



Account Number 09512 683295-01-6
Billing Date 09/28/15
Total Amount Due \$53.09
Auto Pay 10/20/15
Page 1 of 2

Contact us: @ www.xfinity.com ☎ 1-800-XFINITY

MR JOE KUTNER

For service at:
4720 SHORT LINE CR S
BIG COVE AL 35763

News from Comcast

IMPORTANT INFORMATION - Beginning October 21, 2015, our current Digital Premier service will be renamed Digital Premier with Sports and will no longer be available for new subscriptions. If you subscribe to this service prior to October 21, 2015 you will continue to receive the service until you make a change to your services or you receive further notice.

Beginning November 18, 2015 we will be simplifying installation pricing. All video, data and/or voice installations along with in-home service visits will be one flat fee of \$75.00. There will no longer be a \$15.00 fee for activating pre-wired outlets or any wireless network set up fees.

Effective October 1, 2015, Fuse will be renamed FM.

Thank you for your prompt payment. For quick and convenient ways to manage your account, please visit www.Comcast.com/myaccount

www.xfinity.com/myaccount is a one-stop shop for all your service and account needs; pay your bill, manage appointments, sign up for text alerts and more. Plus you can troubleshoot services and get answers to questions any time of the day.

Monthly Statement Summary

Previous Balance	53.09
Payment - 09/20/15 - thank you	-53.09
New Charges - <i>see below</i>	53.09
Total Amount Due	\$53.09
Auto Pay	10/20/15

New Charges Summary

XFINITY Bundled Services	-5.00
Additional XFINITY TV Services	3.00
Additional XFINITY Internet Services	54.99
Other Charges & Credits	-0.06
Taxes, Surcharges & Fees	0.16
Total New Charges	\$53.09

Thank you for being a
valued Comcast customer!

Detach and enclose this coupon with your payment. Please write your account number on your check or money order. Do not send cash.



2047 MAX LUTHER DRIVE
HUNTSVILLE AL 35810-3878

----- manifest line -----



MR JOE KUTNER
4720 SHORT LINE CR S
BIG COVE AL 35763-

Account Number 09512 683295-01-6
Auto Pay 10/20/15

Total Amount Due \$53.09

Amount Enclosed \$ _____

Make checks payable to Comcast

|||||
COMCAST CABLE
PO BOX 105184
ATLANTA GA
30348-5184

09512 683295 01 6 1 005309



Service Details

Contact us: @ www.xfinity.com ☎ 1-800-XFINITY

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XFINITY Bundled Services

EcoBill Discount	10/13 - 11/12	-5.00
Total XFINITY Bundled Services		-\$5.00



Additional XFINITY TV Services

Unreturned Equipment	10/13 - 11/12	2.50
Digital Converter		
Unreturned Equipment	10/13 - 11/12	0.50
Digital Converter		
Total Additional XFINITY TV Services		\$3.00



Additional XFINITY Internet Services

Blast! Internet	10/13 - 11/12	54.99
Total Additional XFINITY Internet Services		\$54.99

Other Charges & Credits

Regulatory Recovery Fee	10/13 - 11/12	-0.06
Total Other Charges & Credits		-\$0.06

Taxes, Surcharges & Fees

TV		
Franchise Fee	10/13 - 11/12	0.16
Total Taxes, Surcharges & Fees		\$0.16

A late fee is assessed for all balances not paid within 30 days following the billing date. Additional late fees and charges may be assessed in the event the account is not paid.

For closed captioning concerns and other accessibility issues affecting customers with disabilities, call 855-270-0379, go online for a live chat at www.comcastsupport.com/accessibility or email accessibility@comcast.com or write to Comcast, 1701 John F. Kennedy Blvd., Phila., PA 19103-2838 Attn: K. Wilkinson, or fax: 1-888-612-7402.

Hearing/Speech Impaired, Call 711

Franchise Authority:
City of Huntsville
P.O. Box 308
Huntsville, AL 35804
FCC Community ID: AL0012
(Please do not mail payments to this address.)

Walk-In Lobby:
2047 Max Luther Dr.
Huntsville, AL 35810

Hours: Mon-Fri, 9:30AM-6PM; Sat, 9AM-1PM

Customer Care and Repair 24/7: 1-800-XFINITY

This notice provides important information regarding your cable television service.

We may change this information in the future. We will send you a written, electronic or other appropriate notice informing you of any changes and the effective date. If you find the change unacceptable, you have the right to cancel your service. However, if you continue to receive our service after the effective date of the change, we will consider this your acceptance of the change.

For those customers receiving service through commercial accounts, bulk rate arrangements or similar arrangements, some of the policies, procedures and services described in this notice may not apply. Please call us at the local customer service number listed in this notice to speak to one of our customer service representatives for further information.

Customer Complaint Procedures

If you have a complaint regarding your cable television service or your bill, please call us at the local customer service number 1-800-XFINITY or at our toll-free telephone number (1-800-934-6489) which is available 24 hours a day, seven days a week. You can also visit us at the local offices located at the end of this notice. Alternatively, if you wish to put your comments in writing, your letter should be addressed to Comcast at 2047 Max Luther Dr., Huntsville, AL 35810. 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 us at the local customer service number 1-800-XFINITY (1-800-934-6489) for the name and address of your local franchising authority.

Service Problems

If you experience a problem with picture or signal quality, you should review your television manual for proper adjustment. If the problem does not clear up, you should call us at the local customer service number 1-800-XFINITY (1-800-934-6489) 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 us at the local customer service number 1-800-XFINITY (1-800-934-6489) for the name and address of your local franchising authority.

Moving

Before you move, please call us at the local customer service number 1-800-XFINITY (1-800-934-6489). This is the best way for us to arrange for your service to be disconnected and to schedule an installation at your new home if your new home is in our service area.

Equipment

In the event your service is terminated, the converter, remote control and any other equipment provided by us, should be returned to our local business office. You will continue to be billed for the equipment until it is returned. If you have lost or are otherwise unable to return the equipment you will be billed for the equipment.

Identification

Our employees and designated contractors are required to carry a photo-identification card while working. Feel free to ask for identification from anyone who claims to be our employee or representative.

Previews

During the course of the year, we may offer a "Free Preview" of a premium channel. If you find any of the programming objectionable, you may call us and we will block out the Free Preview channel.

Broadcast Channels

Please be advised that the following broadcast channels can not be viewed without compatible set-top converter or CableCard.

Altoona/ Gadsden: WABM, WUOA, WBRC, WCIQ, WEAC, WIAT, WTJP, WTTQ, WJSU, WVTM, WCIQ-CREAT, WCIQ-IQ, WJSU, WJSU-TNN, WTTQ, WAFF, WBRC, WVTM. Subject to availability.

Corinth: WPTY, WREG, WMC, WLMT, WBBJ,

W34DV, WTVB, WGN SATV, WMAE, WHBQ, WPXX, WMAE-Creat, WKNO-Creat, WREG AntTV, WREG-News, WMC-ThisTV, WMC-Bounce, WPTY-Cool, WLMT-My-Me, WPTY-HD, WMC-HD, WREH-HD, WHBQ-HD, WLMT-HD, WPXX-HD, WMAE-HD, WKNO-HD, WLMT-My-Me, WGN SATV-HD. Subject to availability.

Florence: WHNT, WZDX, WAAY, WAFF, WFIQ, WZDX-MY, WHDF, WFIQ-Creat, WFIQ-IQ, WZDX-MeTV, WHNT-AntTV, WAFF-Bounce, WAAY-HD, WAFF-HD, WHNT-HD. Subject to availability.

Huntsville: WZDX, WAAY, WZDX-MY, WHNT, WHIQ, WAFF, WHDF, WGN SATV, WHIQ-Creat, WHIQ-IQ, WZDX-MeTV, WHNT-AntTV, WAFF-This, WAAY-HD, WAFF-HD, WHNT-HD, WZDX-HD, WHDF-HD, WGN SATV-HD, WHIQ-HD, WZDX-HD, WAAY-HD. Subject to availability.

Tupelo / Fulton / West Point: WGN SATV, WCBM-MY, WEPH, WMC, WTVB, WKDH, WHBQ, WLOV, WMAE, WCBM, WMAE-Creat, WLOV-ThisTV, WCBM-CW, WTVB-MeTV, W39CD, WKDH-HD, WTVB-HD, WCBM-HD, WLOV-HD, WGN SATV-HD, WMAE-HD. Subject to availability.

Twin County/Tuscaloosa: WTTQ, WCFT, WBRC, WPXH, WIAT, WBIQ, WABM, WVTM, WGN SATV, WUOA, WBIQ-Creat, WBIQ-IQ, WCFT-Weath, WTTQ-TCN, WBRC-Bounce, WVTM-MeTV, WCFT-HD, WVTM-HD, WIAT-HD, WBRC-HD, WTTQ-HD, WABM-HD, WPXH-HD, WUOA-HD, WGN SATV-HD, WBIQ-HD, WABM-HD. Subject to availability.

Equipment Compatibility

Compatibility of Set-Top Converters and CableCards

Many subscribers currently rent or own set-top converters to receive our cable services. Because a set-top converter functions as the channel tuner on your television, DVD recorder, it may prevent you from using some of the special features and functions of your television, 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, DVD recorder. 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 and DVD recorder 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, set-top converters and multiple descrambler/decoders and/or timers (or if such devices are not available, multiple set-top 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 set-top converter, or navigation device or Digital-cable-ready television (which can receive digital cable services using a device that we must provide called a CableCARD in place of a converter) that you purchase from a retail outlet is compatible with our system. (Note: CableCARDs 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 set-top converter rented or acquired from retail outlets to operate with our cable system. If you see advertisements for set-top 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.

Remote Control Units

We rent remote control units to subscribers to access set-top converter features remotely. Currently, we provide subscribers with set-top converters with compatible remote control units. Although we rent remote control units at a nominal fee, subscribers may purchase compatible remotes at local electronic stores or other retail outlets. A representative list of compatible remote

control models currently available from local retailers include: Sony RMV402, RCA RCU600WMS, and Philips PHL PMDV8. A list of additional compatible remotes may be obtained from your local Comcast office. Although these remote control units are compatible with the set-top converters that we currently offer, these remotes may not be functional if we change the type of set-top converters we offer to subscribers. If you have any questions regarding whether a particular remote control unit would be compatible with our equipment, please contact us.

Notice of Availability of Converters for Additional Outlets

Subscribers who install their own additional receiver connections may not be able to receive all broadcast stations carried on the cable system without additional equipment. For those television sets that are not truly compatible with the cable system, television broadcast stations may not be receivable without additional equipment.

The equipment necessary to receive all broadcast stations carried on the cable system is for (lease) and/or (sale) from your cable company and may be available from retail stores within your community. Instructions for installation of this equipment are also available upon request. Please contact us 1-800-XFINITY (1-800-934-6489) for complete details.

Service Changes and Installation

Standard installations are generally completed within seven (7) business days. If you initiate a change in the services you receive, you may be subject to the applicable installation or change of service charge. Please refer to the service rate information we have supplied to you for details. A list of our services and charges is provided to our customers annually in a mailing or bill insert. You may obtain additional information about our current services, fees and prices by calling us during normal business hours.

Other Services and Information

In addition to our Limited Basic Service and Digital Starter Service, we also offer optional video and audio programming services, including individual premium channels Cinemax®, HBO®, Showtime®, Starz® and The Movie Channel® and pay-per-view services which deliver individual movies, sporting events and special events.

We also offer Digital Service packages and XFINITY Internet and XFINITY Voice in selected service areas where our cable plant has been rebuilt or upgraded. For some optional services you must have a compatible addressable converter or a cable modem.

Information on upcoming programmer contract expirations can be found at

www.xfinitytv.com/contractrenewals.

Please call us at 1-800-XFINITY (1-800-934-6489) to talk to one of our customer service representatives about our products and services, or go to our Internet website, www.comcast.com to see the latest information on our services.

We may change this information in the future. We will send you a written, electronic or other appropriate notice informing you of any changes and the effective date. If you find the change unacceptable, you have the right to cancel your service. However, if you continue to receive our service after the effective date of the change, we will consider this your acceptance of the change.

For those of our customers receiving service through commercial accounts, bulk rate arrangements or similar arrangements, some of the policies, procedures and services herein may not apply. Please call us at 1-800-XFINITY (1-800-934-6489) to talk to one of our customer service representatives for further information.

Local Addresses:

Gadsden, AL
241 South 3rd Street, Gadsden, AL 39501
Hours of Operation: M-F 9:30-6, Sat 9-1

Corinth, MS
115 South Cass St., Corinth, MS 38834
Hours of Operation: M-F 10-6

Florence, AL
502 South Court St., Florence, AL 35630
Hours of Operation: M-F 8-5

Huntsville, AL
2047 Max Luther Dr., Huntsville, AL 35810
Hours of Operation: M-F 9:30-6, Sat 9-1

Tupelo, MS
353 North Gloster St., Tupelo, MS 38804
Hours of Operation: M-F 9:30-6, Sat 9-1

West Point, MS
303 N. Highway 45 N., Suite 2, West Point, MS 39773
Hours of Operation: M-F 10-6

Tuscaloosa, AL
1131 Whigham Pl., Tuscaloosa, AL 35405
Hours of Operation: M-F 9:30-6, Sat 9-1

1-800-XFINITY (1-800-934-6489)