



<b>Account Number</b>	<b>8155 40 050 1032211</b>
Billing Date	08/28/12
<b>Unpaid Balance</b>	<b>\$34.99 - Due Now</b>
New Charges	\$43.54 - Due 09/19/12
Total Amount Due	\$78.53
	Page 1 of 10

Contact us: @ [www.comcast.com](http://www.comcast.com) 1-800-XFINITY (1-800-934-6489)

## Quinn Shen

For service at:  
2117 HASTE ST APT 112  
BERKELEY CA 94704-2012

## News from Comcast


The due date on this bill is for current charges only. To avoid a \$4.75 late fee and disconnection, payment of the unpaid balance must be received before the due date for current charges. If we pick up payment, a \$9.45 fee will be applied. Additional charges will apply to reactivate service. Thank you.

Comcast will be delivering some advertising in new and customized ways soon. To learn more and understand your choices, visit: <http://www.comcast.com/adservices> or call 800-229-7150.

### Monthly Statement Summary

Previous Balance	34.99
Payment	0.00
<b>Unpaid Balance - Due Now</b>	<b>34.99</b>
New Charges - Due by 09/19/12	43.54
<i>See below for more information</i>	
<b>Total Amount Due</b>	<b>\$78.53</b>

### New Charges Summary

 XFINITY Internet	29.99
Other Charges & Credits	13.55
<b>Total New Charges</b>	<b>\$43.54</b>

**You saved \$32.96 this month with your XFINITY services!**



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



9602 S 300 W, SANDY UT 84070-3340  
8155 4000 NO RP 28 08292012 NNNNNNNN 01 994646

QUINN SHEN  
2117 HASTE ST APT 112  
BERKELEY, CA 94704-2012

<b>Account Number</b>	<b>8155 40 050 1032211</b>
<b>Payment Due By</b>	<b>Due Now</b>
<b>Total Amount Due</b>	<b>\$78.53</b>
<b>Amount Enclosed</b>	<b>\$</b>

Make checks payable to Comcast

COMCAST  
PO BOX 34227  
SEATTLE WA 98124-1227

815540050103221100078535



## Service Details

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### XFINITY Internet

CHSI Internet Buy Modem	09/03 - 10/02	0.00
High Speed Internet	09/03 - 10/02	62.95
Performance w/o \$29.99x6		-32.96
<b>Total XFINITY Internet</b>		<b>\$29.99</b>

### Other Charges & Credits

Balance Transferred From: 8155400501015091	08/06	13.55
<b>Total Other Charges &amp; Credits</b>		<b>\$13.55</b>



Closed Captioning Customers: For assistance call (800)266-2278 or go online for email or live chat at [www.comcast.com/support](http://www.comcast.com/support). For written concerns contact: N.W. Patel, Comcast Closed Captioning Office, 1701 John F. Kennedy Blvd., Phila., PA 19103-2838, email: [Closed\\_Captioning@Comcast.com](mailto:Closed_Captioning@Comcast.com), fax:(215) 286-4700 or leave a message on our closed captioning line (215) 286-8000.

Hearing/Speech Impaired - Call 711 for Customer Service

MOVING? Call 1-888-COMCAST

Questions about this Bill? - Chat live with us now or email us at: [www.askcomcast.com/CA](http://www.askcomcast.com/CA)



Your Local Franchise Authority Is:

City Of Berkeley  
2180 Milvia Court  
Berkeley, CA 94704  
FCC Unit #CA0006  
(THIS IS NOT A PAYMENT OR SERVICE CENTER)

24 Hour Service-Call 1-800-945-2288  
1936 University Ave Ste 103, Berkeley, Ca. 94704  
Mon-Sat 9a-6p



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## COMCAST PRICE INFORMATION for East Bay, CA

Pinole, Crockett, Rodeo, Port Costa, Berkeley, Hercules, Portions of Contra Costa County

Please use the price list below for the system's service, equipment and installation rates. If you currently have services on a promotional price or a minimum term agreement, the prices for those services will not be affected during the promotion or minimum term.

### XF TRIPLE PLAY PACKAGES / MULTILATINO PAQUETE TRIPLE PACKAGES <sup>1</sup> (per month)

Starter XF Triple Play Bundle	\$ 139.95
Includes Digital Starter for primary outlet, Performance Internet and XFINITY Voice Unlimited	
SurePrice <sup>2</sup> \$119.99 • SurePrice <sup>2</sup> \$114.99*	
Preferred XF Triple Play Bundle	\$ 149.95
Includes Digital Preferred for primary outlet, Performance Internet and XFINITY Voice Unlimited	
SurePrice <sup>2</sup> \$129.99 • SurePrice <sup>2</sup> \$124.99*	
HD Preferred XF Triple Play Bundle	\$ 159.95
Includes Digital Preferred for primary outlet, HD Technology Fee, Starz <sup>®</sup> , Performance Internet and XFINITY Voice Unlimited	
SurePrice <sup>2</sup> \$139.99 • SurePrice <sup>2</sup> \$134.99*	
HD Preferred Plus XF Triple Play Bundle	\$ 179.95
Includes Digital Preferred for primary outlet, HD Technology Fee, HBO <sup>®</sup> , Starz <sup>®</sup> , Blast! <sup>®</sup> Internet and XFINITY Voice Unlimited	
SurePrice <sup>2</sup> \$159.99 • SurePrice <sup>2</sup> \$154.99*	
HD Premier XF Triple Play Bundle	\$ 209.95
Includes Digital Premier with HD DVR Service or AnyRoom <sup>®</sup> DVR Service for primary outlet, HD Technology Fee, Blast! <sup>®</sup> Internet and XFINITY Voice Unlimited	
SurePrice <sup>2</sup> \$179.99 • SurePrice <sup>2</sup> \$189.99*	
HD Complete XF Triple Play Bundle	\$ 239.95
Includes Digital Premier, The Movie Channel <sup>®</sup> , with AnyRoom <sup>®</sup> DVR Service for primary outlet, three Digital Additional Outlets with HD digital converters and remotes, HD Technology Fee, Blast! <sup>®</sup> Internet, Wireless Gateway, XFINITY Signature Support, Wireless Network Support and XFINITY Voice Unlimited	
SurePrice <sup>2</sup> \$219.99 • SurePrice <sup>2</sup> \$214.99*	
MultiLatino Max Paquete Triple	\$ 139.95
Includes MultiLatino Max for primary outlet, Performance Internet, and XFINITY Voice Unlimited	
SurePrice <sup>2</sup> \$119.99 • SurePrice <sup>2</sup> \$114.99*	
MultiLatino Ultra Paquete Triple	\$ 149.95
Includes MultiLatino Ultra for primary outlet, Performance Internet and XFINITY Voice Unlimited	
SurePrice <sup>2</sup> \$129.99 • SurePrice <sup>2</sup> \$124.99*	
MultiLatino Ultra HD Paquete Triple	\$ 159.95
Includes MultiLatino Ultra for primary outlet, HD Technology Fee, Starz <sup>®</sup> , Performance Internet and XFINITY Voice Unlimited	
SurePrice <sup>2</sup> \$139.99 • SurePrice <sup>2</sup> \$134.99*	
MultiLatino Ultra HD Plus Paquete Triple	\$ 179.95
Includes MultiLatino Ultra for primary outlet, HD Technology Fee, HBO <sup>®</sup> , Starz <sup>®</sup> , Blast! <sup>®</sup> Internet and XFINITY Voice Unlimited	
SurePrice <sup>2</sup> \$159.99 • SurePrice <sup>2</sup> \$154.99*	
MultiLatino Total HD Paquete Triple	\$ 209.95
Includes MultiLatino Ultra and HD DVR Service or AnyRoom <sup>®</sup> DVR Service for primary outlet, HD Technology Fee, HBO <sup>®</sup> , Showtime <sup>®</sup> , Starz <sup>®</sup> , Cinemax <sup>®</sup> , Sports Entertainment Package <sup>®</sup> , Blast! <sup>®</sup> Internet and XFINITY Voice Unlimited	
SurePrice <sup>2</sup> \$179.99 • SurePrice <sup>2</sup> \$189.99*	

\* For 12 month promotion customers subscribing before 01/04/12

### TRIPLE PLAY AND DOUBLE PLAY PACKAGES <sup>1</sup> (per month)

Economy Triple Play	\$ 79.85
Includes Digital Economy for primary outlet, Economy Internet and XFINITY Voice Local With More <sup>®</sup>	
MultiLatino Plus Paquete Triple	\$ 84.85
Includes MultiLatino Plus for primary outlet, Economy Internet and XFINITY Voice Local with More <sup>®</sup>	
MultiLatino Extra Paquete Triple	\$ 94.85
Includes MultiLatino Extra for primary outlet, Economy Internet and XFINITY Voice Local with More <sup>®</sup>	
Blast! <sup>®</sup> Plus	\$ 79.95
Includes Digital Economy and Streampix <sup>™</sup> for primary outlet and Blast! <sup>®</sup> Internet	

### LIMITED BASIC SERVICE (per month)

Berkeley	\$ 15.57
Crockett, Port Costa, Rodeo, portions of El Sobrante	\$ 19.14
Hercules, Pinole	\$ 27.37
Portions of El Sobrante	\$ 17.49

### DIGITAL SERVICES (per month)

Digital Economy	\$ 34.95
Includes Limited Basic, additional digital channels and a standard definition digital converter and remote for the primary outlet and access to Pay-Per-View programming	
Digital Starter	\$ 68.49
Includes Limited Basic, additional digital channels and a standard definition digital converter and remote for the primary outlet, Movie Plex, access to Pay-Per-View and On Demand programming and Music Choice	
Digital Preferred	\$ 86.49
Includes Digital Starter, additional digital channels and a standard definition digital converter and remote for the primary outlet, Encore <sup>®</sup> , access to Pay-Per-View and On Demand Programming and Music Choice	
Digital Preferred Plus	\$ 120.99
Includes Digital Preferred, HBO <sup>®</sup> and Starz <sup>®</sup>	
Digital Premier	\$ 140.99
Includes Digital Preferred, HBO <sup>®</sup> , Showtime <sup>®</sup> , Starz <sup>®</sup> , Cinemax <sup>®</sup> and Sports Entertainment Package <sup>®</sup>	
MultiLatino Plus	\$ 29.95
Includes Limited Basic, MultiLatino, standard definition digital converter and remote for primary outlet	
MultiLatino Extra	\$ 39.95
Includes Digital Economy and MultiLatino for primary outlet	
MultiLatino Max	\$ 59.95
Includes MultiLatino Extra, additional digital channels, access to Pay-Per-View and On Demand programming	
MultiLatino Ultra	\$ 76.90
Includes MultiLatino Max and additional digital channels	



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**BASIC AND DIGITAL ANCILLARY SERVICES (per month)**

HBO® 10	\$ 19.99
Showtime® 10	\$ 19.99
Starz® 10	\$ 19.99
Cinemax® 10	\$ 19.99
The Movie Channel® 10	\$ 19.99
Playboy® 10	\$ 19.99
MultiLatino 10	\$ 16.95
Includes up to 60 channels of Spanish language programming	
Family Tier 12	\$ 14.95
Includes up to 72 channels including C-SPAN, The Hub, Food Network, HGTV, Sprout, National Geographic Channel and The Weather Channel	
Sports Entertainment Package® 11	\$ 9.99
Includes up to 20 channels including Big Ten Network, CBS Sports Network, FCS Atlantic, FCS Central and Fox Movie Channel	
HD Technology Fee 6	\$ 10.00
3D Technology Fee 7	\$ 0.00
HD DVR Service 4	\$ 16.95
AnyRoom® DVR Service 5	\$ 19.95
Digital Additional Outlet Service	\$ 8.75
with HD 7	\$ 8.75
with HD DVR Service 4	\$ 16.95
with AnyRoom® DVR Service 5	\$ 8.75
Digital Adapter Additional Outlet Service 13	\$ 1.99

**INTERNATIONAL SELECTIONS 14 (per month)**

Antenna Satellite (Greek)	\$ 14.99
DW Amerika (German)	\$ 9.99
Rai Italia (Italian)	\$ 10.99
TV5 Monde (French)	\$ 10.99
TV JAPAN (Japanese)	\$ 24.99
SBTN (Vietnamese)	\$ 14.99
TVB Jade (Chinese/Cantonese)	\$ 10.95
CTI-Zhong Tian Channel & CCTV-4 (Chinese/Mandarin)	\$ 12.99
Dragon Pack (Chinese/Mandarin) Includes CCTV-4, CTI-Zhong Tian Channel, Phoenix Info News, Phoenix North America and ETTV Super Channel	
GMA Pinoy TV (Filipino)	\$ 12.99
TFC (Filipino)	\$ 12.99
GMA Life TV (Filipino)	\$ 6.99
TFC & GMA Pinoy TV (Filipino)	\$ 19.99
GMA Pinoy TV & GMA Life TV (Filipino)	\$ 16.99
Filipino Elite Pack (Filipino) Includes GMA Pinoy TV, GMA Life TV and TFC	\$ 22.99
Channel One Russia (Russian)	\$ 14.99
RTN (Russian)	\$ 14.99
Channel One Russia & RTN (Russian)	\$ 21.99
VIJAY (South Asian/Tamil)	\$ 9.99
NEO Cricket (South Asian)	\$ 14.99
NEO Cricket with any Desi 3, 4, or Mega Pack (South Asian)	\$ 7.00
STAR India PLUS (South Asian)	\$ 11.99
SET Asia (Sony) (South Asian)	\$ 14.99
TV Asia (South Asian)	\$ 14.99
Zee TV (South Asian)	\$ 14.99
SET Asia (Sony) & Zee TV (South Asian)	\$ 24.99
SET Asia & STAR India PLUS (South Asian)	\$ 24.99
TV Asia & Zee TV (South Asian)	\$ 24.99
Zee TV & STAR India PLUS (South Asian)	\$ 24.99
STAR 4 Pack (Includes ABP News, STAR India PLUS, Life OK and STAR India Gold)	
Desi 3 Pack (Includes STAR India PLUS, Life OK and ABP News)	\$ 19.99
Desi 3 Pack (Includes STAR India PLUS, Life OK and STAR India Gold)	\$ 19.99
Desi 3 Pack (Includes SET Asia, Zee TV and STAR India PLUS)	\$ 29.99
Desi 3 Pack (Includes SET Asia, Zee TV and TV Asia)	\$ 29.99
Desi 4 Pack (Includes SET Asia, Zee TV, TV Asia and STAR India PLUS)	\$ 32.99
Desi 4 Pack (Includes SET Asia, Zee TV, STAR India PLUS and Life OK)	\$ 32.99
Desi Mega Pack (Includes SET Asia, Zee TV, TV Asia, STAR India PLUS, ABP News, Life OK and STAR India GOLD)	\$ 42.99

RTPi (Portuguese)	\$ 9.99
TV Globo (Portuguese/Brazilian)	\$ 19.99
PFC (Portuguese/Brazilian)	\$ 19.99
Band Internacional (Portuguese/Brazilian)	\$ 14.99
TV Globo & PFC (Portuguese/Brazilian)	\$ 25.99
TV Globo & Band Internacional (Portuguese/Brazilian)	\$ 25.99
Brazilian Elite Package (Includes TV Globo, PFC and Band Internacional)	\$ 34.99

**PAY-PER VIEW AND ON DEMAND SUBSCRIPTION SERVICES 14 (monthly except as noted)**

Bollywood Hits On Demand	\$ 12.99
Bollywood Hits On Demand w/ a South Asian international selection	\$ 9.99
Howard Stern On Demand (per show)	\$ 7.99
Howard Stern On Demand 15	\$ 10.99
Howard Stern On Demand 16 (one year subscription)	\$ 119.99
WWE Classics On Demand	\$ 7.99
here! TV On Demand	\$ 7.99
Filipino On Demand	\$ 7.99
Filipino On Demand w/a Filipino international selection	\$ 5.99
The Jewish Channel On Demand	\$ 6.99
Too Much for TV On Demand	\$ 14.99
Disney Family Movies On Demand	\$ 5.99
Pay-Per-View and On Demand Movies and Events 17 (per title or event)	Prices Vary
Streampix™ 18	\$ 4.99

**SPORTS PACKAGES 14, 17**

MLB Extra Innings, MLS Direct Kick, NHL Center Ice,  
NBA League Pass, ESPN Game Plan, ESPN Full Court. . . . Call 1-800-XFINITY for pricing

**VIDEO EQUIPMENT (per month)**

Limited Basic Only Converter	\$ 2.50
Digital Converter	\$ 2.50
Remote Control	\$ 0.20
HD Digital Converter (Limited Basic Only)	\$ 2.50
Digital Adapter Additional Outlet Service (Limited Basic only. Primary outlet, 1st and 2nd additional outlets.)	\$ 0.00
Digital Adapter Additional Outlet Service (Limited Basic only. 3rd, 4th, 5th etc. additional outlets.)	\$ 0.50
CableCARD (first card in device)	\$ 0.00
CableCARD (second card in same device)	\$ 1.50
Customer-Owned Video Equipment Credit	\$ 2.50
See <a href="http://www.comcast.com/equipmentpolicy">www.comcast.com/equipmentpolicy</a> for additional information	

**INSTALLATION FEES (per occurrence unless noted)**

One Product 19, 20	
Initial Installation of Service	\$ 50.00
After Initial Installation of Service	N/A
Two Products 19, 20	
Initial Installation of Service	\$ 80.00
After Initial Installation of Service	N/A
Three Products 19, 20 (includes up to 3 outlets)	
Initial Installation of Service	\$ 90.00
After Initial Installation of Service	N/A
Miscellaneous Services (additional outlet, additional device, DVD, VCR, computer, including in-home service visit)	
Initial Installation of Service	\$ 25.00
After Initial Installation of Service	\$ 50.00
Relocate Additional Outlet	
Initial Installation of Service	\$ 25.00
After Initial Installation of Service	\$ 50.00



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Upgrade/Downgrade of service (No in-home visit required)	\$ 5.00
Upgrade of service (In-home visit required)	\$ 50.00
Downgrade of service (In-home visit required)	\$ 50.00
Hourly Service Charge (Custom installation) <sup>20</sup>	\$ 50.00
In-Home Service Visit	\$ 50.00

## REACTIVATION FEES

(No In-Home Visit Required — per occurrence unless noted)

Video Only	\$ 1.99
Internet or Voice Only	\$ 5.00
Video and Voice or Video and Internet	\$ 6.99
Voice and Internet	\$ 6.00
Video, Voice and Internet	\$ 7.99

## MISCELLANEOUS FEES (per occurrence unless noted)

Service Protection Plan <sup>21</sup> (per month)	\$ 3.99
Computer Protection Plus <sup>22</sup> (per month)	\$ 9.95
Protection for computers, laptops and tablets. Includes Service Protection Plan	
Triple Play Protection <sup>23</sup> (per month)	\$ 19.95
Protection for computers, laptops, tablets, flat panel televisions and home phones. Includes Service Protection Plan	
AnyRoom® DVR Activation Fee	\$ 29.95
Field Collection Charge	\$ 9.45
Visit to customer's residence required to collect past due balance or unreturned equipment	
Returned Payment Item (each)	\$ 25.00
Late Fee	\$ 4.75
Assisted Payment Fee	\$ 5.99
For payment made by phone with a Customer Care Representative	
Unreturned or Damaged Equipment Fees <sup>24</sup> (per piece)	Replacement Cost
Self Install Kit <sup>25</sup>	\$ 15.00
Self Install Kit Shipping and Handling	\$ 15.00
Self Install Kit Shipping and Handling (Priority Shipping)	\$ 30.00
Self Install Kit Shipping and Handling (Handsets / Remotes)	\$ 10.00

## XFINITY® VOICE <sup>26</sup> (per month)

**XFINITY Voice — Unlimited** \$ 44.95

- 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

*With TV and Internet Service* \$ 39.95

**XFINITY Voice — Local With More®** \$ 34.95

- 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

*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

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

## Other Charges (per month unless otherwise indicated)

Voicemail	\$ 3.95
Additional Line with Calling Features	\$ 21.95
Additional Line without Calling Features	\$ 11.95
Voice / Data Modem	\$ 7.00
4-line Voice/Data Modem	\$ 7.00
Voice/Data Modem DOCSIS 2.0 Kit (for purchase, one-time charge)	\$ 99.00
Voice/Data Modem DOCSIS 3.0 Kit (for purchase, one-time charge)	\$ 149.00
New Activation Fee (per occurrence)	\$ 29.95
Standard Installation (per occurrence)	\$ 99.00
In-Home Repair Charge (per occurrence)	\$ 50.00
Upgrade/Downgrade of service (In-home visit required, per occurrence)	\$ 40.00
Upgrade/Downgrade of service (No in-home visit required, per occurrence)	\$ 5.00
Unreturned or Damaged Equipment Fees <sup>24</sup> (per piece)	Replacement Cost







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**XF TRIPLE PLAY PACKAGE / MULTILATINO PAQUETE TRIPLE REWARDS**

	Regular Price	HD Preferred XF and MultiLatino Ultra HD	HD Preferred Plus XF and MultiLatino Ultra HD Plus	HD Premier XF <sup>3</sup> and MultiLatino Total HD <sup>3</sup>	HD Complete XF Triple Play <sup>3</sup>
<b>HBO®<sup>10</sup></b>	\$19.99	\$15.00	Included	Included	Included
<b>Showtime®<sup>10</sup></b>	\$19.99	\$10.00	\$10.00	Included	Included
<b>Starz®<sup>10</sup></b>	\$19.99	Included	Included	Included	Included
<b>Cinemax®<sup>10</sup></b>	\$19.99	\$10.00	\$10.00	Included	Included
<b>The Movie Channel®<sup>10</sup></b>	\$19.99	\$10.00	\$10.00	\$10.00	Included
<b>HD DVR Service<sup>4</sup></b>	\$16.95	\$9.95	\$9.95	Included	N/A
<b>AnyRoom® DVR Service<sup>5</sup></b>	\$19.95	\$13.95	\$13.95	\$13.95	Included
<b>Digital Additional Outlet Service</b>	\$8.75	\$8.75	\$8.75	\$8.75	Included for 3 additional outlets
<b>With HD<sup>7</sup></b>	\$8.75	\$8.75	\$8.75	\$8.75	Included
<b>With HD DVR Service<sup>4</sup></b>	\$16.95	\$16.95	\$16.95	\$16.95	\$16.95
<b>With AnyRoom® DVR Service<sup>5</sup></b>	\$8.75	\$8.75	\$8.75	\$8.75	Included for 3 additional outlets
<b>HD Technology Fee<sup>6</sup></b>	\$10.00	Included	Included	Included	Included
<b>3D Technology Fee<sup>7</sup></b>	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
<b>Blast!® Speed Upgrade</b>	\$10.00	\$10.00	Included	Included	Included
<b>Extreme 50 Upgrade<sup>8,9</sup></b>	\$99.95	\$50.00	\$40.00	\$40.00	\$40.00
<b>Extreme 105 Upgrade<sup>8,9</sup></b>	\$199.95	\$155.00	\$145.00	\$145.00	\$145.00

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 are a video service customer and 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)

- Requires a Voice/Data Modem, except for HD Complete Triple Play.
- SurePrice only available for 12 months to XF Triple Play or MultiLatino Paquete Triple Play customers after 12 month promotional package.
- AnyRoom® DVR Service is included with HD Premier Triple Play, MultiLatino Total HD Paquete Triple and HD Complete Triple Play if AnyRoom® DVR Service is installed on primary outlet.
- Includes HD converter and remote. Replaces standard definition converter and remote. Not available to customers with Limited Basic only.
- Sold only with one or more Digital Additional Outlet Service with HD Converter, maximum 3 clients per household. Requires professional install.
- Includes HD converter and remote for primary outlet. Replaces standard definition converter and remote on primary outlet. Not available to customers with Limited Basic only.
- Requires HD Technology Fee.
- Not available in all areas. May require installation and non-refundable installation charge.
- Does not include PowerBoost®
- Requires digital converter or CableCARD and Limited Basic.
- Requires Digital Starter.
- Requires digital converter and purchase of Limited Basic and cannot be combined with Expanded Basic. Family Tier programming included in Digital services except for MultiLatino.
- Includes digital adapter and remote. Not available to customers with Limited Basic only.
- Requires digital converter and Limited Basic.
- 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.
- 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.

- 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.
- Requires digital converter and Limited Basic to receive Streampix on television. Streampix included with the following tiers of service: Blast Plus™, 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.
- Does not include Extreme 105 Internet Service installation charge, wireless networking, professional internet installation, Voice installation fees or activation fees.
- 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.
- See <http://www.comcast.com/spp> for information on Service Protection Plan.
- See <http://signaturesupport.xfinity.com> for information on Computer Protection Plus.
- See <http://signaturesupport.xfinity.com> for information on Triple Play Protection.
- Please contact 1-800-XFINITY for questions regarding equipment replacement charges.
- Does not apply to CableCARD Self Install Kit.
- 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/cdvstatepricing.html>
- Voice/Data modem required. For more information regarding XFINITY Internet go to <http://www.comcast.com/highspeedinternet>
- 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.
- Not available for new subscriptions, except with Internet Essentials program.





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## XFINITY® CHANNEL LINE-UP

### Limited Basic

- 2 KTVU-2 (FOX)
- 3 KNTV-11 (NBC)
- 4 KRON-4 (MY)
- 5 KPIX-5 (CBS)
- 6 KICU-36 (IND)
- 7 KGO-7 (ABC)
- 8 KTSF-26 (IND)
- 9 KQED-9 (PBS)
- 10 KQED Plus (PBS)
- 11 HSN
- 12 KBCW-44 (CW)
- 13 KOFY-20 (IND)
- 14 KDTV-14 (UNI)
- 15 C-SPAN\*
- 16 KKPX-65 (ION)
- 17 KCSM-60 (PBS)\*
- 18 KSTS-48 (TLMD)
- 19 KTNC-42 (Estrella)
- 20 KFSF-66 (TF)
- 21 KCNS-38 (RTV)\*
- 22 KRCB-SD (PBS)\*
- 23 QVC
- 24 Educational Access
- 25 KTLN-68 (IND)
- 26 Bay Vision East/Local  
Access (M-F 3:30PM-  
9AM/S-S 24 Hours)
- 26 Leased Access  
(M-F 9AM-3:30PM)
- 27 Peralta College TV  
(Berkeley)
- 27 Contra Costa TV  
(All Other Cities)
- 28 BTV Access (Berkeley)
- 28 HCTV Access (Hercules)
- 28 Public, Educational,  
Government Access  
(All Other Cities)
- 29 Discovery Channel
- 30 KVIE-6 (PBS) (Berkeley/  
Hercules)\*
- 31 KEMO Azteca\*
- 32 KMTP-32 (IND)
- 33 Public Access (Berkeley)
- 77 WGN America
- 102 Leased Access\*
- 104 Comcast Hometown  
Network\*
- 108 California Channel\*
- 109 C-SPAN2\*
- 111 TV Guide Network\*
- 116 Jewelry TV\*
- 164 Shop NBC\*
- 172 KCNS Sino\*
- 173 KTSF KBS\*
- 174 KTSF Viet Today\*
- 175 KTSF ICN\*
- 176 KVIE-6 (PBS)  
(Berkeley/Hercules)\*
- 177 KVIE2 (Berkeley/Hercules)\*

- 178 KVIE Vme  
(Berkeley/Hercules)\*
- 186 KNTV CA Nonstop\*
- 188 KTVU LATV\*
- 189 KQED Encore & Life\*
- 190 KQED World\*
- 191 KQED Vme\*
- 192 KQED Kids\*
- 193 KRON Weather\*
- 194 KSTS Exitos\*
- 195 KGO LiveWell\*
- 196 KOFY MeTV\*
- 197 KICU KEMS\*
- 198 KCSM MHz\*
- 199 KCSM JAZZ\*
- 201 KRCB Create\*
- 202 KRCB FM\*
- 702 KTVU HD (FOX)**
- 703 KNTV HD (NBC)**
- 704 KRON HD (MY)**
- 705 KPIX HD (CBS)**
- 706 KICU HD (IND)**
- 707 KGO HD (ABC)**
- 708 KVIE HD (PBS)**
- 709 KQED HD (PBS)**
- 711 KKPX HD (ION)**
- 712 KBCW HD (CW)**
- 713 KOFY HD (IND)**
- 714 KDTV HD (UNI)**
- 715 KGO LiveWell HD**
- 716 KFSF HD (TF)**
- 717 KCSM HD (PBS)**
- 718 KSTS HD (TLMD)**
- 722 KRCB HD (PBS)**
- 775 WGN America HD**

\* Additional equipment needed to  
view these channels

### Family Tier

Includes Limited Basic

- 34 Food Network
- 53 Nickelodeon
- 55 Disney Channel
- 57 HLN
- 61 The Weather Channel
- 67 HGTV
- 119 Sprout
- 121 The Hub
- 122 Disney XD
- 204 DIY
- 215 TeenNick
- 230 TBN
- 272 Science
- 273 National Geographic Channel

### Digital Economy

Includes Limited Basic

- 34 Food Network
- 42 USA Network
- 46 Lifetime
- 47 A&E
- 49 AMC
- 51 Animal Planet

- 54 Cartoon Network
- 55 Disney Channel
- 56 CNN
- 59 Fox News Channel
- 61 The Weather Channel
- 62 History
- 63 Comedy Central
- 64 E!
- 66 Hallmark Channel
- 68 BET
- 72 TV Land
- 229 EWTN
- 230 TBN
- 276 H2

### Digital Starter

Includes Limited Basic

- 34 Food Network
- 35 TBS
- 36 FX
- 37 TNT
- 38 ESPN
- 39 ESPN 2
- 40 CSN Bay Area
- 41 CSN California
- 42 USA Network
- 43 MTV
- 44 VH1
- 45 Spike
- 46 Lifetime
- 47 A&E
- 48 Bravo
- 49 AMC
- 50 TLC
- 51 Animal Planet
- 52 ABC Family
- 53 Nickelodeon
- 54 Cartoon Network
- 55 Disney Channel
- 56 CNN
- 57 HLN
- 58 CNBC
- 59 Fox News Channel
- 60 MCNBC
- 61 The Weather Channel
- 62 History
- 63 Comedy Central
- 64 E!
- 66 Hallmark Channel
- 67 HGTV
- 68 BET
- 69 Galavision
- 70 Syfy
- 71 Travel Channel
- 72 TV Land
- 73 Oxygen
- 74 CMT
- 75 NBC Sports Network
- 76 Golf Channel
- 110 C-SPAN3
- 119 Sprout
- 128 Bloomberg TV
- 136 G4

- 149 MoviePlex
- 162 BBC America
- 166 FEARnet (VOD)
- 168 Liquidation Channel
- 183 Style
- 229 EWTN
- 230 TBN
- 271 Investigation Discovery
- 275 blo.
- 276 H2
- 482 gmc
- 500 Hallmark Movie Channel
- 504 Lifetime Movie Network
- 720 CSN Bay Area HD**
- 721 CSN California HD**
- 723 NBC Sports Network HD**
- 724 ESPN HD**
- 725 ESPN 2 HD**
- 733 Bravo HD**
- 734 A&E HD**
- 735 TBS HD**
- 736 Syfy HD**
- 737 TNT HD**
- 738 USA Network HD**
- 739 Universal HD**
- 741 FX - West HD**
- 742 Style HD**
- 743 Spike HD**
- 744 G4 HD**
- 745 Comedy Central HD**
- 746 HGTV HD**
- 747 Food Network HD**
- 749 Golf Channel HD**
- 750 Discovery Channel HD**
- 751 Animal Planet HD**
- 752 TLC HD**
- 753 E! HD**
- 754 Velocity HD**
- 755 Travel Channel HD**
- 758 History HD**
- 759 CNN HD**
- 760 Fox News Channel HD**
- 762 CNBC HD**
- 766 Cartoon Network HD**
- 767 Nickelodeon HD**
- 768 ABC Family HD**
- 769 Disney Channel HD**
- 772 bio. HD**
- 774 HLN HD**
- 776 The Weather Channel HD**
- 777 BET HD**
- 778 CMT HD**
- 780 CSN Plus HD**
- 781 VH1 HD**
- 782 MTV HD**
- 783 Palladia HD**
- 787 MSNBC HD**
- 793 Hallmark Channel HD**
- 794 Hallmark Movie  
Channel HD**
- 795 Lifetime HD**

### 796 Lifetime Movie Network HD

#### 798 AMC HD

#### 811 HSN HD

#### 812 QVC HD

- 897 XFINITY 3D
- 898 ESPN 3D
- 901-946 Music Choice

### Digital Preferred

Includes Limited Basic  
and Digital Starter

- 65 truTV
- 107 Current TV
- 120 Nick Jr.
- 121 The Hub
- 122 Disney XD
- 123 Disney Junior
- 126 Nicktoons
- 130 Fox Business Network
- 134 MTV Jams
- 135 MTV2
- 146 LOGO
- 159 Nat Geo Wild
- 161 GSN
- 180 NFL Network
- 182 Cooking Channel
- 204 DIY
- 205 RLTV
- 215 TeenNick
- 216 Nick 2
- 220 OWN
- 222 Discovery Fit & Health
- 228 BYUtv
- 231 halogen
- 270 Ovation
- 272 Science
- 273 National Geographic Channel
- 274 Military Channel
- 292 Destination America
- 297 Africa Channel
- 332 TVK24 (Korean)
- 334 Mnet (Korean)
- 368 MYX (English)
- 402 ESPNews
- 406 Outdoor Channel
- 409 TVG-Horseracing Network
- 412 MLB Network
- 416 NBA TV
- 418 CBS Sports Network
- 419 NHL Network
- 420 ESPN
- 471 CMT Pure Country
- 472 MTV Hits
- 473 VH1 Classic
- 474 Centric
- 476 Fuse
- 477 nuvoTV
- 483 TV One
- 484 GAC
- 486 The Word
- 501 TCM
- 502 We





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## XFINITY® CHANNEL LINE-UP (continued)

503 IFC	409 TVG-Horseracing Network	312 Antenna Satellite (Greek)	<b>MultiLatino</b>	<b>MultiLatino Plus</b>
505 Sundance Channel	411 Tennis Channel	315 DW Amerika (German)	Available a la carte with	Includes Limited Basic
513 IndiePlex	412 MLB Network	317 TV5 Monde (French)	<u>subscription to Limited Basic</u>	and MultiLatino
514 RetroPlex	413 Fox College Sports Atlantic	319 Rai Italia (Italian)	69 Galavision	
516 Encore Family	414 Fox College Sports Central	324 RTN TV (Russian)	600 Viendo Movies	<b>MultiLatino Extra</b>
518 Encore	415 Fox College Sports Pacific	325 Channel One Russia	601 Discovery en Español	Includes Limited Basic,
520 Encore Love	416 NBA TV	(Russian)	602 FOX Deportes	Digital Economy and MultiLatino
522 Encore Mystery	417 NFL Network	330 TV JAPAN (Japanese)	603 Canal 52MX	
524 Encore Westerns	418 CBS Sports Network	331 SBTN (Vietnamese)	604 Cinelatino	<b>MultiLatino Max</b>
528 Encore Drama	419 NHL Network	336 Zee TV (South Asian)	605 History en Español	Includes Limited Basic, Digital
530 Encore Action	427 NFL RedZone	337 TV Asia (South Asian)	606 tr3s	Economy and MultiLatino
586 Flix	430 Outside TV	338 SET Asia (SONY)	607 mun2	
606 tr3s	506 Fox Movie Channel	(South Asian)	608 CNN en Español	
607 mun2	618 GoITV	339 NEO Cricket (South Asian)	609 Disney XD	
619 ESPN Deportes	<b>726 ESPN News HD</b>	340 STAR India PLUS	610 Cine Mexicano	
<b>726 ESPN News HD</b>	<b>727 NBA TV HD</b>	(South Asian)	611 Video Rola	
<b>727 NBA TV HD</b>	<b>728 NHL Network HD</b>	341 ABP NEWS (South Asian)	612 CBTv Michoacan	
<b>728 NHL Network HD</b>	<b>729 MLB Network HD</b>	342 Life OK (South Asian)	613 Canal 22 Internacional	
<b>729 MLB Network HD</b>	<b>730 NFL Network HD</b>	343 STAR India GOLD	614 Once TV Mexico	
<b>730 NFL Network HD</b>	<b>731 Speed HD</b>	(South Asian)	615 SUR TV	
<b>732 CBS Sports Network HD</b>	<b>732 CBS Sports Network HD</b>	349 VIJAY (South Asian/Tamil)	616 Infinito	
<b>740 TV One HD</b>	<b>785 NFL RedZone HD</b>	354 CTI-Zhong Tian Channel	617 TeleFormula	
<b>748 truTV HD</b>	<b>786 Tennis Channel HD</b>	(Chinese/Mandarin)	618 GoITV	
<b>756 Science HD</b>		355 CCTV-4 (Chinese/Mandarin)	619 ESPN Deportes	
<b>757 National Geographic</b>	<b>Premium Services</b>	356 Phoenix Info News	620 KEMO Azteca	
<b>Channel HD</b>	<b>Starz</b>	(Chinese/Mandarin)	621 KQED Vme	
<b>761 Fox Business Network HD</b>	534-540 Starz & plexes	357 Phoenix North America	622 KTVU LATV	
<b>763 Disney XD HD</b>	<b>816 Starz HD</b>	(Chinese/Mandarin)	623 KVIE Vme	
<b>764 AXS TV HD</b>	<b>817 Starz Edge HD</b>	358 ETTV-Super Channel	628 Ecuvisa	
<b>771 Destination America HD</b>	<b>818 Starz Comedy HD</b>	(Chinese/Mandarin)	629 TVE Internacional	
<b>779 Fuse HD</b>	<b>819 Starz Kids &amp; Family HD</b>	360 TVB Jade	630 WAPA America	
<b>784 Outdoor Channel HD</b>	<b>HBO</b>	(Chinese/Cantonese)	631 Mexicanal Network	
<b>788 ESPNU HD</b>	550-560 HBO & plexes	367 The Filipino Channel	632 Multimedios TV	
<b>789 TCM HD</b>	<b>801 HBO HD</b>	(Filipino)	633 Caracol TV	
<b>790 IFC HD</b>	<b>807 HBO Zone HD</b>	369 GMA Pinoy TV (Filipino)	634 TV Colombia	
<b>791 We HD</b>	<b>808 HBO Latino HD</b>	370 GMA Life TV (Filipino)	635 Discovery Familia	
<b>797 MGM HD</b>	<b>Cinemax</b>	<b>On Demand &amp; Pay-Per-View</b>	636 nuvoTV	
<b>809 Encore HD</b>	561-567 Cinemax & plexes	421-426 EPN Game Plan /	637 TV Chile	
<b>Digital Preferred Plus</b>	<b>838 Cinemax HD</b>	Full Court	640 Viendo Movies - Oeste	
Includes Limited Basic,	<b>Showtime</b>	439-449 NBA League Pass	644 SUR Peru	
Digital Starter, Digital Preferred,	576-586 Showtime & plexes	446-449 MLS Direct Kick	645 La Tele Novela	
HBO and Starz	<b>825 Showtime HD</b>	<b>450 in Demand</b>	646 Utilisima	
<b>Digital Premier</b>	<b>826 Showtime Too HD</b>	<b>Team HD</b>	647 Telefe	
Includes Limited Basic,	<b>The Movie Channel</b>	455-458 MLB Extra Innings/	649 TV Dominica	
Digital Starter, Digital Preferred,	591 The Movie Channel	NHL Center Ice	650 TV Venezuela	
Digital Preferred Plus,	593 The Movie Channel Xtra	<b>459 in Demand</b>	652 HTV Musica	
Sports Entertainment Package,	<b>847 TMC HD</b>	<b>Game 1 HD</b>	653 TeleHit	
Cinemax and Showtime	<b>Adult</b>	<b>460 in Demand</b>	654 RitmoSon Latino	
<b>Sports Entertainment</b>	676 Playboy en Español (Adult)	<b>Game 2 HD</b>	656 Bandamax	
<b>Package</b>	876 Playboy TV (Adult)	461-470 MLB Extra Innings/	658 TBN Enlace	
401 FOX Soccer Channel	<b>International Selections</b>	NHL Center Ice	659 EWTN en Español	
402 ESPN News	305 TV Globo (Brazilian)	<b>870 Pay-Per-View HD</b>	660 La Familia Cosmovision	
403 Big Ten Network	306 PFC (Brazilian)	871-873 Pay-Per-View Hits	663 Gran Cine	
405 Sportsman Channel	307 Band Internacional	875-877 Adult Pay-Per-View	664 De Pelicula	
407 ESPN Classic	(Brazilian)		665 De Pelicula Clasico	
408 Speed	310 RTPi (Portuguese)		671 HITN	

A minimum subscription to Limited Basic is required to receive other services or other levels of video programming. HD programming is only available to customers with an HDTV set (not provided by Comcast) and a digital converter with HDTV capabilities. A subscription to certain services may be required to receive certain HD programming. A monthly HD Technology fee is also required to receive HD programming. 3D programming is only available to customers with a minimum subscription to the Digital Starter package, a full 3D HDTV set (not provided by Comcast) and a digital converter with 3D/HD capabilities. A monthly 3D Technology fee and a monthly HD Technology fee are required to receive 3D programming. Channel offerings and required service levels are subject to change. Please contact 1-800-XFINITY with questions.







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## IMPORTANT INFORMATION ABOUT YOUR COMCAST SERVICES

Effective 9/24/12, some package descriptions will be modified with no impact to your services or service rates.

### XFINITY Internet Package and Bill Description Name Changes

Current Description	New Description	Current Description	New Description
Ultra 22 CHSI	Ultra Internet Service	Employee HS 50	Extreme 50
Ultra! 22Mbps	Ultra Internet Service	Extreme 50/10	Extreme 50
Blast 16MB Package	Blast! Internet Svc	Extreme 50/15	Extreme 50
Blast 20MB Package	Blast! Internet Svc	Performance Plus	Blast! Internet Svc
Blast HN Add On (16M)	Blast! Internet Svc	Performance Plus	Blast! Internet Svc
Blast HN Add On (20M)	Blast! Internet Svc	Performance: 12Mbps	Performance Internet Svc
Blast HSI Add On (16M)	Blast! Internet Svc	Performance: 6Mbps	Performance Internet Svc
Blast HSI Add On (20M)	Blast! Internet Svc	Additional Outlet	Additional Outlet Svc
Blast! 16Mbps	Blast! Internet Svc		
Blast! 20Mbps	Blast! Internet Svc		
Blast! Internet Service	Blast! Internet Svc		
Blast! Triple Play HSI	Blast! Internet Svc		



### XFINITY TV Package and Bill Description Name Changes

Current Description	New Description	Current Description	New Description
Digital Preferred Package	Digital Preferred	Digital Gold Package	Digital Preferred Plus
Digital Bronze Package	Digital Preferred	Digital Preferred	Preferred
Standard With Silver HBO	Preferred with HBO		

### XFINITY Double Play Package and Bill Description Name Changes

Current Description	New Description	Current Description	New Description
CDV/HSI	HSI/Digital Voice Bundle	Starter Bundle	Starter/CDV

### XFINITY Triple Play Package and Bill Description Name Changes

Current Description	New Description
Preferred Bundle	Preferred XF

Effective 9/24/12, the following changes will also be made to select Triple Play 3.0 packages:

Ultra Internet service (22Mbps) will no longer be included in the Premier Triple Play package and will be replaced by Blast! Internet service (25Mbps), providing you with faster download speeds to do more of what you like online. Additionally, Starz premium channels will be added to the Plus Triple Play package for no additional charge. Starz programming includes contemporary hit movies, original series and documentaries.



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## Get unlimited nationwide talk and text with XFINITY<sup>®</sup> VOICE.

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You'll also get advanced calling features like Readable Voicemail, Caller ID and 3-Way Calling — at no additional charge.



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by 9/17/12**

**Get XFINITY VOICE today.  
Call 1-877-397-9809.**



Offer ends 09/17/12, and is limited to new residential customers. Not available in all areas. Offer limited to XFINITY Unlimited<sup>®</sup> Voice service. After 6 months, regular charges apply. Comcast's current monthly service charge ranges from \$39.95 to \$44.95, depending on area and other services subscribed to. Equipment, installation, taxes, the Regulatory Recovery Fee and other applicable charges (e.g., per-call or international charges) extra. \$29.95 activation fee may apply. May not be combined with other offers. Not all calling features available in all areas. Service (including 911/emergency services) may not function after an extended power outage. Text messaging from laptop or PC requires XFINITY Internet subscription. Savings claim based on comparison of XFINITY Voice Unlimited service (with XFINITY TV or Internet service) and comparably featured traditional phone service as of January 2012. Money-Back Guarantee applies to one month's recurring service and standard installation charges up to \$500. Call for restrictions and complete details, or visit comcast.com. ©2012 Comcast. All rights reserved. SA7CF047