitly authorized to do so in advance, by Comcast and our program provider. If you fail to abide by this restriction, you will be held liable for any claims made against you or Comcast on account of any unauthorized commercial exhibition.

Remote Controls

If you use a converter with remote control capability, Comcast provides remote control devices for a monthly charge. In some areas, you may also be able to buy them from us. It is also possible the remote control that came with your TV, DVD player or DVD recorder is capable of controlling the converter box. In that case, please feel free to use it. Finally, you may choose to buy a "universal" remote control device capable of working with our converters at retail outlets, including many appliance or consumer electronics stores. Examples of compatible universal remote control devices include: Zenith, including Gemini's "Rabbit" series; the Mac-10 and the Mac-20; Mentek Memorex CP-8; Universal Electronics One Four All III; and Tandy Corporation 15902. Others may be available as well.

Any or all of the above remote control devices may not be compatible with the converters required for optional services voluntarily requested by you.

We hope this information has been useful. If you have any questions, please contact us. The phone number of your Comcast office is contained on your monthly bill, or in your monthly billing mailing.

Important Information

Service Areas

Greater Chicago Region

Phone Numbers

New Services/Sales/Billing/Repair

1-800-XFINITY

for Residential Service

1-800-391-3000

for Comcast Business Service

Customer Service Centers

For driving directions, please visit

www.xfinity.com

All times listed here are Central Time
unless otherwise noted.

IN ILLINOIS

59 S. Randall Rd.

Batavia, IL 60510

Mon-Sat 10:00 am - 7:00 pm

Sun 12:00 pm - 5:00 pm

1122 W. Boughton Road

Bolingbrook, IL 60440

Mon-Sat 10:00 am - 7:00 pm

Sun 12:00 pm - 5:00 pm

721 E. 112th St.

Chicago, IL 60628

Mon-Fri 9:00 am - 6:00 pm

Sat 9:00 am - 1:00 pm

4851 N. Milwaukee Ave.

Chicago, IL 60630

Mon-Fri 9:00 am - 6:00 pm

Sat 9:00 am - 1:00 pm

5711 S. Western Ave.

Chicago, IL 60636

Mon-Fri 9:00 am - 6:00 pm

Sat 9:00 am - 1:00 pm

1255 W. North Ave.

Chicago, IL 60642

Mon-Sat 10:00 am - 7:00 pm

Sun 12:00 pm - 5:00 pm

901 W. Weed St.

Chicago, IL 60642

Mon-Sat 10:00 am - 8:00 pm

Sun 11:00 am - 6:00 pm

1275 N. Water St.

Decatur, IL 62521

Mon-Fri 9:00 am - 6:00 pm

Sat 9:00 am - 1:00 pm

1430 Sycamore Rd.

DeKalb, IL 60115

Mon-Fri 9:00 am - 6:00 pm

Sat 9:00 am - 1:00 pm

6000 NW Hwy. (Rt. 14)

Ste. 3

Crystal Lake, IL 60014

Mon-Sat 10:00 am - 7:00 pm

Sun 12:00 pm - 5:00 pm

426 W. Washington St.

E. Peoria, IL 61611

Mon-Sat 10:00 am - 7:00 pm

Sun 12:00 pm - 5:00 pm

3041 Butterfield Rd., #101

Oak Brook, IL 60523

Mon-Sat 10:00 am - 7:00 pm

Sun 12:00 pm - 5:00 pm

701 N. Milwaukee Ave.

Ste. 288

Vernon Hills, IL 60061

Mon-Sat 10:00 am - 7:00 pm

Sun 12:00 pm - 5:00 pm

17700 Hoffman Way

Homewood, IL 60430

Mon-Fri 9:00 am - 6:00 pm

Sat 9:00 am - 1:00 pm

3033 Theodore St.

Joliet, IL 60435

Mon-Fri 9:00 am - 6:00 pm

Sat 9:00 am - 1:00 pm

6 Dearborn Sq.

Kankakee, IL 60901

Mon-Fri 9:00 am - 6:00 pm

Sat 9:00 am - 1:00 pm

7927 Golf Rd.

Morton Grove, IL 60053

Mon-Sat 10:00 am - 7:00 pm

Sun 12:00 pm - 5:00 pm

1202 W. Division St.

Normal, IL 61761

Mon-Fri 9:00 am - 6:00 pm

2930 State St.

Quincy, IL 62301

Mon-Fri 9:00 am - 6:00 pm

4450 Kishwaukee St.

Rockford, IL 61109

Mon-Fri 9:00 am - 6:00 pm

Sat 9:00 am - 1:00 pm





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1229 E. Golf Rd.
Schaumburg, IL 60173
Mon-Sat 10:00 am - 7:00 pm
Sun 12:00 pm - 5:00 pm

14225 S. 95th Ave.
Ste. 402
Orland Park, IL 60462
Mon-Sat 10:00 am - 7:00 pm
Sun 12:00 pm - 5:00 pm

2700 Plainfield Rd.
Joliet, IL 60435
Mon-Sat 10:00 am - 7:00 pm
Sun 12:00 pm - 5:00 pm

701 S. Dirksen Pkwy.
Springfield, IL 62703
Mon-Fri 9:00 am - 6:00 pm
Sat 9:00 am - 1:00 pm

303 E. Fairlawn Dr.
Urbana, IL 61801
Mon-Fri 9:00 am - 6:00 pm
Sat 9:00 am - 1:00 pm

1585 Waukegan Rd.
Waukegan, IL 60085
Mon-Fri 9:00 am - 6:00 pm
Sat 9:00 am - 1:00 pm

IN INDIANA

21124 Protecta Dr.
Elkhart, IN 46516
Mon-Fri 9:00 am - 6:00 pm ET

844 169th St.
Hammond, IN 46324
Mon-Fri 9:00 am - 6:00 pm
Sat 9:00 am - 1:00 pm

1000 Russell St.
Michigan City, IN 46360
Mon-Fri 9:00 am - 6:00 pm

1920 E. McKinley Ave.
Mishawaka, IN 46545
Mon-Fri 9:00 am - 6:00 pm ET
Sat 9:00 am - 1:00 pm ET

3199 East Lincoln Hwy (US 30)
Merrillville, IN 46410
Mon-Sat 10:00 am - 7:00 pm
Sun 12:00 pm - 5:00 pm

IN MICHIGAN

206 W. Main St.
Benton Harbor, MI 49022
Mon-Fri 9:00 am - 6:00 pm ET





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