

xfinity®

## Services & Pricing

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Effective October 2012  
Santa Cruz/Scotts Valley



## TRIPLE PLAY PACKAGES

### XF TRIPLE PLAY PACKAGES<sup>1</sup>

<b>Starter XF Triple Play Bundle</b> Includes Digital Starter for primary outlet, Performance Internet and XFINITY Voice Unlimited	\$139.95
<b>SurePrice<sup>2</sup></b>	\$119.99
<b>SurePrice<sup>2</sup></b> (for 12 month promotion customers subscribing before 01/04/12)	\$114.99
<b>Preferred XF Triple Play Bundle</b> Includes Digital Preferred for primary outlet, Performance Internet and XFINITY Voice Unlimited	\$149.95
<b>SurePrice<sup>2</sup></b>	\$129.99
<b>SurePrice<sup>2</sup></b> (for 12 month promotion customers subscribing before 01/04/12)	\$124.99
<b>HD Preferred XF Triple Play Bundle</b> Includes Digital Preferred for primary outlet, HD Technology Fee, Starz®, Performance Internet and XFINITY Voice Unlimited	\$159.95
<b>SurePrice<sup>2</sup></b>	\$139.99
<b>SurePrice<sup>2</sup></b> (for 12 month promotion customers subscribing before 01/04/12)	\$134.99
<b>HD Preferred Plus XF Triple Play Bundle</b> Includes Digital Preferred for primary outlet, HD Technology Fee, HBO®, Starz®, Blast!® Internet and XFINITY Voice Unlimited	\$179.95
<b>SurePrice<sup>2</sup></b>	\$159.99
<b>SurePrice<sup>2</sup></b> (for 12 month promotion customers subscribing before 01/04/12)	\$154.99

<b>HD Premier XF Triple Play Bundle</b> Includes Digital Premier with HD DVR service or AnyRoom® DVR service for primary outlet, HD Technology Fee, Blast!® Internet and XFINITY Voice Unlimited	\$209.95
<b>SurePrice<sup>2</sup></b>	\$179.99
<b>SurePrice<sup>2</sup></b> (for 12 month promotion customers subscribing before 01/04/12)	\$189.99

<b>HD Complete XF Triple Play Bundle</b> Includes Digital Premier, The Movie Channel®, with AnyRoom® DVR service for primary outlet, three Digital Additional Outlets with HD digital converters and remotes, HD Technology Fee, Blast!® Internet, Wireless Gateway, XFINITY Signature Support Wireless Network Support and XFINITY Voice Unlimited	\$239.95
<b>SurePrice<sup>2</sup></b>	\$219.99
<b>SurePrice<sup>2</sup></b> (for 12 month promotion customers subscribing before 01/04/12)	\$214.99

### DOUBLE PLAY PACKAGES<sup>1</sup>

<b>Preferred XF Double Play</b> Includes Digital Preferred for primary outlet and Performance Internet	\$134.95
<b>SurePrice<sup>2</sup></b>	\$119.99

XF TRIPLE PLAY PACKAGE REWARDS / MULTILATINO PAQUETE TRIPLE REWARDS	Regular Price	HD Preferred XF	HD Preferred Plus XF	HD Premier XF	HD Complete XF Triple Play
<b>HBO®</b>	\$19.99	\$15.00	Included	Included	Included
<b>Showtime®</b>	\$19.99	\$10.00	\$10.00	Included	Included
<b>Starz®</b>	\$19.99	Included	Included	Included	Included
<b>Cinemax®</b>	\$19.99	\$10.00	\$10.00	Included	Included
<b>The Movie Channel®</b>	\$19.99	\$10.00	\$10.00	\$10.00	Included
<b>HD DVR Service<sup>3</sup></b>	\$16.95	\$9.95	\$9.95	Included	N/A
<b>Digital Additional Outlet Service<sup>4</sup></b>	\$8.00	\$8.00	\$8.00	\$8.00	Included for three additional outlets
with HD <sup>5</sup>	\$8.00	\$8.00	\$8.00	\$8.00	Included
with HD DVR Service <sup>3</sup>	\$16.95	\$16.95	\$16.95	\$16.95	\$16.95
<b>HD Technology Fee<sup>6</sup></b>	\$10.00	Included	Included	Included	Included
<b>3D Technology Fee<sup>5</sup></b>	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
<b>Blast!® Speed Upgrade</b>	\$10.00	\$10.00	Included	Included	Included



# XFINITY® TV

## BASIC SERVICES

<b>Limited Basic</b>	\$13.34
<b>Expanded Basic</b> <sup>a</sup> Includes standard definition digital converter and remote for primary outlet	\$30.59
<b>Standard Cable</b> Includes Limited Basic. Standard Cable not available for new subscriptions	\$45.55

## DIGITAL SERVICES

<b>Digital Starter</b> Includes Limited Basic, additional digital channels, Movie Plex, access to Pay-Per-View and On Demand programming and Music Choice	\$65.99
<b>Digital Preferred</b> Includes Digital Starter, additional digital channels, Encore <sup>®</sup> , access to Pay-Per-View and On Demand programming and Music Choice	\$79.49
<b>Digital Preferred Plus</b> Includes Digital Preferred, HBO <sup>®</sup> and Starz <sup>®</sup>	\$111.49
<b>Digital Premier</b> Includes Digital Preferred, HBO <sup>®</sup> , Showtime <sup>®</sup> , Starz <sup>®</sup> , Cinemax <sup>®</sup> and Sports Entertainment Package	\$123.49
<b>CableLatino Basico</b> Includes Limited Basic, Selecto, Pay-Per-View Channels, One (1) Digital Converter and One (1) Remote	\$32.98
<b>CableLatino Basico con HBO</b> <sup>®</sup> Includes Limited Basic, Selecto, HBO <sup>®</sup> , Pay-Per-View Channels, One (1) Digital Converter and One (1) Remote	\$49.94
<b>CableLatino Plus</b> Includes Standard Cable, Selecto, Pay-Per-View, Music Choice Channels, On Demand, One (1) Digital Converter and One (1) Remote	\$65.99
<b>CableLatino Plus con HBO</b> <sup>®</sup> Includes Standard Cable, Selecto, HBO <sup>®</sup> , Pay-Per-View, Music Choice Channels, On Demand, One (1) Digital Converter and One (1) Remote	\$80.99

## BASIC AND DIGITAL ANCILLARY SERVICES

<b>HBO</b> <sup>®</sup>	\$19.99
<b>Showtime</b> <sup>®</sup>	\$19.99
<b>Starz</b> <sup>®</sup>	\$19.99
<b>Cinemax</b> <sup>®</sup>	\$19.99
<b>The Movie Channel</b> <sup>®</sup>	\$19.99
<b>Playboy</b> <sup>®</sup>	\$19.99
<b>Selecto a la carte</b> Includes 20+ Spanish-language channels like Cinelatino, FOX Deportes, Discovery en Español and more	\$16.99
<b>Sports Entertainment Package</b> <sup>10</sup> Includes up to 20 channels including, Big Ten Network, CBS Sports Network, FCS Atlantic, FCS Central and Fox Movie Channel	\$9.99
<b>AnyPlay</b> <sup>®11</sup>	\$10.00
<b>HD Technology Fee</b> <sup>6</sup>	\$10.00
<b>3D Technology Fee</b> <sup>5</sup>	\$0.00
<b>HD DVR Service</b> <sup>3</sup>	\$16.95

<b>Digital Additional Outlet Service</b> <sup>4</sup>	\$8.00
with HD <sup>5</sup>	\$8.00
with HD DVR Service <sup>3</sup>	\$16.95
<b>FM Radio Service</b> (w/Limited Basic)	No Charge
<b>FM Radio Service</b> (w/o Limited Basic)	\$14.95

## INTERNATIONAL SELECTIONS<sup>12</sup>

<b>Rai Italia</b> (Italian)	\$10.99
<b>TV5 Monde</b> (French)	\$10.99
<b>RTN</b> (Russian)	\$14.99
<b>SET Asia</b> (South Asian)	\$14.99

## PAY-PER-VIEW AND ON DEMAND SUBSCRIPTION SERVICES<sup>12</sup> (MONTHLY EXCEPT AS NOTED)

<b>Bollywood Hits On Demand</b>	\$12.99
<b>Bollywood Hits On Demand</b> w/ a South Asian international selection	\$9.99
<b>Howard Stern On Demand</b> (per show)	\$7.99
<b>Howard Stern On Demand</b> <sup>13</sup>	\$10.99
<b>Howard Stern On Demand</b> <sup>14</sup> (one year subscription)	\$119.99
<b>WWE Classics On Demand</b>	\$7.99
<b>here! TV On Demand</b>	\$7.99
<b>Filipino On Demand</b>	\$7.99
<b>Filipino On Demand</b> w/a Filipino international selection	\$5.99
<b>The Jewish Channel On Demand</b>	\$6.99
<b>Too Much for TV On Demand</b>	\$14.99
<b>Disney Family Movies On Demand</b>	\$5.99
<b>Pay-Per-View and On Demand Movies and Events</b> <sup>15</sup> (per title or event)	Prices Vary
<b>Streampix</b> <sup>™16</sup>	\$4.99

## VIDEO EQUIPMENT

<b>Limited Basic Only Converter</b>	\$1.00
<b>Digital Converter</b>	\$2.50
<b>Remote Control</b>	\$0.20
<b>HD Digital Converter</b> (Limited Basic Only)	\$2.50
<b>Digital Adapter</b> (Limited Basic Only – Primary Outlet)	\$0.00
<b>Digital Adapter</b> (Limited Basic Only – 1st and 2nd Additional Outlet)	\$0.00
<b>Digital Adapter</b> (Limited Basic Only – 3rd Additional Outlet and above)	\$0.50
<b>CableCARD</b> (first card in device)	\$0.00
<b>CableCARD</b> (second card in same device)	\$1.50
<b>Customer-Owned Video Equipment Credit</b> See www.comcast.com/equipmentpolicy for additional information	\$2.50

## INSTALLATION FEES (PER OCCURRENCE UNLESS NOTED)

	Initial Installation of Service	After Initial Installation of Service
<b>One Product</b> <sup>17,18</sup>	\$50.00	N/A
<b>Two Products</b> <sup>17,18</sup>	\$80.00	N/A
<b>Three Products</b> <sup>17,18</sup> (includes up to three outlets)	\$90.00	N/A
<b>Miscellaneous Services</b> (additional outlet, additional device, DVD, VCR, computer, including in-home service visit)	\$25.00	\$50.00
<b>Relocate Additional Outlet</b>	\$25.00	\$50.00
<b>Upgrade/Downgrade of service</b> No in-home visit required		\$5.00
<b>Upgrade of service</b> In-home visit required		\$50.00
<b>Downgrade of service</b> In-home visit required		\$50.00
<b>Hourly Service Charge</b> <sup>18</sup> (Custom Installation)		\$50.00
<b>In-Home Service Visit</b>		\$50.00

## REACTIVATION FEES

(NO IN-HOME VISIT REQUIRED—PER OCCURRENCE UNLESS NOTED)

<b>Video Only</b>	\$5.00
<b>Internet or Voice Only</b>	\$5.00
<b>Video and Voice -or- Video and Internet</b>	\$10.00
<b>Voice and Internet</b>	\$10.00
<b>Video, Voice and Internet</b>	\$15.00

## MISCELLANEOUS FEES (PER OCCURRENCE UNLESS NOTED)

<b>PEG</b> (Public, Educational & Government Programming) (monthly)	\$1.62
<b>Service Protection Plan</b> <sup>19</sup> (per month) Inside home wiring protection for your cable TV, high-speed internet and phone services	\$3.99
<b>Computer Protection Plus</b> <sup>20</sup> (per month) Protection for computers, laptops and tablets. Includes Service Protection Plan	\$9.95
<b>TV Protection Plus</b> <sup>21</sup> (per month) Protection for flat panel television. Includes Service Protection Plan	\$14.95
<b>Complete Protection</b> <sup>22</sup> (per month) Protection for computers, laptops, tablets, flat panel televisions and home phones. Includes Service Protection Plan	\$19.95
<b>Wireless Networking Support</b> (per month)	\$5.95
<b>Wireless Networking &amp; Computer Performance Support</b> (per month)	\$9.95
<b>Complete Home</b> (per month)	\$19.95
<b>Wireless Networking Support Enrollment Fee</b> (per occurrence)	\$39.00
<b>Wireless Networking &amp; Computer Performance Enrollment Fee</b> (per occurrence)	\$39.00
<b>Complete Home Enrollment Fee</b> (per occurrence)	\$79.00
<b>Field Collection Charge</b> Visit to customer's residence required to collect past due balance or unreturned equipment	\$9.45
<b>Returned Payment Item</b> (each)	\$25.00
<b>Late Fee</b>	\$4.75
<b>Assisted Payment Fee</b> For payment made by phone with a Customer Care Representative	\$5.99
<b>Unreturned or Damaged Equipment Fees</b> <sup>23</sup> (per piece)	Replacement Cost
<b>Self Install Kit</b> <sup>24</sup>	\$15.00
<b>Self Install Kit Shipping and Handling</b>	\$15.00
<b>Self Install Kit Shipping and Handling</b> (Priority Shipping)	\$30.00
<b>Self Install Kit Shipping and Handling</b> (handsets / remotes)	\$10.00





## XFINITY® VOICE<sup>25</sup>

### XFINITY Voice—Unlimited™ Includes:

- Local and long-distance direct-dialed calls from home to anywhere in the United States, Canada, Puerto Rico and certain other U.S. territories
- 12 popular calling features including Call Waiting, Caller ID and Voicemail
- XFINITY® Connect—Check your home voicemail and view missed calls from any computer with Internet access

\$44.95

### With TV and Internet Service \$39.95

### XFINITY Voice—Local With More® Includes:

- Local direct-dialed calls from home and 5 cents per minute long-distance calls including calls to Canada
- 12 popular calling features including Call Waiting and Caller ID

\$34.95

### With TV or Internet Service \$24.95

### CAREFREE MINUTES® INTERNATIONAL CALLING PLANS

Carefree Minutes International Calling Plans are additional call plans to specific countries or international regions.

<b>Carefree Minutes Asia 100</b>	\$4.95
<b>Carefree Minutes Latin America 300</b>	\$9.95
<b>Carefree Minutes Mexico 300</b>	\$9.95
<b>Carefree Minutes Mexico 100</b>	\$4.95
<b>Carefree Minutes Western Europe 100</b>	\$4.95
<b>Carefree Minutes Worldwide 300</b>	\$14.95

### OTHER CHARGES (PER MONTH UNLESS OTHERWISE INDICATED)

<b>Voicemail</b>	\$3.95
<b>Additional Line with Calling Features</b>	\$21.95
<b>Additional Line without Calling Features</b>	\$11.95
<b>Voice/Data Modem</b>	\$7.00
<b>4-line Voice/Data Modem</b>	\$7.00
<b>Voice/Data Modem DOCSIS 2.0 Kit</b> (for purchase, one-time charge)	\$99.00
<b>Voice/Data Modem DOCSIS 3.0 Kit</b> (for purchase, one-time charge)	\$149.00
<b>New Activation Fee</b> (one-time charge)	\$29.95
<b>Standard Installation</b> (one-time charge)	\$99.00
<b>In Home Repair Charge</b> (per occurrence)	\$50.00
<b>Upgrade/Downgrade of service</b> (In-home visit required, per occurrence)	\$40.00
<b>Upgrade/Downgrade of service</b> (No in-home visit required, per occurrence)	\$5.00
<b>Unreturned or Damaged Equipment Fees<sup>23</sup></b>	Replacement Cost



## XFINITY® INTERNET<sup>26</sup>

	XFINITY Internet Service Only	with XFINITY TV or Voice Service
<b>Performance Starter<sup>27</sup></b>	\$49.95	\$49.95
<b>Performance</b>	\$62.95	\$47.95
<b>Blast!®</b>	\$72.95	\$57.95
<b>Voice/Data Modem</b> (monthly)		\$7.00
<b>Wireless Gateway</b> (monthly)		\$7.00
<b>Relocate additional outlet</b> At time of initial installation (per occurrence)		\$19.99
<b>Relocate additional outlet</b> Requiring a separate trip (per occurrence)		\$20.99
<b>Upgrade/Downgrade of service</b> In-home visit required (per occurrence)		\$40.00
<b>Upgrade/Downgrade of service</b> No in-home visit required (per occurrence)		\$5.00
<b>Professional Internet Installation</b> (one-time charge)		\$99.95
<b>Additional IP Address</b> (first, monthly)		\$4.95
<b>Additional IP Address</b> (each monthly, up to 3 additional)		\$9.00
<b>Voice/Data Modem DOCSIS 2.0 Kit</b> (for purchase, one-time charge)		\$79.99
<b>Voice/Data Modem DOCSIS 3.0 Kit</b> (for purchase, one-time charge)		\$99.00
<b>Ethernet Card</b> (each, one-time charge)		\$20.00
<b>Mac Compatible Card or Adapter</b> (one-time charge)		\$79.99
<b>Wireless Adapter</b> (each, one-time charge)		\$30.00
<b>N Class Wireless PCMCIA Adapter</b> (for purchase, one-time charge)		\$60.00
<b>Wireless Networking On-Site Professional Set-Up</b> (with installation of XFINITY TV, XFINITY Voice or XFINITY Internet, per occurrence)		\$49.95
<b>Wireless Networking On-Site Professional Set-Up</b> (Separate Trip, per occurrence)		\$99.95
<b>Wireless Networking On-Site Professional Set-Up</b> (Additional Device, per occurrence)		\$29.95
<b>Unreturned or Damaged Equipment Fees<sup>23</sup></b>		Replacement Cost

Certain services available separately or as a part of other levels of service. Comcast service is subject to Comcast's standard terms and conditions of service. Unless otherwise specified, prices shown are the monthly charge for the corresponding service, equipment or package. Prices shown do not include applicable taxes, franchise fees, FCC fees, Regulatory Recovery Fee, Public Access fees, other state or local fees or other applicable charges (e.g., per-call toll or international charges). Prices, services and features are subject to change. If you own a compatible digital converter or CableCARD device, please call 1-800-XFINITY for pricing information or visit [www.comcast.com/equipmentpolicy](http://www.comcast.com/equipmentpolicy).

<sup>1</sup> Requires a Voice/Data Modem, except for HD Complete Triple Play.

<sup>2</sup> SurePrice only available for 12 months to XF Triple Play or MultiLatino Paquete Triple Play customers after 12 month promotional package.

<sup>3</sup> Includes HD converter and remote. Replaces standard definition converter and remote on primary outlet. Not available to customers with Limited Basic only.

<sup>4</sup> Not available to Limited Basic only customers. Digital service tier on additional outlet corresponds to digital service tier on primary outlet.

<sup>5</sup> Requires HD Technology Fee.

<sup>6</sup> HD converter replaces standard definition converter on primary outlet. Not available to customers with Limited Basic only.

<sup>7</sup> SurePrice only available for 12 months to Preferred XF Double Play customers after 12 month promotional package.

<sup>8</sup> Requires purchase of Limited Basic.

<sup>9</sup> Requires digital converter or CableCARD and Limited Basic.

<sup>10</sup> Requires Digital Starter.

<sup>11</sup> Requires Digital Starter and Performance Internet.

<sup>12</sup> Requires digital converter and Limited Basic.

<sup>13</sup> If cancelled in the first month, you will be charged the greater of \$5.00 or a prorate of the monthly rate for the number of days in the billing cycle before cancellation.

<sup>14</sup> Automatically renewed annually at the then current price. If cancelled in the first month, you will be charged \$10.99 and any prepaid amount will be credited to your account. If cancelled between the 2nd and 6th month your account will be credited \$25.00. If cancelled after the 6th month, no credit will be issued.

<sup>15</sup> Price of Pay-Per-View and On Demand Movie or Event is displayed prior to the completion of the Pay-Per-View or On Demand ordering process.

<sup>16</sup> Requires digital converter and Limited Basic to receive Streampix™ on television. Streampix™ included with the following tiers of service: HD Preferred Plus XF Triple Play, HD Premier XF Triple Play or HD Complete XF Triple Play. HD content requires subscription to HD Technology/HD Service fee. Streaming to iOS device requires XFINITY™ TV app, Internet service with bandwidth of at least 600 Kbps and a subscription to Limited Basic. Streaming to laptop/computer requires equipment meeting minimum requirements posted at <http://customer.comcast.com/help-and-support/Internet/requirements-to-run-xfinity-Internet-service/>, Internet service with bandwidth of at least 600Kbps and a subscription to Limited Basic.

<sup>17</sup> Does not include installation charge, wireless networking, professional internet installation or activation fees.

<sup>18</sup> Product installations include installations up to 125 feet from existing Comcast plant, primary outlet only. Custom installations include installations which require in-wall wiring or installations in extensive drop ceilings, basements, or crawl spaces.

<sup>19</sup> See <http://www.comcast.com/spp> for information on Service Protection Plan.

<sup>20</sup> See <http://signaturesupport.xfinity.com> for information on Computer Protection Plus.

<sup>21</sup> See <http://signaturesupport.xfinity.com/> for information on TV Protection Plus.

<sup>22</sup> See <http://signaturesupport.xfinity.com/> for information on Complete Protection.

<sup>23</sup> Please contact 1-800-XFINITY for questions regarding equipment replacement charges.

<sup>24</sup> Does not apply to CableCARD Self Install Kit.

<sup>25</sup> Requires a Voice / Data Modem. Unlimited Local and Long Distance package pricing applies only to direct dialed calls from home to locations in U.S., Canada, Puerto Rico and certain other U.S. territories. Plans do not include other international calls. For more information regarding XFINITY Voice pricing go to <http://www.comcast.com/corporate/about/phonetermservice/comcastdigitalvoice/cdrstatepricing.html>.

<sup>26</sup> Voice/Data modem required. For more information regarding XFINITY Internet go to <http://www.comcast.com/highspeedinternet>.

<sup>27</sup> Download speed up to 6 Mbps and upload speed up to 1 Mbps. Does not include PowerBoost®. Many factors affect speed. Actual speeds may vary and are not guaranteed.

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