



November 15, 2022

Mr. Steve Gamatoria  
Director of Administration  
City of Havre de Grace  
711 Pennington Ave  
Havre de Grace, MD 21078

*RE: Important Information—Price Changes*

Dear Mr. Gamatoria,

At Comcast, we are always committed to delivering the entertainment and services that matter most to our customers in City of Havre de Grace, as well as exciting experiences they won't find anywhere else. We are also focused on making our network stronger in order to meet our customers' current needs and future demands. As we continue to invest in our network, products, and services, the cost of doing business rises. Rising programming costs, most notably for broadcast TV and sports, continue to be the biggest factors driving price increases. While we absorb some of these costs, these fee increases affect service pricing. As a result, starting December 20, 2022, prices for certain services and fees will be increasing, including the Broadcast TV Fee and the Regional Sports Network Fee.

Enclosed are the notices customers will receive within their bill starting November 20, 2022. We know you may have questions about these changes. If I can be of any further assistance, please contact me at (410) 960-1566.

Sincerely,

Chris Mulhall  
Senior Manager, Government & Regulatory Affairs  
Comcast Beltway Region

Enclosures: Customer Notices

xfinity

# Important information regarding your Xfinity services and pricing

Effective December 20, 2022

<b>Xfinity TV</b>	<b>Current</b>	<b>New</b>
Limited Basic		
Harford	\$23.95	\$24.95
Broadcast TV Fee	\$17.00	\$21.70
Regional Sports Fee	\$11.85	\$12.45
Choice TV Select	\$32.50	\$37.50
Choice TV Select - with TV Box	\$41.00	\$47.50
Service to Additional TV with TV Adapter	\$8.50	\$10.00
TV Box and Remote	\$8.50	\$10.00
HD TV Box and Remote Limited Basic	\$8.50	\$10.00

<b>Pay-Per-View and On Demand Subscription Services</b>	<b>Current</b>	<b>New</b>
Acorn TV On Demand	\$5.99	\$6.99

<b>Installation</b>	<b>Current</b>	<b>New</b>
In-Home Service Visit - After Initial Installation of Service	\$70.00	\$100.00

<b>Xfinity Internet</b>	<b>Current</b>	<b>New</b>
Modem Rental	\$14.00	\$15.00

Comcast increase communication from Mr. Antoine Banks, Director of Government & Community Affairs

Good morning Mr. Gamatoria,

Thank you for your email. The increases in residential cost are largely based on the increasing costs associated with TV networks and other video programmers, including sports programming. Just to provide a bit more context to the increases, our broadcast retransmission costs – the amount Comcast must pay to broadcasters – have nearly tripled since 2006

We are continuing to work hard to manage these costs for our customers while investing in our broadband network to provide the best, most reliable Internet service in the country and to give our customers more low-cost choices in video and connectivity so they can find a package that fits their lifestyle and budget. Nobody is immune to the impact of television programming increases – in fact those who cut the cord for savings are experiencing bigger increase on average. For example, Hulu+ LiveTV and DirecTV Stream have both increased in price by 75% since 2019 while direct-to-consumer streaming services have increased an average of 28%. The Comcast national average increase of 3.8% is about half of the most recent rate of inflation.

I hope this explanation helped provide a better understanding of these increases.

**Also, the fastest and most reliable method to assist with customer concerns is thru calling 800-934-6489. Our customer service team members are able to help with any questions they have.**

Customers may also contact us via our My Account app to get 24/7 help with any questions they have, account troubleshooting and bill related inquires.

Thank,  
Antoine