

Time Warner Cable/Comcast Corporation Transaction  
Application for Transfer of Control of Cable Television Franchises  
Held By Oceanic Time Warner Cable LLC

Response to Second Set of Information Requests

August 29, 2014

These supplemental or additional information requests (“**IRs**”) are being issued pursuant to Hawaii Administrative Rules (“**HAR**”) § 16-133-12. Each response should be made separately, and copies of source documents should specifically reference the IR being answered. The certification provided by Time Warner Cable Inc. (“**TWC**”) and Comcast Corporation (“**Comcast**”) (collectively, “**Applicants**”, as applicable) in the State of Hawaii Application for Transfer of Cable Television Franchise (*i.e.*, the State Application) concerning the accuracy of the information is also applicable to Applicants’ responses to these IRs.

Each of the responses should be as complete and detailed as possible, and to the extent that an IR or any subpart thereof may not be applicable, Applicants must state why the IR or subpart is not applicable. In addition, for any IR that requires follow-up, the required information must be submitted immediately upon receipt of that information.

**General Response:**

Comcast and TWC hereby respectfully submit their Response to DCCA’s Second Set of Information Requests dated August 14, 2014.<sup>1</sup>

1. The quality of customer service provided by Comcast is, based on national polls, perceived to be very poor, and was most recently highlighted by a recording of a conversation between a Comcast customer service retention agent and a customer who was calling to cancel Comcast service that was posted on the Internet during mid-July 2014. This recording was mentioned by various commentators during the July 14 - 18, 2014 public hearings held by the Department of Commerce and Consumer Affairs (“**DCCA**”) as an example of

---

<sup>1</sup> Comcast and TWC respectfully submit that certain information requested by these IRs are not within the DCCA’s scope of review related to the Joint Application filed by Comcast and TWC on April 11, 2014, as supplemented by subsequent filings and submittals, in that such information is not reasonably necessary to evaluate the legal, financial, and technical qualifications of Comcast to become the new controlling parent of the franchisee. In addition, certain IRs pertain to non-jurisdictional products, services and subjects. Furthermore, as previously stated by Comcast and TWC, to the extent a response requires any pre-merger coordination between Comcast and TWC, antitrust laws limit Comcast and TWC as to certain pre-merger coordination of operational changes to the cable systems. Accordingly, any response provided to such inquiries is submitted for informational purposes only, while respectfully reserving all rights with regard to the provision of such information, including but not limited to the companies’ legal and equitable rights relating to filing, disclosure, admissibility, due process, review and appeal. The inclusion of any information in a response (or exhibit) should not be construed as a waiver of any rights or objections that otherwise might be available to Comcast or TWC, and also should not be deemed an admission of relevancy, materiality, or admissibility in this or in any proceeding (“General Objection”).

Comcast's poor customer service. Comcast Chief Operating Officer Dave Watson is reported to have confirmed that the agent was doing what he had been trained to do.

Additionally, DCCA has periodically received calls from Hawai'i consumers about delays in reaching an Oceanic Time Warner Cable LLC ("**Oceanic**") customer care representative or scheduling an in-home repair visits. DCCA also received calls from irate customers regarding incorrect billing issues, many caused by incorrect information from inexperienced customer service representatives.

- (a) Please explain the actions and provide specific details that Comcast is taking to train its customer service personnel and to change its customer service policies to provide significantly improved service to its subscribers?

**Response:**

Improving the customer experience is a top priority for Comcast and improved customer service personnel training and service policies are an important piece of this process.

Currently, in cases where a customer believes his or her experience with the company to be unsatisfactory, Comcast works to correct the problem as soon as possible and to avoid it going forward. For example, at the recent public hearings, some commenters identified the very unfortunate customer service experience of Ryan Block. Comcast has stated publicly that the manner in which its representative communicated with Mr. Block was unacceptable and contacted Mr. Block to personally apologize.

Comcast is using this unfortunate experience to reevaluate certain elements of its training and retention program. For example, Comcast has created a task force to ensure that the messages it uses in communicating with its customers reinforce that the customer experience is the company's top priority. Nearly a dozen employee coaching courses that previously were optional are now required. In addition, the company is reviewing all training materials used in customer service and sales.

Despite this recent incident, and as noted in Comcast's public testimony, the company's J.D. Power Overall Satisfaction Score is rising, due, we believe, to improvements in system technology, increasing self-service options, and other efforts. Comcast knows it still has work to do and will maintain its focus on

continuing to improve its customers' experiences in both our legacy and acquired TWC systems.

- (b) Has Oceanic established objective customer service quality metrics, such as average call center hold time or average length of time to resolve service outages?

**Response:**

Oceanic strives to meet the FCC's cable television customer service standards.

- (i) If Oceanic has such metrics, please provide a copy the metrics and any internal reports generated during the last three (3) years measuring whether Oceanic is meeting those metrics in each franchise area.

**Response:**

Please see Oceanic's Call Center Service Performance Reports and Customer Satisfaction Surveys submitted to the DCCA.

- (ii) If Oceanic does not have such metrics, please describe the process that Oceanic uses to assess the quality of customer service and remedy any shortcomings.

**Response:**

Please see responses to IR Nos. 1(b) and 1(b)(i) above.

- (c) Are there any specific plans to improve customer service for each of the Hawai'i franchise areas? If yes, please describe each plan and elaborate as to the specific focus of each plan (*i.e.* what is management trying to correct or improve upon)?

**Response:**

While there are currently no specific plans with respect to customer service for each of the Hawaii franchise areas, Oceanic continually evaluates its customer service policies and makes adjustments as necessary based on the performance reports and customer satisfaction surveys described above.

- (d) Customers have complained to the DCCA about the quality and durability of the digital boxes and/or DVR boxes provided by Oceanic. Subscribers specifically complain that they are provided refurbished boxes that breakdown within a few months. Does Comcast have any plans to address this complaint and if yes, what are the plans?

**Response:**

While Comcast does not specifically track customer complaints regarding digital boxes and/or DVR boxes, any such complaints would represent a very small percentage of reported issues. Comcast's West Division maintains monthly "escalation" reports that monitor the categories of complaints within the company that require follow up when initial efforts by phone or a field visit are not successful. Equipment-related issues have not appeared on such escalation reports, indicating a very low incidence of problems. Comcast's success in minimizing such issues reflects the process that it uses to ensure that home devices are thoroughly tested, inspected and repaired before they are provided to customers, as further described below.

In an effort to provide an improved customer experience with Comcast's in-home devices (including set-top boxes and DVR boxes), Comcast utilizes streamlined "hub and spoke" warehouse operations, operated by a highly regarded third party vendor, Communications Tech Design, Inc. ("CTDI").

CTDI is a well-respected specialized service provider with vast experience in warehouse logistics and testing. This enables Comcast to provide a more consistent home device experience for its customers and service technicians. Comcast's process facilitates more consistent provisioning of equipment and helps ensure that all devices are thoroughly tested before putting them out in the field and into customers' homes.

2. In its May 23, 2014 Response to First Set of Information Requests, Response 8, Applicants stated that "The change of control of the franchisee will not affect the obligations of the franchisee under the franchise agreements. Specifically, nothing in the Transaction impacts the customer service offices in each of the cable franchise areas." Please explain this statement in the context of the questions below:
- (a) If the proposed transaction is approved and effectuated, will Comcast continue to maintain the existing customer service centers that are

currently located in each of the Hawai'i franchise areas and maintain the current level of staffing in each of the call centers with trained customer service representatives?

**Response:**

While it is premature to speculate how Comcast's business operations might change in the future, there is no current plan to change Oceanic's current Hawaii call centers and customer service operations as a result of this transaction. Most of Comcast's jobs are the customer-facing jobs of technicians, call centers, and local management of its systems, and Comcast does not anticipate any reductions in those jobs. Accordingly, Comcast expects that it will maintain current staffing in each existing call center.

- (b) If the proposed transaction is approved and effectuated, will Hawai'i subscriber service calls be handled in State through the existing call centers or routed outside of the State? What is the process for routing Hawai'i subscriber service calls to a customer service representative outside of the State?

**Response:**

Comcast has no plans to change Oceanic's handling of subscriber service calls, including existing routing procedures. Note that Oceanic's existing process does involve some rerouting of service calls outside of Hawaii in overflow situations. However, Comcast must reserve the right to make such operational changes as future business needs may require.

- (c) Which types of service calls will be handled in State, if any, and which types of calls will be routed outside of the State. Identify the specific locations that the Hawai'i service calls will be routed to and handled.

**Response:**

Please see responses to IR 2(a) and (b).

3. Under HAR § 16-131-59, a cable operator is required to: (1) schedule or acknowledge subscriber requests for repair or maintenance service within twenty-four (24) hours (excluding weekends and holidays); and (2) verify and complete the repair or maintenance service within forty-eight (48) hours (excluding weekends and holidays) after a subscriber request for repair or



maintenance has been acknowledged or scheduled. See HAR § 16-131-59 (a) and (b).

During the public hearing held by DCCA in Wailuku, Maui on July 15, 2014, concern was raised that Oceanic currently sends technicians to address repair and maintenance service concerns in Hana, Maui approximately only one (1) day a week and, if not completed on that day, service concerns may not be addressed until the following week.

- (a) Please state the existing franchisee's repair and maintenance service practices in each franchise area. If the proposed transaction is approved and effectuated, what efforts will Comcast undertake to have the franchisee comply with HAR § 16-131-59 for each Hawai'i cable franchise?

**Response:**

Oceanic strives to meet the FCC's cable television customer service standards and works to comply with requirements of the applicable administrative rules for each franchise area. As discussed further below, Oceanic has implemented a team approach in Hana to address the service needs of this community.

Comcast has not had the opportunity to inspect or obtain detailed information on each local cable system involved in this transaction, including in Hawaii, and as such, it is not possible to provide specific details on potential repair and maintenance service changes in the future. Nevertheless, Comcast has certified in the Form 394, Section V, Part II, that it will use its best efforts to comply with the terms of the franchises and applicable state laws or local ordinances and related regulations, and to effect changes, as promptly as practicable, in the operation of the systems, if any changes are necessary to cure any violations thereof or defaults thereunder presently in effect or ongoing.

- (b) Please state the existing repair and maintenance service practices for Hana, Maui. If the proposed transaction is approved and effectuated, what efforts will Comcast undertake to have the franchisee comply with HAR § 16-131-59 for Hana subscribers?

**Response:**

Please see response to IR 17. Since the implementation of the team approach in Hana, Oceanic has completed all of its scheduled subscriber work orders on the day

the work is scheduled, with no carry over work to the following week. In addition, Oceanic technicians contact customer service representatives prior to leaving Hana at the end of the day to determine if other repair work that was not previously scheduled for that day can be accommodated before the technicians leave Hana.

As previously stated, Comcast has certified in the Form 394, Section V, Part II, that it will use its best efforts to comply with the terms of the franchises and applicable state laws or local ordinances and related regulations, and to effect changes, as promptly as practicable, in the operation of the systems, if any changes are necessary to cure any violations thereof or defaults thereunder presently in effect or ongoing.

4. With respect to cable digital boxes and/DVR boxes, will Comcast make available energy consumption ratings on the various boxes offered to consumers so that subscribers will be able to make informed decisions on their household energy usage regarding the selection of cable boxes and/or DVR boxes?
  - (a) Will Comcast offer energy efficient or energy star rated cable boxes and/or DVR boxes to Hawai'i subscribers?

**Response:**

In December 2013, Comcast joined with other leading multichannel video programming distributors, equipment manufacturers, and energy advocacy groups in launching an historic set-top energy conservation agreement ("Conservation Agreement"). When fully implemented across the industry, the agreement will result in an estimated \$1.5 billion in annual residential electricity savings and reduce carbon emissions by the equivalent of four power plants each year.

In 2013, over 93% of the new set-top boxes Comcast purchased satisfied the Environment Protection Agency's ENERGY STAR 3.0 efficiency levels, exceeding the 90% benchmark established in the Conservation Agreement. Comcast expects those percentages to increase in 2014 and Comcast will deploy such energy efficient equipment in the Hawaii systems consistent with the Conservation Agreement.

At the same time, Comcast is also working with its vendors on the next-generation of energy-efficient set-top boxes. For example, Comcast is partnering with silicon chip manufacturers to integrate auto-power-down "deep sleep" modes and other energy features into their "system-on-a-chip" technology used in set-top boxes.

Comcast plans to trial set-top boxes implementing auto-power down and deep sleep features by the end of 2014. Based upon the results of this trial, Comcast will look to

roll out these more advanced capabilities, in keeping with the obligations agreed to under the Conservation Agreement.

Comcast is also taking other measures to reduce the energy footprint of our services in the home. This includes deploying home-networking solutions that limit the need for multiple DVRs in the home; migrating program guide and DVR recording capabilities from the set-top box to the cloud, where energy can be efficiently managed on a shared basis; deploying over 30 million digital transport adapters, which run on only four watts of power; and streaming our cable services in IP to iPads, smartphones, and other customer-owned devices in the home that do not require a connected set-top box.

The energy consumption values for the set-top boxes currently being purchased and deployed by Comcast are available on the Cable Labs energy website, located at <http://energy.cablelabs.com/comcast>.

- (b) If Hawai`i subscribers are offered energy efficient or energy star rated cable boxes and/or DVR boxes, will Applicants charge a higher monthly rental fee for energy efficient cable boxes and/or DVR boxes, in comparison to regular "traditional" cable boxes and/or DVR boxes?

**Response:**

Comcast does not impose any additional charge on customers based on use of more energy efficient set-top boxes or DVRs. However, this equipment is typically newer and more feature rich than traditional boxes and may be more expensive for those reasons.

5. Oceanic currently assesses a monthly rental fee to Hawai`i subscribers for the use of cable modems provided by Oceanic. If the proposed transaction is approved and effectuated, what will be the policy regarding charges for cable modems?

**Response:**

Comcast also charges for subscriber use of leased cable modems and it has no plans to change Oceanic's existing policy. Consistent with Oceanic's policy, Comcast customers are not required to lease cable modems from the company but can buy their own.



- (a) If Applicants plan to continue with the monthly rental fee for cable modems, what will be the average fee for cable modems that Applicants expect to charge immediately following the transfer? What is the length of time that Applicants expect to keep this rate?

**Response:**

There are no current specific plans to make any changes with regard to monthly pricing for cable modems. Comcast is not in a position to develop specific plans relating to such operational matters until closer to or after the close of the transaction. However, Comcast reserves the right to consider and make such changes as customer and company needs dictate, consistent with Oceanic's franchise obligations and applicable rules.

- (b) Will Hawai'i subscribers' who have already purchased compatible modems be permitted to use their own equipment? Please specify any restrictions to be imposed and the reasons therefore.

**Response:**

Comcast allows broadband customers to use their own cable modems/routers instead of renting a modem/router from Comcast. A cable modem must meet Comcast's minimum technical specifications in order to be compatible with Comcast's network. For a list of modems that are currently compatible, please consult Comcast's Device Information Center, which can be found at the URL site: <http://mydeviceinfo.comcast.net/>.

6. In other jurisdictions, has Comcast received complaints about the quality and durability of its digital boxes and/or DVR boxes?

**Response:**

Please see response to IR 1(d) regarding Comcast's comprehensive procedures with respect to testing, inspecting and repairing refurbished equipment to ensure non-functioning equipment is not issued to customers. Also as stated in the response to IR 1(d), Comcast has not seen any indication that this is a prevalent issue based on customer complaints that appear on its escalation reports.

- (a) If yes, please specify the approximate number of complaints and summarize each of the most common types of complaint during the last three (3) years.

**Response:**

Please see response to IR 6 above.

- (b) After the transaction is completed, what efforts will Comcast undertake in Hawai'i to minimize complaints regarding its digital boxes and/or DVR boxes?

**Response:**

Please see response to IR 6 above.

- 7. In its May 23, 2014 Response to First Set of Information Requests, Response 1, Applicants claim that the savings and other efficiencies arising out of the transaction are not attributable to individual systems and state overall benefits to Applicants if the transaction is approved. During the two (2) months since Applicants filed their Response on May 23, 2014, Comcast representatives attended the July public hearings in each of the Hawai'i franchises, and have made efforts to become acquainted with each of the Hawai'i franchises, local non-profit and Public, Educational, and Governmental ("PEG") Access organizations, governmental officials, and education administrators.
  - (a) At this point in the process, given Comcast's greater familiarity with the various franchise areas, describe in detail how subscribers in each franchise area will benefit from the purported "efficiencies" and "cost savings" after the transaction is completed.

**Response:**

As previously noted, Comcast has not had the opportunity to inspect or obtain detailed information on each local cable system involved in this transaction, including in Hawaii. In addition, Comcast is limited by law in its ability to coordinate with Oceanic regarding operational issues at this time. Accordingly, while there will be substantial company-wide efficiencies and cost-savings, it is premature to identify how such efficiencies and cost savings will be realized in each Hawaii franchise area.

In this regard, adding to the Response to First Set of Information Requests dated May 23, 2014, the expanded geographic reach and additional geographic clustering made possible by a combination of Comcast and TWC will increase the economic efficiencies by enhancing the ability of the combined entity to serve customers whose needs span the existing geographic footprints of the two firms. Post-

transaction, Comcast will reach additional markets in which it previously had limited or no presence, including Hawaii, and the transaction will provide Comcast with access to several markets that are clustered near its existing markets. The greater scale and efficiencies resulting from the transaction will accelerate the deployment of next-generation broadband Internet, video, and voice services across the new company's footprint. For example, TWC customers will benefit from Comcast's proven commitment and expertise in continuously improving its high-speed data services, as well as Comcast's next-generation video products like the acclaimed X1 operating platform.

In addition, by combining their portfolios of products and services, the companies will be able to provide more and improved products and services than each would be able to do on its own. It will be more efficient for Comcast and TWC to provide these services as a combined company because the two firms use similar inputs in creating these services. For example, the transaction will allow Comcast to integrate the best features of its voice offerings with TWC's best features, creating best-in-class voice service offerings. In addition, each company brings proprietary technology and specialized knowledge about providing its unique mix of products and services.

8. During the July public hearings, many commentators expressed concerns that their rates for cable and broadband service will increase after the Comcast merger is completed.
  - (a) Will Comcast commit to Hawai'i cable subscribers that cable service rates be reduced and/or maintained at current levels? If yes, then please specify length of time period Comcast will not raise or maintain subscriber rates at current levels?

**Response:**<sup>2</sup>

As the FCC has expressly stated, franchising authorities may not circumvent FCC rate regulation procedures or standards by attempting to regulate rates through the Transaction approval process. *Implementation of Sections 11 and 13 of the Cable Television and Competition Act of 1992*, Report and Order, 8 F.C.C.R. 6828 ¶ 39, n. 38 (1993) (in exercising their transfer jurisdiction, franchising authorities may not seek to circumvent federal regulatory authority, including federal rate regulations in particular).

---

<sup>2</sup> See General Objection.

Notwithstanding this objection, and in the spirit of cooperation, Comcast provides additional background information regarding cable service rates.

As an initial matter, it bears repeating that nothing about the transaction will cause cable rates to go up. With synergies and a potential slight increase in leverage in negotiating programming deals, Comcast might be able to pass along some savings to customers or moderate the rate of price increases. Nonetheless, it is important to recognize that programming costs are the single biggest driver of cable prices. From 2004 through 2013, Comcast's programming costs per video subscriber have cumulatively increased by over 120%, an astonishing amount. Our prices to customers have risen at about half that rate. The average Comcast customer bill increased by only 2.0% this year, with no price changes for Limited Basic, Digital Preferred, or DVR services.

In addition, Comcast offers multiple options so customers can choose the right amount of programming at the right price. Comcast has many packages, including Lifeline (typically costs less than \$20 per month) and Digital Economy (typically less than \$35 a month).

About two-thirds of Comcast's customers buy bundles of services, and approximately 50% of Comcast's customers are on promotional packages. Our initial bundle pricing has been relatively stable over the past 7 years.

FCC data show the price per channel of expanded basic (the most popular tier among consumers) has increased only 0.2% per year from 1995 to 2012, while the Consumer Price Index rose 2.4% per year – *twelve times* as much. *Implementation of Section 3 of the Cable Television Consumer Protection and Competition Act of 1992*, 29 FCC Rcd 5280 ¶ 17 Table 3 (2014). And the price per channel of expanded basic actually decreased in the most recent period studied by the FCC and is the lowest it has been in all the years the FCC has measured it (since 1995).

- (b) If Comcast is unable to make any commitments to Hawai'i cable subscribers that their rates will not be increasing after the merger, please explain why not.

**Response:**

Please see response to IR 8(a).

- (c) What commitments is Comcast prepared to make with respect to rates for cable service in the State, if the proposed transaction is approved and effectuated?



**Response:**

Please see response to IR 8(a).

- (d) What commitments is Comcast prepared to make with respect to broadband rates in the State, if the proposed transaction is approved and effectuated?

**Response:**<sup>3</sup>

Please see response to IR 8(a).

While this information request concerns non-jurisdictional services, in the spirit of cooperation (while reserving all rights regarding the provision of this information), Comcast provides the following for informational purposes only.

Comcast offers many different packages and bundles at different price points, with different numbers of channels, Internet speeds, and other features. In recent years, at any given time, approximately two-thirds of Comcast's customers purchase bundles, and approximately 50% of Comcast's customers are on promotional packages.

For example:

Our Blast-Plus Double Play promotional package includes 45+ channels and broadband speeds up to 105 Mbps down for \$59.95; and our Starter Triple Play promotional package includes 140+ channels, up to 25 Mbps, and unlimited nationwide talk and text for \$79.99.

HD Preferred is Comcast's most popular triple-play bundle, which features over 220 channels and broadband speeds of at least 25 Mbps. Approximately 36% of Comcast customers subscribe to triple play.

In addition to these bundled packages, Comcast is fully committed to helping close the "digital divide" and has done more to do so and to encourage broadband adoption by low-income families than any other entity in the nation, private or governmental. As you know, when this transaction is approved, *Internet Essentials* will become available in all the communities in the retained TWC markets – including the Hawaii systems.

---

<sup>3</sup> See General Objection.

- (e) On average, how do rates for cable and broadband service currently charged to Hawai`i subscribers compare with prices charged for such service on the mainland United States? At minimum, for cable service, provide comparison rates for basic and premium services, and for broadband service, provide comparison rates based on speeds that Oceanic currently provides. To the extent that rates for cable and broadband service charged to Hawai`i subscribers are higher than prices charged for such services on the mainland United States, please provide an explanation of the justification for this practice.

**Response:**

Please see responses to IRs 8(a)-(d) regarding cable and broadband rate questions. Notwithstanding these objections, in the spirit of cooperation, Oceanic provides the rate sheets attached collectively as **Exhibit A** that show cable and broadband rates and services in the Hawaii systems and in other representative systems in New York City, New York, Charlotte, North Carolina, and Los Angeles, California. To the extent that rates for services vary between TWC systems across the country, this reflects the fact that rates are established based on individual market and operational factors.

- (f) If the proposed transaction is approved and effectuated, how will rates for cable and broadband service charged to Hawai`i subscribers compare with prices charged for such services on the mainland United States? Will Comcast commit that rates for cable and broadband service charged to Hawai`i subscribers will be no higher than prices charged for such services on the mainland United States? To the extent that rates for cable and broadband service charged to Hawai`i subscribers will be higher than prices charged for such services on the mainland United States, please provide an explanation of the justification for this practice.

**Response:**

Please see responses to IRs 8(a)-(e).

9. Comcast advertises that it provides cable service via a fully digital format, and has mentioned its intent to transition services in the State to all digital format as well. In Hawai`i, the number of analog service subscribers has decreased each year, although there are many subscribers still receiving only analog service. Thus, a conversion to an all-digital format will have a significant impact on analog only cable customers in the State.

- (a) What are Comcast's plans (including, but not limited to, timeframes, benchmarks, and expectations) for the conversion of the Hawai'i cable systems to an all-digital format?

**Response:**

TWC's all-digital migration currently is complete in about 17 percent of its footprint, and TWC expects to have completed only 75 percent of its footprint by the end of 2016. While Oceanic systems in Hawaii are now partially digital, there is substantial additional work required to complete the full transition to all digital. Comcast has stated that it generally expects the all-digital transition to be accelerated, including in Hawaii. However, before Comcast can more fully inspect the systems and evaluate the condition of the facilities, it is premature to provide more specific information regarding timeframes.

- (b) How much notice does Comcast anticipate will be given to subscribers of a pending transition? What type or form of notice will be provided to subscribers?

**Response:**

Comcast will comply with all required notifications regarding the transition. Based on Comcast's prior experience converting its systems to digital, the process occurs in phases as portions of a system are converted to digital. See representative digital migration customer service notices attached collectively as **Exhibit B**.

- (c) What type of digital converter boxes will be offered to analog service subscribers? Does Comcast anticipate that the digital converter boxes will be offered at no-charge to subscribers? If not, what would the charge be? How long will the offer last?

**Response:**

Comcast provides digital converter boxes in other systems and expects that similar terms will apply in Hawaii. A representative rate card for Comcast's Seattle system with price information regarding digital converters appearing on page 2 under "Video Equipment" is attached as **Exhibit C**.

- (d) Upon transition to all digital service, will Hawai'i subscribers face a price increase for cable service? If there will be an increase in the price for cable service, on average, what will the price increase be?

**Response:**

Please see responses to IRs 8(a)-(c).

10. Comcast has committed to extending its broadband adoption program known as Internet Essentials to the State of Hawai'i. On August 4, 2014, Comcast announced modifications to the Internet Essentials program.
- (a) State the current parameters of the program and specify the Internet speeds (download and upload) that is offered in the program.

**Response:**

In 2011, Comcast introduced *Internet Essentials*, which is the nation's largest and most comprehensive broadband adoption program. *Internet Essentials* offers qualified low-income families low-cost broadband service for \$9.95 per month; the option to purchase an Internet-ready computer for less than \$150; and multiple options to access free digital literacy training in print, online and in person. There are no price increases, no activation fees and no equipment rental fees:

- Eligibility criteria expanded – Comcast has expanded the eligibility criteria for *Internet Essentials* twice, first by extending it to families with children eligible to receive reduced price school lunches, and then by offering it to parochial, private, cyberschool, and homeschooled students. As a result, nearly 2.6 million families nationwide are now eligible for *Internet Essentials*, an increase of approximately 30 percent from the original eligible base.
- Instant approval process expanded – Comcast expanded its instant approval process for families whose students attend schools with 70 percent or more National School Lunch Program participation (previously, the threshold was 80 percent), which further enhanced participation rates.
- Increased speeds – Comcast increased the broadband speeds for *Internet Essentials* customers twice in less than two years. *Internet Essentials* now offers download speeds up to 5 Mbps, more than triple the speed offered at the beginning of the program.
- Partner support facilitated – Comcast's community partners now may help connect low-income families to the Internet by purchasing "Opportunity



Cards” that help defray the cost of the service. And Comcast launched a program that gives third parties such as schools and community-based organizations the ability to purchase *Internet Essentials* service and equipment in bulk for families in their community.

- Learning Centers enhanced – Comcast launched an expanded version of its online Learning Center to provide families with enhanced and dynamic content, including new interactive content in Spanish.
- Access to Khan Academy – Comcast established a multi-year, multi-million dollar partnership with Khan Academy that will combine the free, world-class educational content of Khan Academy’s award-winning website with the transformative potential of *Internet Essentials*. The commitment includes hundreds of thousands of PSAs, significant digital promotion, and multiple joint promotion opportunities around the country over the next few years. Comcast has promoted *Internet Essentials* through local community partners, and has also conducted outreach to all public schools and libraries in the communities currently served. In 2014, Comcast announced that the *Internet Essentials* program has been extended indefinitely — beyond its initial three-year period. Post-transaction, qualified customers in the Oceanic systems will also be eligible for the *Internet Essentials* program.

(b) State the eligibility requirements for program qualification.

**Response:**

Comcast’s *Internet Essentials* program is available throughout Comcast’s service areas, and will be extended to Oceanic’s service areas, including Hawaii. To qualify for *Internet Essentials*, the household must (i) be located where Comcast offers Internet service; (ii) have at least one child eligible to participate in the National School Lunch Program; (iii) not have subscribed to Comcast Internet service within the last 90 days; and (iv) not have outstanding Comcast debt that is under one year old. Families can find out if they qualify and can sign up by calling toll-free (1-855-846-8376) or online at [www.internetessentials.com](http://www.internetessentials.com). Customers can apply online or call 1-855-8-INTERNET (1-855-846-8376) to request a short application.

- (c) Would Comcast commit to increasing the reach of the program in Hawai‘i to include individuals and families that participate in other federal or State support programs similar to carriers that participate in the Federal Communications Commission’s (“FCC”) Lifeline program. For instance, would Comcast commit (as a local wireless carrier in the State has done)

to provides discounted wireless telephone service to individuals that participate in the National School Lunch-Free Lunch Program and other various programs including Medicaid, Supplemental Nutrition Assistance Program, Supplemental Security Income, Low-income Home Energy Assistance Program, Federal Public Housing Assistance or Section 8, and Temporary Assistance for Needy Families program.

**Response:**

Because *Internet Essentials* is designed for and focused on meeting the broadband adoption gap for a specific population – low-income families with school-age children who are not currently connected to broadband Internet at home – Comcast does not currently have any plans to change the program requirements to include other categories of potential customers. Nonetheless, we continually strive to reduce barriers to enrollment. This includes waiving the credit check requirement for *Internet Essentials* families and empowering our customer representatives to work with individual families on a case-by-case basis to address past credit issues, arrange flexible payment plans, and work out myriad other issues.

In addition, Comcast has invested more than \$165 million in cash and in-kind support to help fund digital literacy initiatives nationwide, reaching more than 1.6 million people through Comcast's non-profit partners, and will continue its efforts to promote digital literacy. Our constant goal is to extend the reach of the program for the families and children it is designed to serve.

Although Comcast is primarily focused on reaching a greater number of the low-income families that *Internet Essentials* is designed to serve, we are looking at potential ways to expand the program. For example, with respect to seniors, Comcast has conducted pilot adoption initiatives through the AARP Foundation and Project GOAL (Project to Get Older Adults on Line) – an organization that promotes the adoption of broadband services by older adults. Comcast entered into a bulk service agreement for Internet service with the AARP Foundation, so that all program participants have access to high-speed Internet in the home. Comcast is only now reviewing the results of these initiatives, so it is premature to comment further on them.

- (d) Would Comcast commit to allowing current subscribers of Comcast Internet service (Oceanic service in Hawai`i) to also participate in the program if they satisfy all other program requirements?

**Response:**

As explained in response to IR 10(c), *Internet Essentials* is designed for and focused on meeting the broadband adoption gap for a specific population – low-income families with school-age children who are not currently connected to broadband Internet at home. Comcast does not currently have any plans to change the program requirements to include current customers.

11. Recent national articles have described instances in certain Comcast markets (such as Houston, Texas) where Comcast uses its customers Internet cable modems as Wi-Fi hotspots available for other Comcast subscriber. Comcast has publically stated that the Wi-Fi connections are separate from the customer's home network and that anyone accessing the Internet through the hotspots cannot get access to devices, accessories, data, and services in the subscriber's home network.
  - (a) If the transaction is approved and effectuated, will Comcast implement such Wi-Fi hotspots in Hawai'i?

**Response:**<sup>4</sup>

Comcast expects to deploy these services in the Hawaii systems to create more options for customers to stay connected while out of home, visiting friends or family.

Comcast has led the entire broadband industry in rolling out advanced Wireless Gateway routers to more than 8 million households and small businesses, giving these customers faster speeds (up to 270 Mbps downstream as compared to 85 Mbps downstream from the prior generation devices) over their home and business wireless networks. XFINITY WiFi is a network of public Wi-Fi hotspots that allows most XFINITY Internet customers to connect to the Internet at the fastest Wi-Fi speeds around town while out of their homes to conserve usage on cellular data plans.

Comcast has recently expanded the XFINITY WiFi network by enabling qualifying Wireless Gateways with the Home Hotspot feature on the advanced Wireless Gateway. These advanced Wireless Gateways are engineered so that there is no ability to share information between the private in-home network and the XFINITY WiFi network. XFINITY WiFi is designed to work on a separate network so that the customer's home network remains entirely secure. Separate bandwidth is also

---

<sup>4</sup> See General Objection.

added to the Wireless Gateway that is reserved for the XFINITY WiFi side of the device, so that there is no impact to the broadband connection to the home.

Additional information concerning Comcast Wi-Fi hotspot service can be found at: <http://www.comcast.com/wifi/faqs.html>.

- (b) If such an undertaking is implemented in Hawai`i, how will customers be notified in advance? Will subscriber consent be required before a subscriber's cable modem is included in the Wi-Fi hotspot program?

**Response:**<sup>5</sup>

At the time Comcast begins to deploy the Home Hotspot feature in Hawaii, notice will be provided to customers so that they are aware of the new feature and its benefits, and ways they can access and manage the home hotspots. While no advance consent is required for Comcast to enable the Home Hotspot feature, each customer can easily disable (and re-enable) this feature by visiting My Account at <http://customer.comcast.com/>, clicking on "Users & Preferences", and then selecting "Manage XFINITY WiFi." Customers can also call 1-800-XFINITY to disable or to enable the feature.

- (c) Will Comcast commit to require specific customer consent before hotspot participation is implemented and effectuated? Will Comcast provide customers who participate in the Wi-Fi hotspot program a discount in their broadband rates or upgrades in speeds without cost, or some other type of incentive to participate?

**Response:**<sup>6</sup>

See response to IRs 11(a) - (b).

As noted, when the Home Hotspot feature is enabled, additional capacity is provided through a second, separate service flow so the broadband connection to the home is not affected. Subscribers continue to enjoy upload and download speeds for their tier of service regardless of whether the XFINITY WiFi Network is being utilized. The XFINITY WiFi service is an enhancement available to Comcast customers and no discounts or other incentives are provided.

---

<sup>5</sup> See General Objection.

<sup>6</sup> See General Objection.



- (d) Have Comcast Wi-Fi hotspots, as described above, been legally challenged in any court of law? If yes, please provide details regarding the challenge(s).

**Response:**<sup>7</sup>

Comcast is not aware of any legal challenges to Comcast's Home Hotspots program.

- (e) Although Comcast appears to indicate that its Wi-Fi hotspots using its customers' cable modems do not compromise the security of devices, services, and data in a subscriber's private home network, please provide detailed technical documentation regarding the security aspects of the program.

**Response:**<sup>8</sup>

See response to IR 11(a).

- (f) Will a Comcast cable modem Wi-Fi box draw more electrical power than the other cable modem boxes? What is the power usage rates of the Comcast cable modem Wi-Fi boxes? Based upon the average electrical charges in each franchise area, how much will a Comcast subscriber be paying per year for electrical power to operate her cable modem Wi-Fi box that is utilized by others accessing their hotspots?

**Response:**<sup>9</sup>

Manufacturer testing has shown that the Home Hotspot feature creates no incremental electrical consumption beyond normal home use.

12. Currently, Oceanic offers a stand-alone Internet service at a rate of \$14.99. Will Comcast commit to maintain this stand-alone rate for Internet service after the merger is completed? If so, for how long a period is Comcast prepared to commit? If not, what is the maximum rate to which Comcast is prepared to commit during the first three (3) years after the transfer is effectuated, if approved?

---

<sup>7</sup> See General Objection.

<sup>8</sup> See General Objection.

<sup>9</sup> See General Objection.

**Response:**<sup>10</sup>

As previously noted, Comcast has no immediate plans to change any of Oceanic's services and rates. However, Comcast reserves the right to consider and make such changes as customer and company needs dictate.

13. During the public hearings held by DCCA during July 14 - 18, 2014 and various public written comments received by the DCCA, testifiers expressed strong concern regarding the continued support of and access to public access broadcasts via the local PEG channels.
- (a) If the transaction is approved and effectuated, will Comcast commit to broadcast PEG channels using full analog transmission on the basic tier, and repeat the transmission on standard digital and high definition formats?

**Response:**<sup>11</sup>

As stated previously, Comcast has committed to comply with all Oceanic franchise requirements. Accordingly, Comcast provides the following additional background concerning its commitment to PEG services for informational purposes only.

Comcast has a long history of supporting local PEG access programming, and is the largest distributor of PEG access programming in the country. None of our DBS or telecommunications competitors is required to match cable's PEG obligations.

Comcast also hosts PEG and hyper-local content on VOD and Online On Demand in five pilot communities through "Project Open Voice." As of January 2014, there were nearly 1.2 million unique visits to the project's websites. The project had generated 50,000 views from its 582 VOD PEG video assets and 90,000+ views from the 4,800 online video assets.

Post-transaction, Comcast will continue to negotiate reasonable PEG commitments based on community needs, and will only adjust those commitments in a manner consistent with our franchises and with state franchising laws.

---

<sup>10</sup> See General Objection. As indicated in response to IR 8(d), broadband services and rates are not within the jurisdiction of the DCCA and are not related to the relevant legal, technical and financial qualifications of Comcast.

<sup>11</sup> See General Objection. The parties respectfully submit that issues relating to future commitments for PEG are not relevant to Comcast's legal, technical and financial qualifications. PEG requirements are established in the franchise renewal process based on community needs and interests.

- (b) Will Comcast commit to working towards broadcasting PEG channels in the same technical quality that is similar to local broadcast stations in Hawai'i?

**Response:**

See response to IR 13(a) above.

- (c) Will Comcast commit to place PEG channels in a continuous and sequential manner, to the extent possible, and at the lower tier of the channel placement?

**Response:**

See response to IR 13(a) above.

- 14. Will Comcast commit to provide increased coverage of Hawai'i State Legislative proceedings for subscribers in each of the Hawai'i franchise systems? Please specify the specific actions that Comcast is prepared to take.

- (a) The Hawaii State Legislature currently has a Statewide VOD channel dedicated to State Government content and proceedings. Would Comcast be agreeable to provide infrastructure that would allow a subscriber in any of the current Oceanic franchise areas to be able to pick and choose any of the live hearings or proceedings being conducted at the Hawai'i State Capitol?

**Response:**

Please see response to IR 13 above. As discussed above, Project Open Voice is an ideal vehicle to advance this type of initiative.

- 15. Oral testifiers during the public hearings made mention of the need for symmetry between download and upload speeds in broadband service. Is Comcast prepared to commit to provide affordable broadband offering with symmetrical upload and download speeds. Please describe any specific service Comcast proposes to offer, including the speed and price.

**Response:**<sup>12</sup>

For informational purposes only, Comcast provides the following background.

Comcast recognizes the importance of providing a variety of pricing and service options to its customers. As explained in response to IR 8(d), Comcast offers many different packages and bundles at different price points, with different numbers of channels, Internet speeds, and other features.

Comcast has invested substantially in advanced broadband technology, and system upgrades, and today delivers some of the industry's fastest broadband speeds. Comcast has increased Internet speeds 13 times in the past 12 years, with Comcast's top residential broadband speed increasing more than 30-fold over the past five years. Although TWC has invested in advanced broadband technologies like DOCSIS 3.0, and has upgraded some of its network to be able to offer faster speeds, its transition to all-digital is not close to complete and it does not currently have sufficient bandwidth in most of its systems to provision the higher speeds Comcast offers. TWC's most widely-subscribed speed tier is 15 Mbps/1 Mbps in most areas, whereas Comcast's most widely-subscribed speed tier is 25 Mbps/5 Mbps, with over one-third of all Comcast customers subscribing to speeds in excess of 50 Mbps/10 Mbps.

Comcast intends to make (and has the expertise and wherewithal to make) substantial upgrades to TWC's broadband service, in conjunction with the digital transition it is committed to accelerating and completing. Indeed, Comcast is committed to surpassing TWC's announced plans to upgrade broadband speeds to 75 percent of its footprint over the next three years – and can achieve these goals more cost-efficiently than TWC could alone. And beyond this, Comcast intends to deploy next-generation technologies like Converged Cable Access Platform and DOCSIS 3.1 throughout its service area, including the former TWC markets, further enhancing broadband speeds and service. Comcast's investment in all-digital technology and DOCSIS 3.1 will enable it to continue increasing both downstream and upstream speeds to meet consumer demand.

16. As a condition of the Comcast, General Electric Company, and NBC Universal, Inc., transfer proceeding approved by the FCC in January 2011, Comcast is required to abide by the FCC's Open Internet (also known as Net Neutrality) rules that were in place at that time. However, the requirement for Net Neutrality

---

<sup>12</sup> See General Objection. As indicated above, the DCCA does not have jurisdiction to regulate broadband and this information request is not relevant to Comcast's legal, technical and financial qualifications.



under the FCC's order only extends to 2018. Will Comcast commit to extending compliance with the Net Neutrality rules beyond 2018 in Hawai'i? Please describe any specific commitment that Comcast is prepared to make.

**Response:**<sup>13</sup>

For informational purposes only, Comcast provides the following background.

Comcast was a supporter of the FCC's original Open Internet rules and has lived under them for more than three years. Although the no-blocking and non-discrimination portions of the original Open Internet rules were vacated by the United States Court of Appeals for the District of Columbia Circuit, Comcast is still fully bound by them – and is the only provider in the country still subject to them, due to its voluntary commitment to be legally bound by them in connection with its merger with NBCUniversal.

Comcast's commitment to abide by these rules, notwithstanding any judicial disposition, will now extend to millions of TWC customers and continues through 2018. Comcast's existing open Internet commitment serves as a bridge until new industry-wide Open Internet rules are in place. Given the FCC's ongoing open Internet proceeding and pronouncement that it intends to adopt new regulations, there is little doubt that industry-wide open Internet protections will be in place by 2018.

17. In their "Oral Testimony" read by Senator Kalani English during the public hearing held by DCCA in Wailuku, Maui on July 15, 2014 and filed as a written testimony, the Hana Broadband Committee raise concerns regarding alleged non-compliance with federal and franchise requirements. Specifically, they note Oceanic's non-compliance regarding: (1) institutional network connections of anchor institutions; (2) technical performance of the cable television system serving Hana; (3) certain customer service requirements; and (4) service rate issues. The written "Oral Testimony" submitted by the Hana Broadband Committee can be found at the CATV website at <http://cca.hawaii.gov/catv/files/2014/04/ComcastOceanic-HBC-Oral-Testimony-on-OTWC-Transfer-to-Comcast.pdf>

State Applicants' response to the concerns of the Hana Broadband Committee.

---

<sup>13</sup> See General Objection. As indicated above, the DCCA does not have jurisdiction to regulate broadband and this information request is not relevant to Comcast's legal, technical and financial qualifications. Moreover, this particular issue relates to a uniquely federal regulatory framework that is currently being addressed by the FCC and is not appropriately addressed by the DCCA.

To the extent the Applicants dispute these allegations, please provide the basis on which you do so. To the extent the Applicants do not dispute the allegations, please describe the corrective action that has or will be taken. Please be as detailed as possible.

**Response:**

Oceanic believes it is in full or substantial compliance with federal and franchise requirements with respect to its service to Hana. Oceanic continues to commit substantial resources to its subscribers in Hana despite the technical and logistical challenges posed by Hana's remote location. Oceanic's capital investment in Hana and its commitment of customer service personnel to the area, on a per subscriber basis, meets or exceeds Oceanic's investment and commitment of resources to other areas of Maui County.

As the Community Ascertainment and Related Activities report for Oceanic's franchise renewal for Maui County concluded, Oceanic's system on Maui is technically sound, the system performance and quality levels are within FCC requirements, and operations, maintenance and repairs are well organized and performed with attention to detail and long term reliability as a priority. See Community Ascertainment and Related Activities Summary for Oceanic's Franchise Renewal County of Maui, Hawaii (May 30, 2013). Although Oceanic believes it meets all technical franchise and FCC system requirements in Maui County, including Hana, Oceanic has continued to improve customer experiences by making significant investments to upgrade the microwave system serving Hana residents. In early June, 2014, Oceanic upgraded its network switch serving Hana and increased its capacity from 100 Mbits to 1 Gbit. In addition, two extra downstream frequencies were added to the system, which added more capacity for digital video channels. In early July, 2014, the QAM modulators were increased from 128QAM to 256QAM. Collectively, these upgrades substantially increased the bandwidth for the Hana system, which in turn has further improved the technical performance of Oceanic's video services to Hana residents.

Oceanic further notes that these upgrades also enabled Oceanic to increase Internet broadband speeds to up to 15Mbps for all Hana subscribers. While Oceanic's broadband Internet service is not governed by its Maui County franchise, Oceanic unequivocally disputes the Hana Broadband Committee's contention that previous level of broadband Internet service to Hana customers did not comply with notice provisions in the franchise or applicable law. Nevertheless, as noted above, Oceanic has made significant capital expenditures to increase its broadband Internet speeds in Hana, which are consistent with speeds for Oceanic's Standard Internet Service statewide. Furthermore, although Oceanic is in full compliance with all I-Net

related franchise requirements for Maui County (see Community Ascertainment and Related Activities Summary), these upgrades should also enable Hana School to utilize Oceanic's system for broadband Internet connectivity as needed.

Although network statistics indicate that the recently-upgraded system and bandwidth is more than sufficient to support the current level of video and the 15Mbps broadband Internet service to all Hana residents, Oceanic is planning further investments and upgrades to its microwave system. When implemented, these upgrades will further enhance the reliability of Oceanic's video services and further increase broadband Internet speeds in Hana. These further upgrades are preliminarily planned for the end of 2014.

In terms of customer service in Hana, Oceanic believes it appropriately balances the customer service related needs of Hana residents given the community's remote location with the needs of other Maui County subscribers. Given the approximately 4-5 hour round trip travel time to Hana, Oceanic sends a team of technicians to Hana every Wednesday. The technical team consists of one to two installers, one service technician and one maintenance technician. This comprehensive team approach is unique to Hana and enables Oceanic to quickly and efficiently address both customer and system related issues that may arise on any given week. All Hana residents also have access to Oceanic's customer service representatives on a 24 hour basis via telephone.

18. Data caps or the use of Internet usage-based pricing have become a major concern for many individuals. Comcast has been quoted in the media as saying that it could mandate a monthly data cap on all customers in the next five (5) years.
  - (a) Will Comcast implement data caps or Internet usage-based pricing in Hawai'i?

**Response:**<sup>14</sup>

For informational purposes only, Comcast provides the following background.

Comcast announced almost two years ago that it was suspending enforcement of its prior 250 GB excessive usage cap and that it would instead be trialing different pricing and packaging options to evaluate options for subscribers – options that

---

<sup>14</sup> See General Objection. As indicated above, the parties respectfully submit that DCCA does not have jurisdiction to regulate broadband and this information request is not relevant to Comcast's legal, technical and financial qualifications.



reflect evolving Internet usage and that are based on the desire to provide flexible consumption plans, including a plan that enables customers who want to use more data the option to pay more to do so as well as a plan for those who use less data the option to save some money. As has been well publicized for some time now – including through Comcast’s own website – these trials are ongoing and currently cover a small minority of customers. Some of these trials include a data usage plan that allows customers who use very little Internet each month to receive a discount on their service fee, and variations on a plan that provide customers with the ability to buy additional increments of usage if they exceed a base amount (starting at 300 GB) that is included with their service. As it turns out, only a very small percentage of Comcast customers in the trials go over 300 GB in any given month, so few customers see increased costs because of the data plans and Comcast has seen no evidence that the data plans discourage usage, which has generally continued to increase in and outside of the trial markets.

- (b) If and when such a pricing mechanism is implemented in Hawaii, will Comcast voluntarily commit to providing the DCCA and public a least six (6) months’ notice regarding the change in the pricing structure? Will Comcast voluntarily commit that any such pricing mechanism will not unduly harm the Hawai`i public and that the pricing structure will be consist or in alignment with the price structure set for broadband service on the mainland United States?

**Response:**

See response to IR 18(a).

- 19. Hawaiian Telcom has filed comments alleging that various practices by Oceanic have impeded competition in the multichannel video services market.

**Response:**<sup>15</sup>

- (a) What is Oceanic’s business justification for requiring Hawaiian Telcom to offer its regional sports program in its basic tier, barring Hawaiian Telcom from providing this programming to commercial customers, and preventing Hawaiian Telcom from selling local advertising in connection with this programming?

**Response:**<sup>16</sup>

---

<sup>15</sup> See General Objection. The issues raised in this IR 19 are not relevant to Comcast’s legal, technical and financial qualifications.

Without waiver of the noted foregoing objection, Oceanic states that with respect to Oceanic's OCSports channel, while confidentiality obligations in Oceanic's agreement with Hawaiian Telcom restrict Oceanic from disclosing the terms of that agreement, it is not true that the agreement requires Hawaiian Telcom to carry OCSports on its basic tier. Oceanic further notes that the basic tier is where Hawaiian Telcom carries all other regional sports programming services in addition to OCSports.

Oceanic's understanding is that Hawaiian Telcom currently has no commercial subscribers and only recently requested the right to provide OCSports to commercial customers; accordingly, Oceanic did not previously "bar" Hawaiian Telcom from providing OCSports to its commercial customers. Nevertheless, Oceanic has recently agreed to permit Hawaiian Telcom to offer OCSports to commercial customers.

Hawaiian Telcom has been limited to inserting its own promotional ads on OCSports. Significantly, Hawaiian Telcom previously conceded that it was technologically incapable of inserting local advertising on OCSports, and Oceanic notes that Hawaiian Telcom does not currently insert local commercial or promotional advertising on any of its services. Nevertheless, Oceanic is working in good faith with Hawaiian Telcom to permit Hawaiian Telcom to insert local advertising on OCSports.

- (b) What is Oceanic's business justification for not permitting Hawaiian Telcom to purchase, on commercially reasonable terms, Hawai'i high school sports programming that it produces?

**Response:**

Oceanic developed OC16 to provide local high school sports and original, local lifestyle programming to its subscribers. Oceanic, which is not required to offer OC16 to Hawaiian Telcom under applicable law, considers OC16 a proprietary service for its subscribers, and the channel is one aspect of Oceanic's service that reasonably and fairly distinguishes Oceanic from its competitors.

- (c) Does Comcast intend to continue the practices described in subparagraph (a) and (b)?

---

<sup>16</sup> Oceanic respectfully submits that the information requested by IR Nos. 19(a), (b) and (e) is not within the scope of the DCCA's review of the Joint Application nor DCCA's regulatory authority over Oceanic as a programmer and the business transactions that Oceanic conducts in that capacity.



**Response:**<sup>17</sup>

Comcast does not have any facts regarding Hawaiian Telcom's allegations or the type of programming in issue and, therefore, has not had an opportunity to fully analyze the issues. Comcast, however, notes that, generally, it makes all of its programming networks available for other MVPDs to carry at market based rates, and networks that qualify as RSNs under the NBCUniversal Order are even entitled to arbitration.

- (d) Will Comcast commit to allow competing providers of multichannel video programming services in Hawai'i to purchase content produced by Comcast and its affiliates at reasonable and non-discrimination prices, terms, and conditions?

**Response:**

See response to IR 19(c) above.

- (e) Please list all video programming produced by non-affiliated entities for which Oceanic or Comcast currently has the exclusive United States distribution rights.

**Response:**

Based on Oceanic's understanding that "non-affiliated entities" means entities that are not affiliated with Oceanic, Oceanic responds as follows: 1) Scenic Hawaii; and 2) various programs on OC16 in which Oceanic has various distribution rights.

Comcast has no such exclusive programming distribution rights.

---

<sup>17</sup> See General Objection. The parties respectfully submit that these issues are not relevant to the legal, technical and financial qualifications of Comcast.

# Residential Service Prices - Big Island

## TV

**Standard TV Service** ..... \$ 64.74  
Includes Basic Service (\$13.59)

**Standard TV Service on additional outlets** ..... FREE

### Digital TV Packages

Digital Variety Pak (Standard Service required) ..... \$ 16.49

Movie Pass (Standard Service required) ..... \$ 16.49

Digital Variety Pak & Movie Pass (Standard Service required) ..... \$ 19.99

*Each option above includes an Interactive Program Guide, Music Choice and local FM stations.*

EPIX ..... \$ 9.99

Encore Pass ..... \$ 6.99

Sports Pass (Standard Service required) ..... \$ 9.49

Family Choice (Basic Service required) ..... \$ 12.99

### High Definition

Primary HD Entertainment Pak (Standard Service required) ..... \$ 6.95\*

Additional HD Entertainment Pak ..... \$ 3.50

### Premium Packages (includes On Demand channels)

HBO (7 channels); Cinemax (5 channels); Showtime (9 channels);

Starz (7 channels); The Movie Channel (4 channels)

First Premium Package ..... \$ 15.95\*

Each Additional Premium Package ..... \$ 9.95\*

### Premium Services

GMA Pinoy (includes Filipino Radio), GMA Life (includes Filipino Radio),

The Filipino Channel (includes Lifestyle Network, Filipino On Demand,

Filipino Radio & Myx):

All three channels	Any two channels	Any one channel
<b>\$29.95*</b>	<b>\$23.95*</b>	<b>\$13.95*</b>

Filipino Radio (DZBB & DWLS) ..... \$ 9.95

NGN, NGN2, NGN3, NGN4 (NHK World):

Combo Plus (all 4)	NGN2 & 4	NGN & NGN3 & 4	NGN3 & 4
<b>\$36.90*</b>	<b>\$33.95*</b>	<b>\$17.95*</b>	<b>\$14.95*</b>

The Chinese Channel ..... \$ 13.95\*

Zhong Tian (CTI), CCTV-4 Package ..... \$ 11.95\*

Spanish Package ..... \$ 7.00\*

SBTN - Vietnamese ..... \$ 14.99\*

Disney On Demand ..... \$ 3.95\*

Disney Family Movies On Demand ..... \$ 4.99\*

Here TV On Demand ..... \$ 7.95\*

Playboy TV, Playboy Español & Playboy TV On Demand ..... \$ 14.95\*

Penthouse & Penthouse On Demand ..... \$ 14.95\*

The Erotic Network (TEN) & TEN On Demand ..... \$ 14.95\*

REAL & REAL On Demand ..... \$ 14.95\*

Hustler & Hustler On Demand ..... \$ 14.95\*

Manhandle & Manhandle On Demand ..... \$ 14.95\*

### Adult Packages

Any 3 adult subscriptions ..... \$ 28.95\*

Playboy TV, Playboy Español & Playboy TV On Demand

Penthouse & Penthouse On Demand

TEN & TEN On Demand

REAL & REAL On Demand

Hustler & Hustler On Demand

\* Price if Digital TV Package is ordered, otherwise \$4 more for Interactive Program Guide, Music Choice and local FM stations.

### Digital Equipment

Primary Digital TV Box with remote ..... \$ 7.31

Additional Digital TV Box with remote ..... \$ 5.00

Cable Card ..... \$ 2.50

DA (Digital Adapter) ..... \$ 99

DA may be required to receive Digital Basic or Standard service on older analog TVs. Digital TV box is necessary to order Premium, Pay-Per-View, DVR and other digital services.

**Duplicated Digital Service** ..... \$ 9.50

Includes Digital TV box with Premium and Digital TV service subscribed to on the first box with the exception of Digital Video Recorder and HD Entertainment Pak.

**Digital Video Recorder (DVR) Service per unit** ..... \$ 12.99\*

**Whole House DVR Service per unit** ..... \$ 19.95\*

Whole House Digital TV Box Receiver ..... \$ 5.00

‡ Digital TV box required

## On Demand

Movies On Demand ..... starting at \$1.99

Adult Movies & Specials ..... starting at \$3.99

Sports On Demand ..... Prices vary

High Definition Movies On Demand ..... starting at \$2.99

Pay-Per-View Special Events ..... Prices vary

## TV Service Installation

Standard/Basic - up to 3 outlets ..... \$ 29.99

Each additional TV connection after first 3 ..... \$19.99ea.

Reconnection charge ..... \$58.99 inside, outside \$ 18.99

Each additional TV connection (separate trip) ..... \$ 29.99

Box Exchange/Upgrade ..... \$29.99 first outlet  
\$19.99 each additional outlet

## INTERNET

### Monthly (up to: down/upload):

Everyday Low Price Internet (up to 2/1 Mbps) ..... \$14.99

Basic Internet (up to 3/1 Mbps) ..... \$38.99

Standard Internet (up to 15/1 Mbps) ..... \$57.99

Turbo Internet (up to 20/2 Mbps) ..... \$10.00\$†

Extreme Internet (up to 30/5 Mbps) ..... \$20.00\$†

Ultimate 50 Internet (up to 50/5 Mbps) ..... \$30.00\$†

Ultimate 75 Internet (up to 75/5 Mbps) ..... \$40.00\$†

Ultimate 100 Internet (up to 100/5 Mbps) ..... \$50.00\$†

‡ Standard Internet required with Turbo/Extreme/Ulimate. \* FREE wireless service available.

Multi-product discounts available.

Home WiFi Service ..... \$4.95

Internet Modem Lease Fee ..... \$5.99

### Internet Installation

Internet new connection/upgrade ..... \$29.99

Software Set Up ..... \$24.95

Internet and WiFi ..... \$29.99

WiFi only ..... \$19.99

## HOME PHONE SERVICE

### Monthly:

Phone	Nation	State	Island
	<b>\$49.95</b>	<b>\$39.95</b>	<b>\$29.95</b>

2nd Phone*	<b>\$29.95</b>	<b>\$24.95</b>	<b>\$19.95</b>
------------	----------------	----------------	----------------

\* When combined with another phone line of equal or greater value.

International OnePrice (IOP) ..... \$19.95\*\*

Global Penny Phone Plan (GPPP) ..... \$ 2.95\*\*

\*\* Home Phone required for IOP/GPPP

Voice mail service ..... \$ 3.95

Private Listing ..... \$ 1.20

Subscriber Line Charge ..... \$ 3.00

### Phone Installation

First phone line ..... \$29.99

Second phone line (with initial trip) ..... FREE

Second phone line (separate trip) ..... \$29.99

## EQUIPMENT RETURN

Equipment unreturned or damaged:

Remote ..... \$ 10.00

Digital TV box ..... \$180.00

Digital Video Recorder (DVR) ..... \$290.00

Cable Card ..... \$ 80.00

DA (Digital Adapter) ..... \$ 60.00

Tuning Adapter ..... \$150.00

Amplifier ..... \$ 40.00

Cable Modem ..... \$ 80.00

Wireless Modem ..... \$120.00

Phone Modem ..... \$150.00

Pick Up Equipment Charge ..... \$ 18.99

A monthly State Cable Franchise fee of 5% on all cable services & TV installation applies. A monthly Broadcast TV fee of \$2.25 applies on Basic TV. A Na Leo Capital Fund assessment of 25¢ applies to all Basic TV subscribers (excluding military subscribers). State excise taxes apply. Minimum one month service charge. Dollar amounts shown are monthly residential prices unless otherwise stated. Subscribers on military bases are subject to military franchise fees. E911 surcharge of \$0.66 per month per phone line. Prices and services are subject to change.

# Residential Service Prices - Kauai

## TV

<b>Standard TV Service</b> .....	<b>\$ 64.74</b>
Includes Basic Service (\$35.11)	
<b>Standard TV Service on additional outlets</b> .....	<b>FREE</b>
<b>Digital TV Packages</b>	
Digital Variety Pak (Standard Service required) .....	<b>\$ 16.49</b>
Movie Pass (Standard Service required) .....	<b>\$ 16.49</b>
Digital Variety Pak & Movie Pass (Standard Service required) ..	<b>\$ 19.99</b>
<i>Each option above includes an Interactive Program Guide, Music Choice and local FM stations.</i>	
EPIX .....	<b>\$ 9.99</b>
Encore Pass .....	<b>\$ 6.99</b>
Sports Pass (Standard Service required) .....	<b>\$ 9.49</b>
Family Choice (Basic Service required) .....	<b>\$ 12.99</b>

### High Definition

Primary HD Entertainment Pak (Standard Service required) ..	<b>\$ 6.95*</b>
Additional HD Entertainment Pak .....	<b>\$ 3.50</b>

### Premium Packages (includes On Demand channels)

HBO (7 channels); Cinemax (5 channels); Showtime (9 channels); Starz (7 channels); The Movie Channel (4 channels)	
First Premium Package .....	<b>\$ 15.95*</b>
Each Additional Premium Package .....	<b>\$ 9.95*</b>

### Premium Services

GMA Pinoy (includes Filipino Radio), GMA Life (includes Filipino Radio), The Filipino Channel (includes Lifestyle Network, Filipino On Demand, Filipino Radio & Myx).

All three channels	Any two channels	Any one channel
<b>\$29.95*</b>	<b>\$23.95*</b>	<b>\$13.95*</b>

Filipino Radio (DZBB & DWLS) .....	<b>\$ 9.95</b>		
NGN, NGN2, NGN3, NGN4 (NHK World):			
Combo Plus (all 4)	NGN2 & 4	NGN & NGN3 & 4	NGN3 & 4
<b>\$36.90*</b>	<b>\$33.95*</b>	<b>\$17.95*</b>	<b>\$14.95*</b>
The Chinese Channel .....	<b>\$ 13.95*</b>		
Zhong Tian (CTI), CCTV-4 Package .....	<b>\$ 11.95*</b>		
Spanish Package .....	<b>\$ 7.00*</b>		
SBTN - Vietnamese .....	<b>\$ 14.99*</b>		
SBTN & TVBV .....	<b>\$ 19.99*</b>		
Disney On Demand .....	<b>\$ 3.95*</b>		
Disney Family Movies On Demand .....	<b>\$ 4.99*</b>		
Here TV On Demand .....	<b>\$ 7.95*</b>		
Playboy TV, Playboy Español & Playboy TV On Demand ..	<b>\$ 14.95*</b>		
Penthouse & Penthouse On Demand .....	<b>\$ 14.95*</b>		
The Erotic Network (TEN) & TEN On Demand .....	<b>\$ 14.95*</b>		
REAL & REAL On Demand .....	<b>\$ 14.95*</b>		
Hustler & Hustler On Demand .....	<b>\$ 14.95*</b>		
Manhandle & Manhandle On Demand .....	<b>\$ 14.95*</b>		

### Adult Packages

Any 3 adult subscriptions .....	<b>\$ 28.95*</b>
Playboy TV, Playboy Español & Playboy TV On Demand	
Penthouse & Penthouse On Demand	
TEN & TEN On Demand	
REAL & REAL On Demand	
Hustler & Hustler On Demand	

\* Price if Digital TV Package is ordered, otherwise \$4 more for Interactive Program Guide, Music Choice and local FM stations.

### Digital Equipment

Primary Digital TV Box with remote .....	<b>\$ 7.31</b>
Additional Digital TV Box with remote .....	<b>\$ 5.00</b>
Cable Card .....	<b>\$ 2.50</b>
DA (Digital Adapter) .....	<b>\$ .99</b>

DA may be required to receive Digital Basic or Standard service on older analog TVs. Digital TV box is necessary to order Premium, Pay-Per-View, DVR and other digital services.

### Duplicated Digital Service

**\$ 9.50**  
Includes Digital TV box with Premium and Digital TV service subscribed to on the first box with the exception of Digital Video Recorder and HD Entertainment Pak.

### Digital Video Recorder (DVR) Service per unit

**\$ 12.95\***

### Whole House DVR Service per unit

**\$ 19.95\***

Whole House Digital TV Box Receiver .....

**\$ 5.00**  
# Digital TV box required

## On Demand

Movies On Demand .....	<b>starting at \$1.99</b>
Adult Movies & Specials .....	<b>starting at \$3.99</b>
Sports On Demand .....	<b>Prices vary</b>
High Definition Movies On Demand .....	<b>starting at \$2.99</b>
Pay-Per-View Special Events .....	<b>Prices vary</b>

## TV Service Installation

Standard/Basic - up to 3 outlets .....	<b>\$ 29.99</b>
Each additional TV connection after first 3 .....	<b>\$19.99ea.</b>
Reconnection charge .....	<b>\$58.99 inside, outside \$ 18.99</b>
Each additional TV connection (separate trip) .....	<b>\$ 29.99</b>
Box Exchange/Upgrade .....	<b>\$29.99 first outlet</b>
	<b>\$19.99 each additional outlet</b>

## INTERNET

### Monthly (up to: down/upload):

Everyday Low Price Internet (up to 2/1 Mbps) .....	<b>\$14.99</b>
Basic Internet (up to 3/1 Mbps) .....	<b>\$38.99</b>
Standard Internet (up to 15/1 Mbps) .....	<b>\$57.99</b>
Turbo Internet (up to 20/2 Mbps) .....	<b>\$10.00\$</b>
Extreme Internet (up to 30/5 Mbps) .....	<b>\$20.00\$*</b>
Ultimate 50 Internet (up to 50/5 Mbps) .....	<b>\$30.00\$*</b>
Ultimate 75 Internet (up to 75/5 Mbps) .....	<b>\$40.00\$*</b>
Ultimate 100 Internet (up to 100/5 Mbps) .....	<b>\$50.00\$*</b>

\$ Standard Internet required with Turbo/Extreme/Ulimate \* **FREE wireless service available.** Multi-product discounts available.

Home WiFi Service .....	<b>\$4.95</b>
Internet Modem Lease Fee .....	<b>\$5.99</b>

### Internet Installation

Internet new connection/upgrade .....	<b>\$29.99</b>
Software Set Up .....	<b>\$24.95</b>
Internet and WiFi .....	<b>\$29.99</b>
WiFi only .....	<b>\$19.99</b>

## HOME PHONE SERVICE

<b>Monthly:</b>	<b>Nation</b>	<b>State</b>	<b>Island</b>
Phone .....	<b>\$49.95</b>	<b>\$39.95</b>	<b>\$29.95</b>
2nd Phone* .....	<b>\$29.95</b>	<b>\$24.95</b>	<b>\$19.95</b>

\* When combined with another phone line of equal or greater value.

International OnePrice (IOP) .....	<b>\$19.95**</b>
Global Penny Phone Plan (GPPP) .....	<b>\$ 2.95**</b>

\*\* Home Phone required for IOP/GPPP

Voice mail service .....	<b>\$ 3.95</b>
Private Listing .....	<b>\$ 1.20</b>
Subscriber Line Charge .....	<b>\$ 3.00</b>

### Phone Installation

First phone line .....	<b>\$29.99</b>
Second phone line (with initial trip) .....	<b>FREE</b>
Second phone line (separate trip) .....	<b>\$29.99</b>

## EQUIPMENT RETURN

Equipment unreturned or damaged:

Remote .....	<b>\$ 10.00</b>
Digital TV box .....	<b>\$180.00</b>
Digital Video Recorder (DVR) .....	<b>\$290.00</b>
Cable Card .....	<b>\$ 80.00</b>
DA (Digital Adapter) .....	<b>\$ 60.00</b>
Tuning Adapter .....	<b>\$150.00</b>
Amplifier .....	<b>\$ 40.00</b>
Cable Modem .....	<b>\$ 80.00</b>
Wireless Modem .....	<b>\$120.00</b>
Phone Modem .....	<b>\$150.00</b>

Pick Up Equipment Charge .....

**\$ 18.99**

A monthly State Cable Franchise fee of 5% on all cable services & TV installation applies. A monthly Broadcast TV fee of \$2.25 applies on Basic TV. A Hoike Capital Fund assessment of .25¢ applies to all Basic TV subscribers (excluding military subscribers). State excise taxes apply. Minimum one month service charge. Dollar amounts shown are monthly residential prices unless otherwise stated. Subscribers on military bases are subject to military franchise fees. E911 surcharge of \$0.66 per month per phone line. Prices and services are subject to change.

# Residential Service Prices - Maui

## TV

**Standard TV Service** ..... \$ **64.74**  
*Kahului/Hana: Basic Service (\$15.81), Lahaina: Basic Service (\$13.59)*  
*Lanai/Molokai: Basic Service (\$16.66)*

**Standard TV Service on additional outlets** ..... **FREE**

### Digital TV Packages

Digital Variety Pak (Standard Service required) ..... \$ **16.49**  
 Movie Pass (Standard Service required) ..... \$ **16.49**  
 Digital Variety Pak & Movie Pass (Standard Service required) ..... \$ **19.99**  
*Each option above includes an Interactive Program Guide,  
 Music Choice and local FM stations.*  
 EPIX ..... \$ **9.99**  
 Encore Pass ..... \$ **6.99**  
 Sports Pass (Standard Service required) ..... \$ **9.49**  
 Family Choice (Basic Service required) ..... \$ **12.99**

### High Definition

Primary HD Entertainment Pak (Standard Service required) ..... \$ **6.95\***  
 Additional HD Entertainment Pak ..... \$ **3.50**

### Premium Packages (includes On Demand channels)

HBO (7 channels); Cinemax (5 channels); Showtime (9 channels);  
 Starz (7 channels); The Movie Channel (4 channels)  
 First Premium Package ..... \$ **15.95\***  
 Each Additional Premium Package ..... \$ **9.95\***

### Premium Services

GMA Pinoy (includes Filipino Radio), GMA Life (includes Filipino Radio),  
 The Filipino Channel (includes Lifestyle Network, Filipino On Demand,  
 Filipino Radio & Myx):  
 All three channels    Any two channels    Any one channel  
**\$29.95\***                    **\$23.95\***                    **\$13.95\***

Filipino Radio (DZBB & DWLS) ..... \$ **9.95**  
 NGN, NGN2, NGN3, NGN4 (NHK World):  
 Combo Plus (all 4)    NGN2 & 4    NGN & NGN3 & 4    NGN3 & 4  
**\$36.90\***                    **\$33.95\***                    **\$17.95\***                    **\$14.95\***  
 The Chinese Channel ..... \$ **13.95\***  
 Zhong Tian (CTI), CCTV-4 Package ..... \$ **11.95\***  
 Spanish Package ..... \$ **7.00\***  
 SBTN - Vietnamese ..... \$ **14.99\***  
 Disney On Demand ..... \$ **3.95\***  
 Disney Family Movies On Demand ..... \$ **4.99\***  
 Here TV On Demand ..... \$ **7.95\***  
 Playboy TV, Playboy Español & Playboy TV On Demand ..... \$ **14.95\***  
 Penthouse & Penthouse On Demand ..... \$ **14.95\***  
 The Erotic Network (TEN) & TEN On Demand ..... \$ **14.95\***  
 REAL & REAL On Demand ..... \$ **14.95\***  
 Hustler & Hustler On Demand ..... \$ **14.95\***  
 Manhandle & Manhandle On Demand ..... \$ **14.95\***

### Adult Packages

Any 3 adult subscriptions ..... \$ **28.95\***  
 Playboy TV, Playboy Español & Playboy TV On Demand  
 Penthouse & Penthouse On Demand  
 TEN & TEN On Demand  
 REAL & REAL On Demand  
 Hustler & Hustler On Demand

\* Price if Digital TV Package is ordered, otherwise \$4 more for Interactive Program Guide, Music Choice and local FM stations.

### Digital Equipment

Primary Digital TV Box with remote ..... \$ **7.31**  
 Additional Digital TV Box with remote ..... \$ **5.00**  
 Cable Card ..... \$ **2.50**  
 DA (Digital Adapter) ..... \$ **.99**

DA may be required to receive Digital Basic or Standard service on older analog TVs.  
 Digital TV box is necessary to order Premium, Pay-Per-View, DVR and other digital services.

**Duplicated Digital Service** ..... \$ **9.50**

Includes Digital TV box with Premium and Digital TV service subscribed to on the first box with the exception of Digital Video Recorder and HD Entertainment Pak.

**Digital Video Recorder (DVR) Service per unit** ..... \$ **12.99\***

**Whole House DVR Service per unit** ..... \$ **19.95\***

Whole House Digital TV Box Receiver ..... \$ **5.00**

# Digital TV box required

## On Demand

Movies On Demand ..... **starting at \$1.99**  
 Adult Movies & Specials ..... **starting at \$3.99**  
 Sports On Demand ..... **Prices vary**  
 High Definition Movies On Demand ..... **starting at \$2.99**  
 Pay-Per-View Special Events ..... **Prices vary**

## TV Service Installation

Standard/Basic - up to 3 outlets ..... \$ **29.99**  
 Each additional TV connection after first 3 ..... \$ **19.99ea.**  
 Reconnection charge ..... \$ **\$58.99 inside, outside** ..... \$ **18.99**  
 Each additional TV connection (separate trip) ..... \$ **29.99**  
 Box Exchange/Upgrade ..... \$ **\$29.99 first outlet**  
**\$19.99 each additional outlet**

## INTERNET

### Monthly (up to: down/upload):

	Internet
Everyday Low Price Internet (up to 2/1 Mbps) .....	<b>\$14.99</b>
Basic Internet (up to 3/1 Mbps) .....	<b>\$38.99</b>
Standard Internet (up to 15/1 Mbps) .....	<b>\$57.99</b>
Turbo Internet (up to 20/2 Mbps) .....	<b>\$10.00\$</b>
Extreme Internet (up to 30/5 Mbps) .....	<b>\$20.00\$*</b>
Ultimate 50 Internet (up to 50/5 Mbps) .....	<b>\$30.00\$*</b>
Ultimate 75 Internet (up to 75/5 Mbps) .....	<b>\$40.00\$*</b>
Ultimate 100 Internet (up to 100/5 Mbps) .....	<b>\$50.00\$*</b>

\$ Standard Internet required with Turbo/Extreme/Ulimate. \* **FREE wireless service available.**  
 Multi-product discounts available.  
 Home WiFi Service ..... \$ **4.95**  
 Internet Modem Lease Fee ..... \$ **5.99**

### Internet Installation

Internet new connection/upgrade ..... \$ **29.99**  
 Software Set Up ..... \$ **24.95**  
 Internet and WiFi ..... \$ **29.99**  
 WiFi only ..... \$ **19.99**

## HOME PHONE SERVICE

Monthly:	Nation	State	Island
Phone .....	<b>\$49.95</b>	<b>\$39.95</b>	<b>\$29.95</b>
2nd Phone* .....	<b>\$29.95</b>	<b>\$24.95</b>	<b>\$19.95</b>

\* When combined with another phone line of equal or greater value.

International OnePrice (IOP) ..... \$ **19.95\*\***

Global Penny Phone Plan (GPPP) ..... \$ **2.95\*\***

\*\* Home Phone required for IOP/GPPP

Voice mail service ..... \$ **3.95**  
 Private Listing ..... \$ **1.20**  
 Subscriber Line Charge ..... \$ **3.00**

### Phone Installation

First phone line ..... \$ **29.99**  
 Second phone line (with initial trip) ..... **FREE**  
 Second phone line (separate trip) ..... \$ **29.99**

## EQUIPMENT RETURN

### Equipment unreturned or damaged:

Remote .....	\$ <b>10.00</b>
Digital TV box .....	\$ <b>180.00</b>
Digital Video Recorder (DVR) .....	\$ <b>290.00</b>
Cable Card .....	\$ <b>80.00</b>
DA (Digital Adapter) .....	\$ <b>60.00</b>
Tuning Adapter .....	\$ <b>150.00</b>
Amplifier .....	\$ <b>40.00</b>
Cable Modem .....	\$ <b>80.00</b>
Wireless Modem .....	\$ <b>120.00</b>
Phone Modem .....	\$ <b>150.00</b>

Pick Up Equipment Charge ..... \$ **18.99**

A monthly State Cable Franchise fee of 5% on all cable services & TV installation applies. A monthly Broadcast TV fee of \$2.25 applies on Basic TV. An Akaku Capital Fund assessment of 26¢ applies to all Basic TV subscribers (excluding military subscribers). State excise taxes apply. Minimum one month service charge. Dollar amounts shown are monthly residential prices unless otherwise stated. Subscribers on military bases are subject to military franchise fees. E911 surcharge of \$0.66 per month per phone line. Prices and services are subject to change.

# Residential Service Prices - Oahu

## TV

**Standard TV Service** ..... \$ **64.74**  
Includes Basic Service (\$16.04)

**Standard TV Service on additional outlets** ..... **FREE**

### Digital TV Packages

Digital Variety Pak (Standard Service required) ..... \$ **16.49**  
Movie Pass (Standard Service required) ..... \$ **16.49**  
Digital Variety Pak & Movie Pass (Standard Service required) ..... \$ **19.99**

*Each option above includes an Interactive Program Guide, Music Choice and local FM stations.*

EPIX ..... \$ **9.99**  
Encore Pass ..... \$ **6.99**  
Sports Pass (Standard Service required) ..... \$ **9.49**  
Family Choice (Basic Service required) ..... \$ **12.99**

### High Definition

Primary HD Entertainment Pak (Standard Service required) ... \$ **6.95\***  
Additional HD Entertainment Pak ..... \$ **3.50**

### Premium Packages (includes On Demand channels)

HBO (7 channels); Cinemax (5 channels); Showtime (9 channels);  
Starz (7 channels); The Movie Channel (4 channels)

First Premium Package ..... \$ **15.95\***  
Each Additional Premium Package ..... \$ **9.95\***

### Premium Services

GMA Pinoy (includes Filipino Radio), GMA Life (includes Filipino Radio),  
The Filipino Channel (includes Lifestyle Network, Filipino On Demand,  
Filipino Radio & Myx):

All three channels	Any two channels	Any one channel
<b>\$29.95*</b>	<b>\$23.95*</b>	<b>\$13.95*</b>

Filipino Radio (DZBB & DWLS) ..... \$ **9.95**

NGN, NGN2, NGN3, NGN4 (NHK World):

Combo Plus (all 4)	NGN2 & 4	NGN & NGN3 & 4	NGN3 & 4
<b>\$36.90*</b>	<b>\$33.95*</b>	<b>\$17.95*</b>	<b>\$14.95*</b>

The Chinese Channel ..... \$ **13.95\***

Zhong Tian (CTI), CCTV-4 Package ..... \$ **11.95\***

Spanish Package ..... \$ **7.00\***

SBTN - Vietnamese ..... \$ **14.99\***

Disney On Demand ..... \$ **3.95\***

Disney Family Movies On Demand ..... \$ **4.99\***

Here TV On Demand ..... \$ **7.95\***

Playboy TV, Playboy Español & Playboy TV On Demand ... \$ **14.95\***

Penthouse & Penthouse On Demand ..... \$ **14.95\***

The Erotic Network (TEN) & TEN On Demand ..... \$ **14.95\***

REAL & REAL On Demand ..... \$ **14.95\***

Hustler & Hustler On Demand ..... \$ **14.95\***

Manhandle & Manhandle On Demand ..... \$ **14.95\***

### Adult Packages

Any 3 adult subscriptions ..... \$ **28.95\***

Playboy TV, Playboy Español & Playboy TV On Demand

Penthouse & Penthouse On Demand

TEN & TEN On Demand

REAL & REAL On Demand

Hustler & Hustler On Demand

\* Price if Digital TV Package is ordered, otherwise \$4 more for Interactive Program Guide, Music Choice and local FM stations.

### Digital Equipment

Primary Digital TV Box with remote ..... \$ **7.31**

Additional Digital TV Box with remote ..... \$ **5.00**

Cable Card ..... \$ **2.50**

DA (Digital Adapter) ..... \$ **.99**

*DA may be required to receive Digital Basic or Standard service on older analog TVs. Digital TV box is necessary to order Premium, Pay-Per-View, DVR and other digital services.*

**Duplicated Digital Service** ..... \$ **9.50**

*Includes Digital TV box with Premium and Digital TV service subscribed to on the first box with the exception of Digital Video Recorder and HD Entertainment Pak.*

**Digital Video Recorder (DVR) Service per unit** ..... \$ **12.99\***

**Whole House DVR Service per unit** ..... \$ **19.95\***

Whole House Digital TV Box Receiver ..... \$ **5.00**

‡ Digital TV box required

## On Demand

Movies On Demand ..... **starting at \$1.99**

Adult Movies & Specials ..... **starting at \$3.99**

Sports On Demand ..... **Prices vary**

High Definition Movies On Demand ..... **starting at \$2.99**

Pay-Per-View Special Events ..... **Prices vary**

## TV Service Installation

Standard/Basic - up to 3 outlets ..... \$ **29.99**

Each additional TV connection after first 3 ..... \$ **19.99ea.**

Reconnection charge ..... \$ **58.99 inside, outside** \$ **18.99**

Each additional TV connection (separate trip) ..... \$ **29.99**

Box Exchange/Upgrade ..... \$ **29.99 first outlet**

**\$19.99 each additional outlet**

## INTERNET

### Monthly (up to: down/upload):

Everyday Low Price Internet (up to 2/1 Mbps) ..... **Internet \$14.99**

Basic Internet (up to 3/1 Mbps) ..... **\$38.99**

Standard Internet (up to 15/1 Mbps) ..... **\$57.99**

Turbo Internet (up to 20/2 Mbps) ..... **\$10.00\$†**

Extreme Internet (up to 30/5 Mbps) ..... **\$20.00\$†**

Ultimate 50 Internet (up to 50/5 Mbps) ..... **\$30.00\$†**

Ultimate 75 Internet (up to 75/5 Mbps) ..... **\$40.00\$†**

Ultimate 100 Internet (up to 100/5 Mbps) ..... **\$50.00\$†**

*† Standard Internet required with Turbo/Extreme/Ulimate. ‡ FREE wireless service available.*

*Multi-product discounts available.*

Home WiFi Service ..... \$ **4.95**

Internet Modem Lease Fee ..... \$ **5.99**

### Internet Installation

Internet new connection/upgrade ..... \$ **29.99**

Software Set Up ..... \$ **24.95**

Internet and WiFi ..... \$ **29.99**

WiFi only ..... \$ **19.99**

## HOME PHONE SERVICE

### Monthly:

Phone	<b>Nation \$49.95</b>	<b>State \$39.95</b>	<b>Island \$29.95</b>
2nd Phone*	<b>\$29.95</b>	<b>\$24.95</b>	<b>\$19.95</b>

*\* When combined with another phone line of equal or greater value.*

International OnePrice (IOP) ..... \$ **19.95\*\***

Global Penny Phone Plan (GPPP) ..... \$ **2.95\*\***

*\*\* Home Phone required for IOP/GPPP*

Voice mail service ..... \$ **3.95**

Private Listing ..... \$ **1.20**

Subscriber Line Charge ..... \$ **3.00**

### Phone Installation

First phone line ..... \$ **29.99**

Second phone line (with initial trip) ..... **FREE**

Second phone line (separate trip) ..... \$ **29.99**

## EQUIPMENT RETURN

Equipment unreturned or damaged:

Remote ..... \$ **10.00**

Digital TV box ..... \$ **180.00**

Digital Video Recorder (DVR) ..... \$ **290.00**

Cable Card ..... \$ **80.00**

DA (Digital Adapter) ..... \$ **60.00**

Tuning Adapter ..... \$ **150.00**

Amplifier ..... \$ **40.00**

Cable Modem ..... \$ **80.00**

Wireless Modem ..... \$ **120.00**

Phone Modem ..... \$ **150.00**

Pick Up Equipment Charge ..... \$ **18.99**

*A monthly State Cable Franchise fee of 5% on all cable services & TV installation applies. A monthly Broadcast TV fee of \$2.25 applies on Basic TV. An O'lelo Capital Fund assessment of \$9.25 applies to all Basic TV subscribers (excluding military subscribers). State excise taxes apply. Minimum one month service charge. Dollar amounts shown are monthly residential prices unless otherwise stated. Subscribers on military bases are subject to military franchise fees. E911 surcharge of \$0.66 per month per phone line. Prices and services are subject to change.*



## OTHER SERVICE CHARGES

Addressable Change of Service Fee	\$ 1.99
Agent Assisted Payment	\$ 5.00
Agent Assisted PPV Order	\$ 1.99
Collections Trip Fee	\$ 25.00
Late Payment Fee	\$ 8.50
Non-pay Field Collector's Fee	\$ 25.00
Returned Payment Fee	\$ 15.00
Service Restore Fee	\$ 5.99
Statement Copy	\$ 10.00
Telephone Number Transfer Charge <sup>11</sup>	\$ 25.00
Telephone Number Change Fee	\$ 100.00
Telephone Service Activation Charge	\$ 25.00

<sup>11</sup> Home Phone customers transferring existing phone numbers are subject to a one-time \$25 telephone number transfer charge and subject to current provider's ability to release the telephone number.

## UNRETURNED/LOST/DAMAGED EQUIPMENT

CableCARD™	\$ 50.00
Digital Set-Top Box	\$ 175.00
HD Set-Top Box	\$ 175.00
HD-DVR	\$ 250.00
Modem	\$ 75.00
MR DVR	\$ 300.00
MTA	\$ 75.00
Tuning Adapter	\$ 50-75.00
Wireless Modem	\$ 100.00
Wireless MTA	\$ 125.00

By subscribing to these services, customer agrees to be bound by the terms of TWC's Subscriber Agreement which can be found at [http://help.twcable.com/html/twc\\_sub\\_agreement.html](http://help.twcable.com/html/twc_sub_agreement.html). Time Warner Cable leases CableCARDs™ for \$2.50 per month, per CableCARD™, for use in customer-owned retail CableCARD™-compatible devices. Our leased digital converters also include either a CableCARD™ or integrated security inside the device. Our lease rate for digital converters that contain a CableCARD™ includes a \$2.50 imputed charge for the CableCARD™. If you lease a CableCARD™ in lieu of such a digital converter, we now offer a prospective monthly credit to reflect the difference between the standard lease rates of digital converters and CableCARDs™. Please contact us by filling out the form available via the following link if you believe you may be eligible for or would like more information regarding this credit: <http://www.twc.com/CableCARD>.

For customers receiving service through commercial accounts or bulk arrangements, some products, pricing and other information contained herein may not apply. Please refer to the terms and conditions of the separate agreement. Where terms are inconsistent with information in the Service Rates, the terms and conditions of the separate agreement will apply.

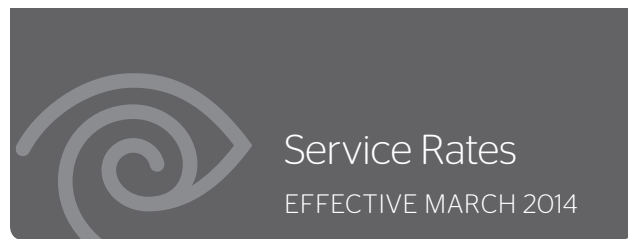
Some restrictions apply. Starter TV service must be purchased to subscribe to any other optional video service or tier services. Pricing, programming and packaging subject to change without notice. Service prices shown are monthly and do not include sales tax, installation fees, franchise fees and FCC user fees. Not all equipment supports all services. All services may not be available in all areas. Subject to change without notice. Additional charges apply for installation, equipment, surcharges, applicable taxes and fees. ©2014 Time Warner Cable Enterprises LLC. All Rights Reserved. Time Warner Cable and the eye/ear logo are trademarks of Time Warner Inc. Used under license. All other trademarks are property of their respective owners.

For TWC store locations, please visit [twc.com/stores](http://twc.com/stores)



1-800-TWCABLE  
twc.com

8150 1000-1500



NORTHERN MANHATTAN, SOUTHERN MANHATTAN, QUEENS,  
BROOKLYN, JAMAICA

## TV SERVICES AND PACKAGES

Starter TV <sup>1</sup>	\$ 22.75
In Northern Manhattan Only	\$ 21.75
Essential TV <sup>2</sup>	\$ 52.49
(includes Starter TV and selection of 40+ cable networks)	
Standard TV	\$ 73.99
(includes Starter TV)	
Preferred TV <sup>3</sup>	\$ 76.74
(includes Starter TV, Standard TV, Variety Pass)	
Variety Pass	\$ 13.00
HD Pass	\$ 8.95
TWC Sports Pass	\$ 8.99
TWC Movie Pass	\$ 9.95
Variety Lite Español	\$ 13.00
Variety Plus Español <sup>4</sup>	\$ 5.00
El Paquetazo	\$ 34.49
(includes Starter TV and Variety Lite Español)	
Preferred TV en Español	\$ 76.74
(includes Starter TV, Standard TV and Variety Lite Español)	
Family Choice <sup>5</sup>	\$ 12.99
The Guide	\$ 3.00
Broadcast TV Fee	\$ 2.25

<sup>1</sup> Subscription to Starter TV is required for all TV Packages. Starter TV-only customers requiring equipment to view certain channels may obtain it for that purpose at no charge.

<sup>2</sup> Cannot be combined with any other tiers. Restricted to Standard Definition non-DVR equipment only. Other restrictions apply.

<sup>3</sup> Viewing on certain television sets may require additional equipment that can be provided by Time Warner Cable or that may be available for purchase from retail stores in certain locations.

<sup>4</sup> Requires subscription to Variety Lite Español.

<sup>5</sup> Family Choice cannot be combined with any other video programming. Family Choice not available in all areas.

## PREMIUM SERVICES

HBO®	\$ 15.95
Showtime®	\$ 15.95
The Movie Channel™	\$ 15.95
STARZ®	\$ 15.95
Cinemax®	\$ 15.95

## ADULT PREMIUM SERVICES

Playboy TV	\$ 12.95
Penthouse	\$ 12.95
Hustler	\$ 12.95
TEN	\$ 12.95
REAL	\$ 12.95
Manhandle	\$ 12.95
Manhandle & HIS On Demand Package <sup>6</sup>	\$ 19.95
Adult 3-Pack	\$ 29.95

<sup>6</sup> Not available as part of the Adult 3-Pack.

For our latest special offers and promotions,  
please visit [twc.com](http://twc.com)

7001-NY-RC-0314

## INTERNATIONAL PREMIUMS

<b>Arabic</b> (ART)	\$ 9.95
<b>Bengali</b> (The Bangladesh Channel)	\$ 9.95
<b>Brazilian – Portuguese</b> (PFC)	\$ 19.95
(PFC & RTPi)	\$ 21.95
(PFC, RTPi & TV Globo)	\$ 31.95
(RTPi)	\$ 3.95
(TV Globo)	\$ 19.95
(TV Globo & RTPi)	\$ 21.95
(Brazilian Passport - PFC & TV Globo)	\$ 29.95
<b>Cantonese</b> (TVB Jade World - TVB1, TVB2, TVBe, TVBS & CCTV4)	\$ 39.99
<b>Filipino</b> (GMA Pinoy)	\$ 12.95
(TFC)	\$ 11.95
(Filipino GMA Passport - GMA Life, GMA Pinoy, GMA DWLS Radio & GMA DZBB Radio)	\$ 14.95
(Filipino Pass Plus - Filipino On Demand, GMA Life, GMA Pinoy, GMA DWLS Radio, GMA DZBB Radio & TFC)	\$ 24.99
<b>French</b> (TV5 Monde)	\$ 9.95
<b>German</b> (DW Amerika)	\$ 9.95
<b>Greek</b> (Antenna)	\$ 14.95
(NGTV)	\$ 9.95
(Greek Passport - Antenna & NGTV)	\$ 15.95
<b>Hebrew</b> (The Israeli Network)	\$ 19.99
<b>Hindi</b> (Hindi Star Pass - Star Plus, Star Gold, Life OK & APB News)	\$ 19.99
(Hindi Pass - Star Plus, Sony & Zee TV)	\$ 24.99
(Hindi Pass Plus - Star Plus, Sony, Zee TV, Life OK, Willow, TV Asia, NDTV 24/7 & ITV Gold)	\$ 39.99
(Hindi Passport - Star Plus, Sony, Zee TV, Life OK, Willow, TV Asia, NDTV 24/7, Star Gold, Filmy, UTV Movies, ITV Gold & Bollywood On Demand)	\$ 69.99
<b>Italian</b> (Mediaset Italia)	\$ 9.95
(Rai Italia)	\$ 9.95
(Italian Passport - Mediaset Italia & Rai Italia)	\$ 14.99
<b>Japanese</b> (TV Japan)	\$ 24.95
<b>Mandarin</b> (CCTV-4 & CTI Zhong Tian)	\$ 11.99
(Chinese Cinema)	\$ 9.95
(Chinese Prime)	\$ 9.95
(ETTV China)	\$ 9.95
(ETTV Drama)	\$ 9.95
(ETTV Financial News)	\$ 9.95
(ETTV News)	\$ 9.95
(ETTV NY)	\$ 9.95
(Phoenix InfoNews)	\$ 9.95
(Phoenix North America)	\$ 9.95
(Yoyo TV)	\$ 9.95
(Mandarin Passport - CCTV -4, CTI Zhong Tian, Phoenix InfoNews & Phoenix North America)	\$ 19.99
(Mandarin ETTV Passport ETTV China, ETTV Drama, ETTV Financial News, ETTV News, ETTV NY & Yoyo TV)	\$ 19.99
(Mandarin Pass Plus - CCTV -4, CTI Zhong Tian, ETV China, ETTV Drama, ETTV Financial News, ETTV News, ETTV NY, Phoenix InfoNews, Phoenix North America & Yoyo TV)	\$ 29.99
<b>Polish</b> (TV Polonia & Polskie Radio)	\$ 17.95
<b>Punjabi</b> (Jus Punjabi)	\$ 9.95
(TV84)	\$ 11.95
<b>Russian</b> (Channel One Russia)	\$ 14.95
(CTC)	\$ 9.95
(NTV America)	\$ 9.95
(RTN)	\$ 14.95
(RTN Plus)	\$ 14.95
(RTVi)	\$ 9.95
(TV1000 Russian Kino)	\$ 9.95
(Russian Passport - CIR, RTN, RTVi & TV 1000 Russian Kino)	\$ 25.99
(Russian Pass Plus - CIR, CTC, NTV America, RTN, RTN +, RTVi & TV 1000 Russian Kino)	\$ 29.99
(Russian Pass Max - CIR, CTC, Dom Kino, Muzika Pervogo, NTV America, Rossiya 24, RTN, RTN +, RTR Planeta, RTVi, TV 1000 Russian Kino & Vremya)	\$ 44.99
<b>Vietnamese</b> (Vietnamese Pass - SBTN & TVBV)	\$ 19.99

## SEASONAL SPORTS SERVICES

ESPN Full Court, ESPN GamePlan, MLB Extra Innings, MLS Direct Kick, NBA League Pass, NHL Center Ice	Varies
---	--------

## ON DEMAND & PAY-PER-VIEW

<b>On Demand</b>	Varies
(New Releases & Classic Movies, Adult & Special Events)	
<b>Pay-Per-View</b> (Special Events, Adult Blocks)	Varies
Disney On Demand	\$ 5.99
Disney Family Movies On Demand	\$ 4.99
The Jewish Channel On Demand	\$ 6.95
Here TV On Demand	\$ 7.99
HIS On Demand	\$ 12.95
Too Much For TV On Demand	\$ 14.99

## INTERNET

Standard Internet	\$ 57.99
Basic Internet	\$ 47.99
Everyday Low Price Internet	\$ 14.99
Turbo Upgrade <sup>7</sup>	\$ 10.00
Extreme Upgrade <sup>7</sup>	\$ 20.00
Ultimate Upgrade <sup>7</sup>	\$ 50.00
Home WiFi	\$ 5.95
Music To-Go	\$ 14.95
Music Pack	\$ 9.95
Variety Pack	\$ 7.95
Funways	\$ 4.95

<sup>7</sup> Turbo, Extreme or Ultimate Upgrade can be added to Standard Internet.

## HOME PHONE

Home Phone National	\$ 39.95
Home Phone Tri-State	\$ 29.95
Second Line Option <sup>8</sup>	\$ 29.95
International OnePrice <sup>9</sup> Plan <sup>9</sup> (additional)	\$ 20.95
Global Penny Phone Plan (additional)	\$ 2.95
Voicemail Service (per phone number)	\$ 3.95
Private Listing (per phone number)	\$ 3.50

<sup>8</sup> Requires primary Home Phone line.

<sup>9</sup> Subscription to Home Phone with TV and/or Internet is required.

## EQUIPMENT & EXTRAS

Digital, HD, DVR or HD-DVR Set-Top Box Package	\$ 11.25
(includes Set-Top Box and Remote)	
Digital, HD, DVR or HD-DVR Set-Top A/O Package	\$ 15.25
(includes Set-Top Box, Remote and Additional Outlet Service Fee)	
DVR Service Fee (per DVR)	\$ 12.95
Whole House DVR Service Fee (per WH-DVR)	\$ 19.99
CableCARD™ (each)	\$ 2.50
Additional Outlet (A/O) Service Fee	\$ 4.00
(For 2nd and each additional Set-Top Box or CableCARD™)	
Internet Modem Lease	\$ 5.99

## INSTALLATION

Video Installation, Primary Outlet (Unwired or prewired)	\$ 47.99
Internet Installation	\$ 47.99
Home Phone Installation	\$ 47.99
Additional Outlet at Time of Installation	\$ 20.95
WH-DVR Installation	\$ 49.99
Home WiFi Installation	\$ 50.00
Easy Connect Rescue Fee	\$ 29.99
Easy Connect Shipping Charge	\$ 9.99
Trip Charge <sup>10</sup>	\$ 40.95
Custom Work Hourly Service Charge	\$ 37.62

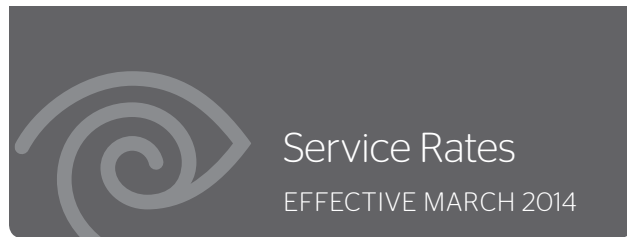
<sup>10</sup> Applicable when adding and/or relocating outlet, upgrading and/or downgrading services and picking up equipment. Applicable if technician determines that the problem is not related to Time Warner Cable's service or equipment. This charge may be waived if the customer subscribes to the Time Warner Cable Service Protection Plan.

By subscribing to these services, customer agrees to be bound by the terms of TWC's Subscriber Agreement which can be found at [http://help.twcable.com/html/twc\\_sub\\_agreement.html](http://help.twcable.com/html/twc_sub_agreement.html). Time Warner Cable leases CableCARDs™ for \$2.50 per month, per CableCARD™, for use in customer-owned retail CableCARD™-compatible devices. Our leased digital converters also include either a CableCARD™ or integrated security inside the device. Our lease rate for digital converters that contain a CableCARD™ includes a \$2.50 imputed charge for the CableCARD™. If you lease a CableCARD™ in lieu of such a digital converter, we now offer a prospective monthly credit to reflect the difference between the standard lease rates of digital converters and CableCARDs™. Please contact us by filling out the form available via the following link if you believe you may be eligible for or would like more information regarding this credit: <http://www.twc.com/CableCARD>.

For customers receiving service through commercial accounts or bulk arrangements, some products, pricing and other information contained herein may not apply. Please refer to the terms and conditions of the separate agreement. Where terms are inconsistent with information in the Service Rates, the terms and conditions of the separate agreement will apply.

Some restrictions apply. Starter TV service must be purchased to subscribe to any other optional video service or tier services. Pricing, programming and packaging subject to change without notice. Service prices shown are monthly and do not include sales tax, installation fees, franchise fees and FCC user fees. Not all equipment supports all services. All services may not be available in all areas. Subject to change without notice. Additional charges apply for installation, equipment, surcharges, applicable taxes and fees. ©2014 Time Warner Cable Enterprises LLC. All Rights Reserved. Time Warner Cable and the eye/ear logo are trademarks of Time Warner Inc. Used under license. All other trademarks are property of their respective owners.

For TWC store locations, please visit [twc.com/stores](http://twc.com/stores)



**CHARLOTTE - Davidson**  
**DAVIDSON CTY - Thomasville, Davidson, Midway, Wallburg,**  
**Lexington, Southmont, Denton**

**TV SERVICES AND PACKAGES**

<b>Starter TV<sup>1</sup></b>	\$ 14.99
<b>Essential TV<sup>2</sup></b>	\$ 49.99
(includes Starter TV and selection of 40+ cable networks)	
<b>Standard TV</b>	\$ 64.45
(includes Starter TV)	
<b>Preferred TV<sup>3</sup></b>	\$ 72.71
(includes Starter TV, Standard TV, Variety Pass)	
<b>Variety Pass</b>	\$ 11.75
<b>In Davidson Only</b>	\$ 10.25
<b>HD Pass</b>	\$ 6.95
<b>TWC Sports Pass</b>	\$ 8.99
<b>TWC Movie Pass</b>	\$ 5.95
<b>TV en Español</b>	\$ 4.95
<b>Nuestra Tele Package</b>	\$ 28.95
(includes Starter TV and TV en Español)	
<b>El Paquetazo</b>	\$ 41.95
(includes Starter TV, TV en Español and selection of 40+ cable networks)	
<b>Preferred TV en Español</b>	\$ 72.71
(includes Starter TV, Standard TV, TV en Español)	
<b>Family Choice<sup>4</sup></b>	\$ 12.99
<b>Broadcast TV Fee</b>	\$ 2.25

<sup>1</sup> Subscription to Starter TV is required for all TV Packages. Starter TV-only customers requiring equipment to view certain channels may obtain it for that purpose at no charge.

<sup>2</sup> Cannot be combined with any other tiers. Restricted to Standard Definition non-DVR equipment only. Other restrictions apply.

<sup>3</sup> Viewing on certain television sets may require additional equipment that can be provided by Time Warner Cable or that may be available for purchase from retail stores in certain locations.

<sup>4</sup> Family Choice cannot be combined with any other video programming. Family Choice not available in all areas.

**PREMIUM SERVICES**

<b>HBO®</b>	\$ 15.99
<b>Showtime® &amp; The Movie Channel™</b>	\$ 15.99
<b>STARZ®</b>	\$ 15.99
<b>Cinemax®</b>	\$ 15.99

**ADULT PREMIUM SERVICES**

<b>Playboy TV</b>	\$ 12.95
<b>Penthouse</b>	\$ 12.95
<b>Hustler</b>	\$ 12.95
<b>TEN</b>	\$ 12.95
<b>REAL</b>	\$ 12.95
<b>Manhandle</b>	\$ 12.95
<b>Adult 3-Pack</b>	\$ 24.95



1-800-TWCABLE  
[twc.com](http://twc.com)

For our latest special offers and promotions,  
 please visit [twc.com](http://twc.com)

5010-CR-RC-0314

## INTERNATIONAL PREMIUMS

<b>Arabic</b>	
(ART)	\$ 12.99
<b>In Davidson Only</b>	\$ 14.95
<b>Cantonese</b>	
(TVB Jade World- TVB1, TVB2, TVBe, TVBS & CCTV4)	\$ 39.99
<b>Filipino</b>	
(Filipino GMA Passport - GMA Life, GMA Pinoy, GMA DWLS Radio & GMA DZBB Radio)	\$ 24.99
(Filipino Pass Plus - Filipino On Demand, GMA Life, GMA Pinoy, GMA DWLS Radio, GMA DZBB Radio & TFC)	\$ 38.99
<b>French</b>	
(TV5 Monde)	\$ 9.99
<b>German</b>	
(DW Amerika)	\$ 9.99
<b>Hindi</b>	
(Hindi Star Pass - Star Plus, Star Gold, Life OK & APB News)	\$ 19.99
(Hindi Pass - Star Plus, Sony & Zee TV)	\$ 24.99
(Hindi Pass Plus - Star Plus, Sony, Zee TV, Life OK, Willow, TV Asia, NDTV 24/7 & iTV Gold)	\$ 39.99
(Hindi Passport - Star Plus, Sony, Zee TV, Life OK, Willow, TV Asia, NDTV 24/7, Star Gold, Filmy, UTV Movies, iTV Gold & Bollywood On Demand)	\$ 69.99
<b>Italian</b>	
(Rai Italia)	\$ 9.99
<b>Japanese</b>	
(TV Japan)	\$ 24.99
<b>Mandarin</b>	
(Mandarin Language Package - CCTV-4, CTI Zhong Tian, Phoenix InfoNews & Phoenix North America)	\$ 19.99
(Mandarin Pass Plus - CCTV-4, CTI Zhong Tian, ETV China, ETTV Drama, ETTV Financial News, ETTV News, ETTV NY, Phoenix InfoNews, Phoenix North America & Yoyo TV)	\$ 33.99
<b>Russian</b>	
(Russian Language Package - CIR, RTN, RTVi & TV1000 Russian Kino)	\$ 25.99
(Russian Pass Plus - CIR, CTC, NTV America, RTN, RTN+, RTVi & TV1000 Russian Kino)	\$ 39.99
<b>Vietnamese</b>	
(Vietnamese Pass - SBTN & TVBV)	\$ 19.99

## SEASONAL SPORTS SERVICES

ESPN Full Court, ESPN GamePlan, MLB Extra Innings, MLS Direct Kick, NBA League Pass, NHL Center Ice	Varies
---	--------

## ON DEMAND & PAY-PER-VIEW

<b>On Demand</b>	Varies
(New Releases & Classic Movies, Adult & Special Events)	
<b>Pay-Per-View</b> (Special Events, Adult Blocks)	Varies
<b>Disney On Demand</b>	\$ 3.99
<b>Disney Family Movies On Demand</b>	\$ 4.99
<b>Here TV On Demand</b>	\$ 6.95
<b>Too Much For TV On Demand</b>	\$ 14.99

## INTERNET

<b>Standard Internet</b>	\$ 57.99
<b>Basic Internet</b>	\$ 47.99
<b>Everyday Low Price Internet</b>	\$ 14.99
<b>Turbo Upgrade<sup>5</sup></b>	\$ 10.00
<b>Extreme Upgrade<sup>5</sup></b>	\$ 20.00
<b>Ultimate Upgrade<sup>5</sup></b>	\$ 50.00
<b>Home WiFi</b>	\$ 9.95
<b>Music To-Go</b>	\$ 14.95
<b>Music Pack</b>	\$ 9.95
<b>Variety Pack</b>	\$ 7.95
<b>Funways</b>	\$ 4.95

<sup>5</sup> Turbo, Extreme or Ultimate Upgrade can be added to Standard Internet.

## HOME PHONE

<b>Home Phone National</b>	\$ 49.95
<b>Home Phone State</b>	\$ 39.95
<b>Home Phone Local</b>	\$ 29.95
<b>Second Line National Option<sup>6</sup></b>	\$ 29.95
<b>Second Line State Option<sup>7</sup></b>	\$ 24.95
<b>Second Line Local Option<sup>8</sup></b>	\$ 19.95
<b>International OnePrice® Plan<sup>9</sup></b> (additional)	\$ 19.95
<b>Global Penny Phone Plan</b> (additional)	\$ 2.95
<b>Voicemail Service</b> (per phone number)	\$ 3.95
<b>Private Listing</b> (per phone number)	\$ 3.75

<sup>6</sup> Requires primary Home Phone Nationwide line.

<sup>7</sup> Requires primary Home Phone State line.

<sup>8</sup> Requires primary Home Phone line.

<sup>9</sup> Subscription to Home Phone with TV and/or Internet is required.

## EQUIPMENT & EXTRAS

<b>Digital, HD, DVR or HD-DVR Set-Top Box Package</b>	\$ 10.25
(includes Set-Top Box, Remote and The Guide)	
<b>Digital, HD, DVR or HD-DVR Set-Top A/O Package</b>	\$ 11.75
(includes Set-Top Box, Remote, The Guide and Additional Outlet Service Fee)	
<b>DVR Service Fee</b> (per DVR)	\$ 12.95
<b>Whole House DVR Service Fee</b> (per WH-DVR)	\$ 19.99
<b>The Guide</b>	\$ 3.27
<b>CableCARD™</b> (each)	\$ 2.50
<b>Additional Outlet (A/O) Service Fee</b>	\$ 1.50
(For 2nd and each additional Set-Top Box or CableCARD™)	
<b>Internet Modem Lease</b>	\$ 5.99

## INSTALLATION

<b>Video Installation, Primary Outlet</b> (Unwired or prewired)	\$ 47.99
<b>Internet Installation</b>	\$ 47.99
<b>Home Phone Installation</b>	\$ 47.99
<b>Additional Outlet at Time of Installation</b>	\$ 24.99
<b>WH-DVR Installation</b>	\$ 49.99
<b>Home WiFi Installation</b>	\$ 39.95
<b>Easy Connect Rescue Fee</b>	\$ 29.99
<b>Easy Connect Shipping Charge</b>	\$ 9.99
<b>Easy Connect Shipping Charge with Next Day Delivery</b>	\$ 14.99
<b>Trip Charge<sup>10</sup></b>	\$ 39.99

<sup>10</sup> Applicable when adding and/or relocating outlet, upgrading and/or downgrading services and picking up equipment. Applicable if technician determines that the problem is not related to Time Warner Cable's service or equipment. This charge may be waived if the customer subscribes to the Time Warner Cable Service Protection Plan.

## OTHER SERVICE CHARGES

<b>Addressable Change of Service Fee</b>	\$ 2.00
<b>Agent Assisted Payment</b>	\$ 5-10.00
<b>Collections Trip Fee</b>	\$ 21.95
<b>Reconnection Fee</b>	\$ 29.95
<b>Service Restore Fee</b>	\$ 7.95
<b>Telephone Activation</b>	\$ 19.99
<b>Telephone Number Transfer Charge<sup>11</sup></b>	\$ 19.99
<b>Upgrade/Downgrade</b>	\$ 29.99

<sup>11</sup> Home Phone customers transferring existing phone numbers are subject to a one-time \$19.99 telephone number transfer charge and subject to current provider's ability to release the telephone number.

## UNRETURNED/LOST/DAMAGED EQUIPMENT

<b>CableCARD™</b>	\$ 50.00
<b>Digital Set-Top Box</b>	\$ 175.00
<b>HD Set-Top Box</b>	\$ 175.00
<b>HD-DVR</b>	\$ 250.00
<b>Modem</b>	\$ 75.00
<b>MR DVR</b>	\$ 250.00
<b>Tuning Adapter</b>	\$ 75.00
<b>Wireless Modem</b>	\$ 125.00
<b>Wireless MTA</b>	\$ 125.00

By subscribing to these services, customer agrees to be bound by the terms of TWC's Subscriber Agreement which can be found at [http://help.twcable.com/html/twc\\_sub\\_agreement.html](http://help.twcable.com/html/twc_sub_agreement.html). Time Warner Cable leases CableCARDs™ for \$2.50 per month, per CableCARD™, for use in customer-owned retail CableCARD™-compatible devices. Our leased digital converters also include either a CableCARD™ or integrated security inside the device. Our lease rate for digital converters that contain a CableCARD™ includes a \$2.50 imputed charge for the CableCARD™. If you lease a CableCARD™ in lieu of such a digital converter, we now offer a prospective monthly credit to reflect the difference between the standard lease rates of digital converters and CableCARDs™. Please contact us by filling out the form available via the following link if you believe you may be eligible for or would like more information regarding this credit: <http://www.twc.com/CableCARD>.

For customers receiving service through commercial accounts or bulk arrangements, some products, pricing and other information contained herein may not apply. Please refer to the terms and conditions of the separate agreement. Where terms are inconsistent with information in the Service Rates, the terms and conditions of the separate agreement will apply.

Some restrictions apply. Starter TV service must be purchased to subscribe to any other optional video service or tier services. Pricing, programming and packaging subject to change without notice. Service prices shown are monthly and do not include sales tax, installation fees, franchise fees and FCC user fees. Not all equipment supports all services. All services may not be available in all areas. Subject to change without notice. Additional charges apply for installation, equipment, surcharges, applicable taxes and fees. ©2014 Time Warner Cable Enterprises LLC. All Rights Reserved. Time Warner Cable and the eye/ear logo are trademarks of Time Warner Inc. Used under license. All other trademarks are property of their respective owners.

For TWC store locations, please visit [twc.com/stores](http://twc.com/stores)



**NORTH:** Canyon Country, Lancaster, Newhall, Palmdale, Santa Clarita, Stevenson Ranch, Universal City, West Hollywood  
**METRO:** Baldwin Hills, Bellflower, Bell Gardens, Carson, Culver City, Downey, El Segundo, Gardena, Glendora, Hawaiian Gardens, Harbor City, Hawthorne, Inglewood, La Mirada, Lakewood, Lawndale, Lennox, Lomita, Lynwood, Paramount, Pasadena, Playa Vista, Pomona, San Marino, San Pedro, Santa Fe Springs, South L.A., Torrance, Westchester  
**SOUTH:** Anaheim, Brea, Buena Park, Chino, Chino Hills, Colton, Corona, Costa Mesa, Cypress, Fontana, Fountain Valley, Fullerton, Garden Grove, Highland, Huntington Beach, La Habra, Loma Linda, Los Alamitos, Menifee, Montclair, Murrieta, Ontario, Orange, Placentia, Pomona, Rancho Cucamonga, Redlands, Rialto, Riverside, San Bernardino, Santa Ana, Temecula, Tustin, Upland, Westminster, Yorba Linda, Yucaipa

**TV SERVICES AND PACKAGES**

Starter TV <sup>1</sup>	\$ 28.00
Essential TV <sup>2</sup>	\$ 55.49
(includes Starter TV and selection of 40+ cable networks)	
Standard TV	\$ 73.99
(includes Starter TV)	
Preferred TV <sup>3</sup>	\$ 64.49
(includes Starter TV, Standard TV, Variety Pass)	
Variety Pass	\$ 9.00
Variety Pass Plus	\$ 8.00
HD Pass	\$ 8.00
TWC Sports Pass	\$ 8.99
TWC Movie Pass	\$ 8.00
TV en Español	\$ 8.00
TV en Español Mas	\$ 8.00
Nuestra Tele Basico	\$ 32.99
(includes Starter TV and TV en Español)	
El Paquetazo	\$ 45.49
(includes Starter TV, TV en Español, TV en Español Mas and selection of 40+ cable networks)	
Preferred TV en Español	\$ 64.49
(includes Starter TV, Standard TV, TV en Español)	
Family Choice <sup>4</sup>	\$ 12.99
Broadcast TV Fee	\$ 2.25

<sup>1</sup> Subscription to Starter TV is required for all TV Packages. Starter TV-only customers requiring equipment to view certain channels may obtain it for that purpose at no charge.

<sup>2</sup> Cannot be combined with any other tiers. Restricted to Standard Definition non-DVR equipment only. Other restrictions apply.

<sup>3</sup> Viewing on certain television sets may require additional equipment that can be provided by Time Warner Cable or that may be available for purchase from retail stores in certain locations.

<sup>4</sup> Family Choice cannot be combined with any other video programming. Family Choice not available in all areas.

**PREMIUM SERVICES**

HBO®	\$ 15.00
Showtime® & The Movie Channel™	\$ 15.00
STARZ®	\$ 15.00
Cinemax®	\$ 15.00



1-800-TWCABLE  
[twc.com](http://twc.com)

8448 2000 (20-60, 80-110, 310, 350, 520, 530) 8448 3000 (10-60, 80, 90, 110, 260, 400, 430, 450, 460, 510-530, 550-570, 590, 600, 620-710, 730) 8448 4000 (10-130, 170-260, 290-380, 410, 430-470, 490, 500-540, 560-650, 690-730, 770-810, 840-870, 910, 930-990, 1010-1030, 1080, 1090-1100)

For our latest special offers and promotions,  
 please visit [twc.com](http://twc.com)

2008-RC-0314



## ADULT PREMIUM SERVICES

Playboy TV	\$ 15.00
Playboy TV en Español <sup>5</sup>	\$ 5.00
Penthouse	\$ 12.99
Hustler	\$ 12.99
TEN	\$ 12.99
REAL	\$ 12.99
Manhandle	\$ 12.99
Adult 3-Pack	\$ 24.99

<sup>5</sup> With subscription to TV en Español only.

## INTERNATIONAL PREMIUMS

<b>Arabic</b> (ART)	\$ 11.95
<b>Cantonese</b> (TVB Jade World - TVB1, TVB2, TVBe, TVBS & CCTV4)	\$ 39.99
<b>Farsi</b> (Tapes Television)	\$ 11.95
<b>Filipino</b> (GMA - GMA Pinoy & GMA Life TV)	\$ 14.99
(TFC)	\$ 11.95
(Filipino Language Package - GMA & TFC)	\$ 24.99
<b>French</b> (TV5 Monde)	\$ 14.95
<b>Hindi</b> (Hindi Star Pass - Star Plus, Star Gold, Life OK & APB News)	\$ 19.99
(Hindi Pass - Star Plus, Sony & Zee TV)	\$ 24.99
(Hindi Pass Plus - Star Plus, Sony, Zee TV, Life OK, Willow, TV Asia, NDTV 24/7 & iTV Gold)	\$ 39.99
(Hindi Passport - Star Plus, Sony, Zee TV, Life OK, Willow, TV Asia, NDTV 24/7, Star Gold, Filmy, UTV Movies & iTV Gold)	\$ 69.99
<b>Italian</b> (Rai Italia)	\$ 14.95
<b>Japanese</b> (TV Japan)	\$ 24.95
<b>Korean</b> (MBC - MBC America, MBCD, tvK, tvK2 & KBS America)	\$ 14.95
(SBS - SBS, tvK, tvK2 & KBS America)	\$ 14.95
(Korean Language Package - MBC & SBS)	\$ 24.99
<b>Mandarin</b> (CTI - CTI Zhong Tian, CCTV-4 & CCTV-9)	\$ 11.95
(ETTV - China, Drama, News, Super & Yoyo)	\$ 19.99
(Phoenix - North America & InfoNews)	\$ 11.99
(Mandarin Language Package - Includes CTI, ETTV & Phoenix)	\$ 29.99
<b>Russian</b> (CIR)	\$ 11.95
(RTN)	\$ 14.95
(RTVi)	\$ 11.99
(TV1000 Russian Kino)	\$ 11.99
(Russian Language Package - includes CIR, RTN, RTVi & TV1000 Russian Kino)	\$ 29.99
<b>Vietnamese</b> (Vietnamese Pass - SBTN & TVBV)	\$ 19.99

## SEASONAL SPORTS SERVICES

ESPN Full Court, ESPN GamePlan, MLB Extra Innings, MLS Direct Kick, NBA League Pass, NHL Center Ice	Varies
---	--------

## ON DEMAND & PAY-PER-VIEW

On Demand (New Releases & Classic Movies, Adult & Special Events)	Varies
Pay-Per-View (Special Events, Adult Blocks)	Varies
Disney On Demand	\$ 3.99
Disney Family Movies On Demand	\$ 4.99
Here TV On Demand	\$ 7.99
Too Much For TV On Demand	\$ 13.99

## INTERNET

Standard Internet	\$ 57.99
Basic Internet	\$ 47.99
Everyday Low Price Internet	\$ 14.99
Turbo Upgrade <sup>6</sup>	\$ 10.00
Extreme Upgrade <sup>6</sup>	\$ 20.00
Ultimate Upgrade <sup>6</sup>	\$ 50.00
Home WiFi	\$ 4.95
Music To-Go	\$ 14.95
Music Pack	\$ 9.95
Variety Pack	\$ 7.95
Funways	\$ 4.95

<sup>6</sup> Turbo, Extreme or Ultimate Upgrade can be added to Standard Internet.

## HOME PHONE

Home Phone National	\$ 44.99
Home Phone State	\$ 34.99
Home Phone Local	\$ 24.99
Second Line National Option <sup>7</sup>	\$ 29.95
Second Line State Option <sup>8</sup>	\$ 24.95
Second Line Local Option <sup>9</sup>	\$ 19.99
International OnePrice <sup>®</sup> Plan <sup>10</sup> (additional)	\$ 19.95
Global Penny Phone Plan (additional)	\$ 2.95
Voicemail Service (per phone number)	\$ 3.95
Private Listing (per phone number)	\$ 1.99

<sup>7</sup> Requires primary Home Phone Nationwide line.

<sup>8</sup> Requires primary Home Phone State line.

<sup>9</sup> Requires primary Home Phone line.

<sup>10</sup> Subscription to Home Phone with TV and/or Internet is required.

## EQUIPMENT & EXTRAS

Digital, HD, DVR or HD-DVR Set-Top Box Package (Includes Set-Top Box, Remote and The Guide)	\$ 11.25
Digital, HD, DVR or HD-DVR Set-Top A/O Package (Includes Set-Top Box, Remote, The Guide and Additional Outlet Service Fee)	\$ 12.75
DVR Service Fee (per DVR)	\$ 12.99
Whole House DVR Service Fee (per WH-DVR)	\$ 19.99
CableCARD™ (each)	\$ 2.50
Additional Outlet (A/O) Service Fee (For 2nd and each additional Set-Top Box or CableCARD™)	\$ 1.50
Internet Modem Lease	\$ 5.99

## INSTALLATION

Video Installation, Primary Outlet (Unwired or prewired)	\$ 49.99
Internet Installation	\$ 49.99
Home Phone Installation	\$ 49.99
Additional Outlet at Time of Installation	\$ 19.99
WH-DVR Installation	\$ 50.00
Home WiFi Installation	\$ 50.00
Easy Connect Shipping Charge	\$ 9.99
Trip Charge <sup>11</sup>	\$ 39.99
Custom Work Hourly Service Charge	\$ 50.00

<sup>11</sup> Applicable when adding and/or relocating outlet, upgrading and/or downgrading services and picking up equipment. Applicable if technician determines that the problem is not related to Time Warner Cable's service or equipment. This charge may be waived if the customer subscribes to the Time Warner Cable Service Protection Plan.

## OTHER SERVICE CHARGES

Addressable Change of Service Fee	\$ 4.00
Agent Assisted Payment	\$ 5.00
Agent Assisted PPV Order	\$ 5.00
Call-Log Copy (beyond 3 months)	\$ 5.00
Late Payment Fee	\$ 4.75
Returned Payment Fee	\$ 25.00
Service Restore Fee	\$ 5.00
Statement Copy	\$ 5.00
Telephone Number Transfer Charge <sup>12</sup>	\$ 25.00
Telephone Number Change Fee	\$ 25.00

<sup>12</sup> Home Phone customers transferring existing phone numbers are subject to a one-time \$25 telephone number transfer charge and subject to current provider's ability to release the telephone number.

## UNRETURNED/LOST/DAMAGED EQUIPMENT

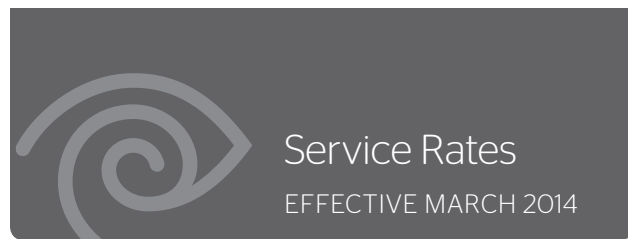
CableCARD™	\$ 56.00
HD DTA	\$ 83.00
HD-DVR	\$ 284.00
HD Set-Top Box	\$ 197.00
Home Networking Device/Wireless Modem	\$ 119.00
Home Networking Device/Wireless Router	\$ 24.00
HSD Modem/Cable Modem	\$ 77.00
IntelligentHome Touchscreen	\$ 420.00
Remote Control	\$ 4.00
Tuning Adapter	\$ 147.00
Voice Modem/Residential eMTA	\$ 146.00

By subscribing to these services, customer agrees to be bound by the terms of TWC's Subscriber Agreement which can be found at [http://help.twcable.com/html/twc\\_sub\\_agreement.html](http://help.twcable.com/html/twc_sub_agreement.html). Time Warner Cable leases CableCARDs™ for \$2.50 per month, per CableCARD™, for use in customer-owned retail CableCARD™ compatible devices. Our leased digital converters also include either a CableCARD™ or integrated security inside the device. Our lease rate for digital converters that contain a CableCARD™ includes a \$2.50 imputed charge for the CableCARD™. If you lease a CableCARD™ in lieu of such a digital converter, we now offer a prospective monthly credit to reflect the difference between the standard lease rates of digital converters and CableCARDs™. Please contact us by filling out the form available via the following link if you believe you may be eligible for or would like more information regarding this credit: <http://www.twc.com/CableCARD>.

For customers receiving service through commercial accounts or bulk arrangements, some products, pricing and other information contained herein may not apply. Please refer to the terms and conditions of the separate agreement. Where terms are inconsistent with information in the Service Rates, the terms and conditions of the separate agreement will apply.

Some restrictions apply. Starter TV service must be purchased to subscribe to any other optional video service or tier services. Pricing, programming and packaging subject to change without notice. Service prices shown are monthly and do not include sales tax, installation fees, franchise fees and FCC user fees. Not all equipment supports all services. All services may not be available in all areas. Subject to change without notice. Additional charges apply for installation, equipment, surcharges, applicable taxes and fees. ©2014 Time Warner Cable Enterprises LLC. All Rights Reserved. Time Warner Cable and the eye/ear logo are trademarks of Time Warner Inc. Used under license. All other trademarks are property of their respective owners.

For TWC store locations, please visit [twc.com/stores](http://twc.com/stores)



**HERMOSA BEACH, MANHATTAN BEACH, REDONDO BEACH**

**TV SERVICES AND PACKAGES**

<b>Starter TV<sup>1</sup></b>	\$ 44.00
<b>Essential TV<sup>2</sup></b>	\$ 55.49
(includes Starter TV and selection of 40+ cable networks)	
<b>Standard TV</b>	\$ 71.99
(includes Starter TV)	
<b>Preferred TV<sup>3</sup></b>	\$ 64.49
(includes Starter TV, Standard TV, Variety Pass)	
<b>Variety Pass</b>	\$ 9.00
<b>Variety Pass Plus</b>	\$ 8.00
<b>HD Pass</b>	\$ 8.00
<b>TWC Sports Pass</b>	\$ 8.99
<b>TWC Movie Pass</b>	\$ 8.00
<b>TV en Español</b>	\$ 8.00
<b>TV en Español Mas</b>	\$ 8.00
<b>Nuestra Tele Basico</b>	\$ 32.99
(includes Starter TV and TV en Español)	
<b>El Paquetazo</b>	\$ 45.49
(includes Starter TV, TV en Español, TV en Español Mas and selection of 40+ cable networks)	
<b>Preferred TV en Español</b>	\$ 64.49
(includes Starter TV, Standard TV, TV en Español)	
<b>Family Choice<sup>4</sup></b>	\$ 12.99
<b>Broadcast TV Fee</b>	\$ 2.25

<sup>1</sup> Subscription to Starter TV is required for all TV Packages. Starter TV-only customers requiring equipment to view certain channels may obtain it for that purpose at no charge.

<sup>2</sup> Cannot be combined with any other tiers. Restricted to Standard Definition non-DVR equipment only. Other restrictions apply.

<sup>3</sup> Viewing on certain television sets may require additional equipment that can be provided by Time Warner Cable or that may be available for purchase from retail stores in certain locations.

<sup>4</sup> Family Choice cannot be combined with any other video programming. Family Choice not available in all areas.

**PREMIUM SERVICES**

<b>HBO®</b>	\$ 15.00
<b>Showtime® &amp; The Movie Channel™</b>	\$ 15.00
<b>STARZ®</b>	\$ 15.00
<b>Cinemax®</b>	\$ 15.00

**ADULT PREMIUM SERVICES**

<b>Playboy TV</b>	\$ 15.00
<b>Playboy TV en Español<sup>5</sup></b>	\$ 5.00
<b>Penthouse</b>	\$ 12.99
<b>Hustler</b>	\$ 12.99
<b>TEN</b>	\$ 12.99
<b>REAL</b>	\$ 12.99
<b>Manhandle</b>	\$ 12.99
<b>Adult 3-Pack</b>	\$ 24.99

<sup>5</sup> With subscription to TV en Español only.



1-800-TWCABLE  
[twc.com](http://twc.com)

For our latest special offers and promotions,  
please visit [twc.com](http://twc.com)

2020-RC-0314

## INTERNATIONAL PREMIUMS

<b>Arabic</b> (ART)	\$ 11.95
<b>Cantonese</b> (TVB Jade World - TVB1, TVB2, TVBe, TVBS & CCTV4)	\$ 39.99
<b>Farsi</b> (Tapes Television)	\$ 11.95
<b>Filipino</b> (GMA - GMA Pinoy & GMA Life TV)	\$ 14.99
(TFC)	\$ 11.95
(Filipino Language Package - GMA & TFC)	\$ 24.99
<b>French</b> (TV5 Monde)	\$ 14.95
<b>Hindi</b> (Hindi Star Pass - Star Plus, Star Gold, Life OK & APB News)	\$ 19.99
(Hindi Pass - Star Plus, Sony & Zee TV)	\$ 24.99
(Hindi Pass Plus - Star Plus, Sony, Zee TV, Life OK, Willow, TV Asia, NDTV 24/7 & iTV Gold)	\$ 39.99
(Hindi Passport - Star Plus, Sony, Zee TV, Life OK, Willow, TV Asia, NDTV 24/7, Star Gold, Filmy, UTV Movies & iTV Gold)	\$ 69.99
<b>Italian</b> (Rai Italia)	\$ 14.95
<b>Japanese</b> (TV Japan)	\$ 24.95
<b>Korean</b> (MBC - MBC America, MBCD, tvK, tvK2 & KBS America)	\$ 14.95
(SBS - SBS, tvK, tvK2 & KBS America)	\$ 14.95
(Korean Language Package - MBC & SBS)	\$ 24.99
<b>Mandarin</b> (CTI - CTI Zhong Tian, CCTV-4 & CCTV-9)	\$ 11.95
(ETTV - China, Drama, News, Super & Yoyo)	\$ 19.99
(Phoenix - North America & InfoNews)	\$ 11.99
(Mandarin Language Package - Includes CTI, ETTV & Phoenix)	\$ 29.99
<b>Russian</b> (CIR)	\$ 11.95
(RTN)	\$ 14.95
(RTVi)	\$ 11.99
(TV1000 Russian Kino)	\$ 11.99
(Russian Language Package - includes CIR, RTN, RTVi & TV1000 Russian Kino)	\$ 29.99
<b>Vietnamese</b> (Vietnamese Pass - SBTN & TVBV)	\$ 19.99

## SEASONAL SPORTS SERVICES

ESPN Full Court, ESPN GamePlan, MLB Extra Innings, MLS Direct Kick, NBA League Pass, NHL Center Ice	Varies
---	--------

## ON DEMAND & PAY-PER-VIEW

<b>On Demand</b> (New Releases & Classic Movies, Adult & Special Events)	Varies
<b>Pay-Per-View</b> (Special Events, Adult Blocks)	Varies
Disney On Demand	\$ 3.99
Disney Family Movies On Demand	\$ 4.99
Here TV On Demand	\$ 7.99
Too Much For TV On Demand	\$ 13.99

## INTERNET

Standard Internet	\$ 57.99
Basic Internet	\$ 47.99
Everyday Low Price Internet	\$ 14.99
Turbo Upgrade <sup>6</sup>	\$ 10.00
Extreme Upgrade <sup>6</sup>	\$ 20.00
Ultimate Upgrade <sup>6</sup>	\$ 50.00
Home WiFi	\$ 4.95
Music To-Go	\$ 14.95
Music Pack	\$ 9.95
Variety Pack	\$ 7.95
Funways	\$ 4.95

<sup>6</sup> Turbo, Extreme or Ultimate Upgrade can be added to Standard Internet.

## HOME PHONE

Home Phone National	\$ 44.99
Home Phone State	\$ 34.99
Home Phone Local	\$ 24.99
Second Line National Option <sup>7</sup>	\$ 29.95
Second Line State Option <sup>8</sup>	\$ 24.95
Second Line Local Option <sup>9</sup>	\$ 19.99
International OnePrice <sup>®</sup> Plan <sup>10</sup> (additional)	\$ 19.95
Global Penny Phone Plan (additional)	\$ 2.95
Voicemail Service (per phone number)	\$ 3.95
Private Listing (per phone number)	\$ 1.99

<sup>7</sup> Requires primary Home Phone Nationwide line.

<sup>8</sup> Requires primary Home Phone State line.

<sup>9</sup> Requires primary Home Phone line.

<sup>10</sup> Subscription to Home Phone with TV and/or Internet is required.

## EQUIPMENT & EXTRAS

Digital, HD, DVR or HD-DVR Set-Top Box Package (Includes Set-Top Box, Remote and The Guide)	\$ 11.25
Digital, HD, DVR or HD-DVR Set-Top A/O Package (Includes Set-Top Box, Remote, The Guide and Additional Outlet Service Fee)	\$ 12.75
DVR Service Fee (per DVR)	\$ 12.99
Whole House DVR Service Fee (per WH-DVR)	\$ 19.99
CableCARD™ (each)	\$ 2.50
Additional Outlet (A/O) Service Fee (For 2nd and each additional Set-Top Box or CableCARD™)	\$ 1.50
Internet Modem Lease	\$ 5.99

## INSTALLATION

Video Installation, Primary Outlet (Unwired or prewired)	\$ 49.99
Internet Installation	\$ 49.99
Home Phone Installation	\$ 49.99
Additional Outlet at Time of Installation	\$ 19.99
WH-DVR Installation	\$ 50.00
Home WiFi Installation	\$ 50.00
Easy Connect Shipping Charge	\$ 9.99
Trip Charge <sup>11</sup>	\$ 39.99
Custom Work Hourly Service Charge	\$ 50.00

<sup>11</sup> Applicable when adding and/or relocating outlet, upgrading and/or downgrading services and picking up equipment. Applicable if technician determines that the problem is not related to Time Warner Cable's service or equipment. This charge may be waived if the customer subscribes to the Time Warner Cable Service Protection Plan.

## OTHER SERVICE CHARGES

Addressable Change of Service Fee	\$ 4.00
Agent Assisted Payment	\$ 5.00
Agent Assisted PPV Order	\$ 5.00
Call-Log Copy (beyond 3 months)	\$ 5.00
Late Payment Fee	\$ 4.75
Returned Payment Fee	\$ 25.00
Service Restore Fee	\$ 5.00
Statement Copy	\$ 5.00
Telephone Number Transfer Charge <sup>12</sup>	\$ 25.00
Telephone Number Change Fee	\$ 25.00

<sup>12</sup> Home Phone customers transferring existing phone numbers are subject to a one-time \$25 telephone number transfer charge and subject to current provider's ability to release the telephone number.

## UNRETURNED/LOST/DAMAGED EQUIPMENT

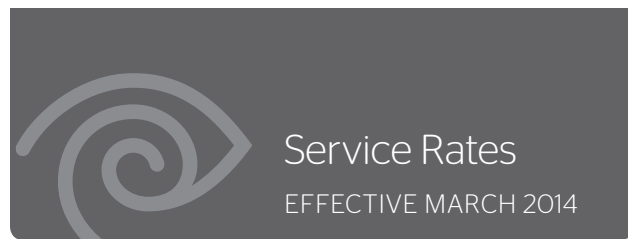
CableCARD™	\$ 56.00
HD DTA	\$ 83.00
HD-DVR	\$ 284.00
HD Set-Top Box	\$ 197.00
Home Networking Device/Wireless Modem	\$ 119.00
Home Networking Device/Wireless Router	\$ 24.00
HSD Modem/Cable Modem	\$ 77.00
IntelligentHome Touchscreen	\$ 420.00
Remote Control	\$ 4.00
Tuning Adapter	\$ 147.00
Voice Modem/Residential eMTA	\$ 146.00

By subscribing to these services, customer agrees to be bound by the terms of TWC's Subscriber Agreement which can be found at [http://help.twcable.com/html/twc\\_sub\\_agreement.html](http://help.twcable.com/html/twc_sub_agreement.html). Time Warner Cable leases CableCARDs™ for \$2.50 per month, per CableCARD™, for use in customer-owned retail CableCARD™ compatible devices. Our leased digital converters also include either a CableCARD™ or integrated security inside the device. Our lease rate for digital converters that contain a CableCARD™ includes a \$2.50 imputed charge for the CableCARD™. If you lease a CableCARD™ in lieu of such a digital converter, we now offer a prospective monthly credit to reflect the difference between the standard lease rates of digital converters and CableCARDs™. Please contact us by filling out the form available via the following link if you believe you may be eligible for or would like more information regarding this credit: <http://www.twc.com/CableCARD>.

For customers receiving service through commercial accounts or bulk arrangements, some products, pricing and other information contained herein may not apply. Please refer to the terms and conditions of the separate agreement. Where terms are inconsistent with information in the Service Rates, the terms and conditions of the separate agreement will apply.

Some restrictions apply. Starter TV service must be purchased to subscribe to any other optional video service or tier services. Pricing, programming and packaging subject to change without notice. Service prices shown are monthly and do not include sales tax, installation fees, franchise fees and FCC user fees. Not all equipment supports all services. All services may not be available in all areas. Subject to change without notice. Additional charges apply for installation, equipment, surcharges, applicable taxes and fees. ©2014 Time Warner Cable Enterprises LLC. All Rights Reserved. Time Warner Cable and the eye/ear logo are trademarks of Time Warner Inc. Used under license. All other trademarks are property of their respective owners.

For TWC store locations, please visit [twc.com/stores](http://twc.com/stores)



**NORTH: Camarillo, Edwards Air Force Base, Moorpark, Newbury Park, Ojai, Oxnard, Port Hueneme, Santa Paula, Somis, Thousand Oaks, Westlake Village**  
**METRO: Boyle Heights, East L.A.**

**TV SERVICES AND PACKAGES**

<b>Starter TV<sup>1</sup></b>	\$ 28.00
<b>Essential TV<sup>2</sup></b>	\$ 55.49
(includes Starter TV and selection of 40+ cable networks)	
<b>Standard TV</b>	\$ 64.99
(includes Starter TV)	
<b>Preferred TV<sup>3</sup></b>	\$ 64.49
(includes Starter TV, Standard TV, Variety Pass)	
<b>Variety Pass</b>	\$ 9.00
<b>Variety Pass Plus</b>	\$ 8.00
<b>HD Pass</b>	\$ 8.00
<b>TWC Sports Pass</b>	\$ 8.99
<b>TWC Movie Pass</b>	\$ 8.00
<b>TV en Español</b>	\$ 8.00
<b>TV en Español Mas</b>	\$ 8.00
<b>Nuestra Tele Basico</b>	\$ 32.99
(includes Starter TV and TV en Español)	
<b>El Paquetazo</b>	\$ 45.49
(includes Starter TV, TV en Español, TV en Español Mas and selection of 40+ cable networks)	
<b>Preferred TV en Español</b>	\$ 64.49
(includes Starter TV, Standard TV, TV en Español)	
<b>Family Choice<sup>4</sup></b>	\$ 12.99
<b>Broadcast TV Fee</b>	\$ 2.25

<sup>1</sup> Subscription to Starter TV is required for all TV Packages. Starter TV-only customers requiring equipment to view certain channels may obtain it for that purpose at no charge.

<sup>2</sup> Cannot be combined with any other tiers. Restricted to Standard Definition non-DVR equipment only. Other restrictions apply.

<sup>3</sup> Viewing on certain television sets may require additional equipment that can be provided by Time Warner Cable or that may be available for purchase from retail stores in certain locations.

<sup>4</sup> Family Choice cannot be combined with any other video programming. Family Choice not available in all areas.

**PREMIUM SERVICES**

<b>HBO®</b>	\$ 15.00
<b>Showtime® &amp; The Movie Channel™</b>	\$ 15.00
<b>STARZ®</b>	\$ 15.00
<b>Cinemax®</b>	\$ 15.00

**ADULT PREMIUM SERVICES**

<b>Playboy TV</b>	\$ 15.00
<b>Playboy TV en Español<sup>5</sup></b>	\$ 5.00
<b>Penthouse</b>	\$ 12.99
<b>Hustler</b>	\$ 12.99
<b>TEN</b>	\$ 12.99
<b>REAL</b>	\$ 12.99
<b>Manhandle</b>	\$ 12.99
<b>Adult 3-Pack</b>	\$ 24.99

<sup>5</sup> With subscription to TV en Español only.



1-800-TWCABLE  
[twc.com](http://twc.com)

8448 2000 (70, 160, 170, 210, 220-250, 270, 290, 320, 370, 380, 400, 410, 440, 480-510) 8448 3000 (330, 370)

For our latest special offers and promotions,  
 please visit [twc.com](http://twc.com)

2001-RC-0314

## INTERNATIONAL PREMIUMS

<b>Arabic</b> (ART)	\$ 11.95
<b>Cantonese</b> (TVB Jade World - TVB1, TVB2, TVBe, TVBS & CCTV4)	\$ 39.99
<b>Farsi</b> (Tapes Television)	\$ 11.95
<b>Filipino</b> (GMA - GMA Pinoy & GMA Life TV)	\$ 14.99
(TFC)	\$ 11.95
(Filipino Language Package - GMA & TFC)	\$ 24.99
<b>French</b> (TV5 Monde)	\$ 14.95
<b>Hindi</b> (Hindi Star Pass - Star Plus, Star Gold, Life OK & APB News)	\$ 19.99
(Hindi Pass - Star Plus, Sony & Zee TV)	\$ 24.99
(Hindi Pass Plus - Star Plus, Sony, Zee TV, Life OK, Willow, TV Asia, NDTV 24/7 & iTV Gold)	\$ 39.99
(Hindi Passport - Star Plus, Sony, Zee TV, Life OK, Willow, TV Asia, NDTV 24/7, Star Gold, Filmy, UTV Movies & iTV Gold)	\$ 69.99
<b>Italian</b> (Rai Italia)	\$ 14.95
<b>Japanese</b> (TV Japan)	\$ 24.95
<b>Korean</b> (MBC - MBC America, MBCD, tvK, tvK2 & KBS America)	\$ 14.95
(SBS - SBS, tvK, tvK2 & KBS America)	\$ 14.95
(Korean Language Package - MBC & SBS)	\$ 24.99
<b>Mandarin</b> (CTI - CTI Zhong Tian, CCTV-4 & CCTV-9)	\$ 11.95
(ETTV - China, Drama, News, Super & Yoyo)	\$ 19.99
(Phoenix - North America & InfoNews)	\$ 11.99
(Mandarin Language Package - Includes CTI, ETTV & Phoenix)	\$ 29.99
<b>Russian</b> (CIR)	\$ 11.95
(RTN)	\$ 14.95
(RTVi)	\$ 11.99
(TV1000 Russian Kino)	\$ 11.99
(Russian Language Package - includes CIR, RTN, RTVi & TV1000 Russian Kino)	\$ 29.99
<b>Vietnamese</b> (Vietnamese Pass - SBTN & TVBV)	\$ 19.99

## SEASONAL SPORTS SERVICES

ESPN Full Court, ESPN GamePlan, MLB Extra Innings, MLS Direct Kick, NBA League Pass, NHL Center Ice	Varies
---	--------

## ON DEMAND & PAY-PER-VIEW

<b>On Demand</b> (New Releases & Classic Movies, Adult & Special Events)	Varies
<b>Pay-Per-View</b> (Special Events, Adult Blocks)	Varies
Disney On Demand	\$ 3.99
Disney Family Movies On Demand	\$ 4.99
Here TV On Demand	\$ 7.99
Too Much For TV On Demand	\$ 13.99

## INTERNET

Standard Internet	\$ 57.99
Basic Internet	\$ 47.99
Everyday Low Price Internet	\$ 14.99
Turbo Upgrade <sup>6</sup>	\$ 10.00
Extreme Upgrade <sup>6</sup>	\$ 20.00
Ultimate Upgrade <sup>6</sup>	\$ 50.00
Home WiFi	\$ 4.95
Music To-Go	\$ 14.95
Music Pack	\$ 9.95
Variety Pack	\$ 7.95
Funways	\$ 4.95

<sup>6</sup> Turbo, Extreme or Ultimate Upgrade can be added to Standard Internet.

## HOME PHONE

Home Phone National	\$ 44.99
Home Phone State	\$ 34.99
Home Phone Local	\$ 24.99
Second Line National Option <sup>7</sup>	\$ 29.95
Second Line State Option <sup>8</sup>	\$ 24.95
Second Line Local Option <sup>9</sup>	\$ 19.99
International OnePrice <sup>®</sup> Plan <sup>10</sup> (additional)	\$ 19.95
Global Penny Phone Plan (additional)	\$ 2.95
Voicemail Service (per phone number)	\$ 3.95
Private Listing (per phone number)	\$ 1.99

<sup>7</sup> Requires primary Home Phone Nationwide line.

<sup>8</sup> Requires primary Home Phone State line.

<sup>9</sup> Requires primary Home Phone line.

<sup>10</sup> Subscription to Home Phone with TV and/or Internet is required.

## EQUIPMENT & EXTRAS

Digital, HD, DVR or HD-DVR Set-Top Box Package (Includes Set-Top Box, Remote and The Guide)	\$ 11.25
Digital, HD, DVR or HD-DVR Set-Top A/O Package (Includes Set-Top Box, Remote, The Guide and Additional Outlet Service Fee)	\$ 12.75
DVR Service Fee (per DVR)	\$ 12.99
Whole House DVR Service Fee (per WH-DVR)	\$ 19.99
CableCARD <sup>™</sup> (each)	\$ 2.50
Additional Outlet (A/O) Service Fee (For 2nd and each additional Set-Top Box or CableCARD <sup>™</sup> )	\$ 1.50
Internet Modem Lease	\$ 5.99

## INSTALLATION

Video Installation, Primary Outlet (Unwired or prewired)	\$ 49.99
Internet Installation	\$ 49.99
Home Phone Installation	\$ 49.99
Additional Outlet at Time of Installation	\$ 19.99
WH-DVR Installation	\$ 50.00
Home WiFi Installation	\$ 50.00
Easy Connect Shipping Charge	\$ 9.99
Trip Charge <sup>11</sup>	\$ 39.99
Custom Work Hourly Service Charge	\$ 50.00

<sup>11</sup> Applicable when adding and/or relocating outlet, upgrading and/or downgrading services and picking up equipment. Applicable if technician determines that the problem is not related to Time Warner Cable's service or equipment. This charge may be waived if the customer subscribes to the Time Warner Cable Service Protection Plan.

## OTHER SERVICE CHARGES

Addressable Change of Service Fee	\$ 4.00
Agent Assisted Payment	\$ 5.00
Agent Assisted PPV Order	\$ 5.00
Call-Log Copy (beyond 3 months)	\$ 5.00
Late Payment Fee	\$ 4.75
Returned Payment Fee	\$ 25.00
Service Restore Fee	\$ 5.00
Statement Copy	\$ 5.00
Telephone Number Transfer Charge <sup>12</sup>	\$ 25.00
Telephone Number Change Fee	\$ 25.00

<sup>12</sup> Home Phone customers transferring existing phone numbers are subject to a one-time \$25 telephone number transfer charge and subject to current provider's ability to release the telephone number.

## UNRETURNED/LOST/DAMAGED EQUIPMENT

CableCARD <sup>™</sup>	\$ 56.00
HD DTA	\$ 83.00
HD-DVR	\$ 284.00
HD Set-Top Box	\$ 197.00
Home Networking Device/Wireless Modem	\$ 119.00
Home Networking Device/Wireless Router	\$ 24.00
HSD Modem/Cable Modem	\$ 77.00
IntelligentHome Touchscreen	\$ 420.00
Remote Control	\$ 4.00
Tuning Adapter	\$ 147.00
Voice Modem/Residential eMTA	\$ 146.00



By subscribing to these services, customer agrees to be bound by the terms of TWC's Subscriber Agreement which can be found at [http://help.twcable.com/html/twc\\_sub\\_agreement.html](http://help.twcable.com/html/twc_sub_agreement.html). Time Warner Cable leases CableCARDs™ for \$2.50 per month, per CableCARD™, for use in customer-owned retail CableCARD™ compatible devices. Our leased digital converters also include either a CableCARD™ or integrated security inside the device. Our lease rate for digital converters that contain a CableCARD™ includes a \$2.50 imputed charge for the CableCARD™. If you lease a CableCARD™ in lieu of such a digital converter, we now offer a prospective monthly credit to reflect the difference between the standard lease rates of digital converters and CableCARDs™. Please contact us by filling out the form available via the following link if you believe you may be eligible for or would like more information regarding this credit: <http://www.twc.com/CableCARD>.

For customers receiving service through commercial accounts or bulk arrangements, some products, pricing and other information contained herein may not apply. Please refer to the terms and conditions of the separate agreement. Where terms are inconsistent with information in the Service Rates, the terms and conditions of the separate agreement will apply.

Some restrictions apply. Starter TV service must be purchased to subscribe to any other optional video service or tier services. Pricing, programming and packaging subject to change without notice. Service prices shown are monthly and do not include sales tax, installation fees, franchise fees and FCC user fees. Not all equipment supports all services. All services may not be available in all areas. Subject to change without notice. Additional charges apply for installation, equipment, surcharges, applicable taxes and fees. ©2014 Time Warner Cable Enterprises LLC. All Rights Reserved. Time Warner Cable and the eye/ear logo are trademarks of Time Warner Inc. Used under license. All other trademarks are property of their respective owners.

For TWC store locations, please visit [twc.com/stores](http://twc.com/stores)



**HERMOSA BEACH, MANHATTAN BEACH, REDONDO BEACH**

**TV SERVICES AND PACKAGES**

<b>Starter TV<sup>1</sup></b>	\$ 44.00
<b>Essential TV<sup>2</sup></b>	\$ 55.49
(includes Starter TV and selection of 40+ cable networks)	
<b>Standard TV</b>	\$ 71.99
(includes Starter TV)	
<b>Preferred TV<sup>3</sup></b>	\$ 64.49
(includes Starter TV, Standard TV, Variety Pass)	
<b>Variety Pass</b>	\$ 9.00
<b>Variety Pass Plus</b>	\$ 8.00
<b>HD Pass</b>	\$ 8.00
<b>TWC Sports Pass</b>	\$ 8.99
<b>TWC Movie Pass</b>	\$ 8.00
<b>TV en Español</b>	\$ 8.00
<b>TV en Español Mas</b>	\$ 8.00
<b>Nuestra Tele Basico</b>	\$ 32.99
(includes Starter TV and TV en Español)	
<b>El Paquetazo</b>	\$ 45.49
(includes Starter TV, TV en Español, TV en Español Mas and selection of 40+ cable networks)	
<b>Preferred TV en Español</b>	\$ 64.49
(includes Starter TV, Standard TV, TV en Español)	
<b>Family Choice<sup>4</sup></b>	\$ 12.99
<b>Broadcast TV Fee</b>	\$ 2.25

<sup>1</sup> Subscription to Starter TV is required for all TV Packages. Starter TV-only customers requiring equipment to view certain channels may obtain it for that purpose at no charge.

<sup>2</sup> Cannot be combined with any other tiers. Restricted to Standard Definition non-DVR equipment only. Other restrictions apply.

<sup>3</sup> Viewing on certain television sets may require additional equipment that can be provided by Time Warner Cable or that may be available for purchase from retail stores in certain locations.

<sup>4</sup> Family Choice cannot be combined with any other video programming. Family Choice not available in all areas.

**PREMIUM SERVICES**

<b>HBO®</b>	\$ 15.00
<b>Showtime® &amp; The Movie Channel™</b>	\$ 15.00
<b>STARZ®</b>	\$ 15.00
<b>Cinemax®</b>	\$ 15.00

**ADULT PREMIUM SERVICES**

<b>Playboy TV</b>	\$ 15.00
<b>Playboy TV en Español<sup>5</sup></b>	\$ 5.00
<b>Penthouse</b>	\$ 12.99
<b>Hustler</b>	\$ 12.99
<b>TEN</b>	\$ 12.99
<b>REAL</b>	\$ 12.99
<b>Manhandle</b>	\$ 12.99
<b>Adult 3-Pack</b>	\$ 24.99

<sup>5</sup> With subscription to TV en Español only.



1-800-TWCABLE  
[twc.com](http://twc.com)

For our latest special offers and promotions,  
please visit [twc.com](http://twc.com)

2020-RC-0314

## INTERNATIONAL PREMIUMS

<b>Arabic</b> (ART)	\$ 11.95
<b>Cantonese</b> (TVB Jade World - TVB1, TVB2, TVBe, TVBS & CCTV4)	\$ 39.99
<b>Farsi</b> (Tapes Television)	\$ 11.95
<b>Filipino</b> (GMA - GMA Pinoy & GMA Life TV)	\$ 14.99
(TFC)	\$ 11.95
(Filipino Language Package - GMA & TFC)	\$ 24.99
<b>French</b> (TV5 Monde)	\$ 14.95
<b>Hindi</b> (Hindi Star Pass - Star Plus, Star Gold, Life OK & APB News)	\$ 19.99
(Hindi Pass - Star Plus, Sony & Zee TV)	\$ 24.99
(Hindi Pass Plus - Star Plus, Sony, Zee TV, Life OK, Willow, TV Asia, NDTV 24/7 & iTV Gold)	\$ 39.99
(Hindi Passport - Star Plus, Sony, Zee TV, Life OK, Willow, TV Asia, NDTV 24/7, Star Gold, Filmy, UTV Movies & iTV Gold)	\$ 69.99
<b>Italian</b> (Rai Italia)	\$ 14.95
<b>Japanese</b> (TV Japan)	\$ 24.95
<b>Korean</b> (MBC - MBC America, MBCD, tvK, tvK2 & KBS America)	\$ 14.95
(SBS - SBS, tvK, tvK2 & KBS America)	\$ 14.95
(Korean Language Package - MBC & SBS)	\$ 24.99
<b>Mandarin</b> (CTI - CTI Zhong Tian, CCTV-4 & CCTV-9)	\$ 11.95
(ETTV - China, Drama, News, Super & Yoyo)	\$ 19.99
(Phoenix - North America & InfoNews)	\$ 11.99
(Mandarin Language Package - Includes CTI, ETTV & Phoenix)	\$ 29.99
<b>Russian</b> (CIR)	\$ 11.95
(RTN)	\$ 14.95
(RTVi)	\$ 11.99
(TV1000 Russian Kino)	\$ 11.99
(Russian Language Package - includes CIR, RTN, RTVi & TV1000 Russian Kino)	\$ 29.99
<b>Vietnamese</b> (Vietnamese Pass - SBTN & TVBV)	\$ 19.99

## SEASONAL SPORTS SERVICES

ESPN Full Court, ESPN GamePlan, MLB Extra Innings, MLS Direct Kick, NBA League Pass, NHL Center Ice	Varies
---	--------

## ON DEMAND & PAY-PER-VIEW

<b>On Demand</b> (New Releases & Classic Movies, Adult & Special Events)	Varies
<b>Pay-Per-View</b> (Special Events, Adult Blocks)	Varies
Disney On Demand	\$ 3.99
Disney Family Movies On Demand	\$ 4.99
Here TV On Demand	\$ 7.99
Too Much For TV On Demand	\$ 13.99

## INTERNET

Standard Internet	\$ 57.99
Basic Internet	\$ 47.99
Everyday Low Price Internet	\$ 14.99
Turbo Upgrade <sup>6</sup>	\$ 10.00
Extreme Upgrade <sup>6</sup>	\$ 20.00
Ultimate Upgrade <sup>6</sup>	\$ 50.00
Home WiFi	\$ 4.95
Music To-Go	\$ 14.95
Music Pack	\$ 9.95
Variety Pack	\$ 7.95
Funways	\$ 4.95

<sup>6</sup> Turbo, Extreme or Ultimate Upgrade can be added to Standard Internet.

## HOME PHONE

Home Phone National	\$ 44.99
Home Phone State	\$ 34.99
Home Phone Local	\$ 24.99
Second Line National Option <sup>7</sup>	\$ 29.95
Second Line State Option <sup>8</sup>	\$ 24.95
Second Line Local Option <sup>9</sup>	\$ 19.99
International OnePrice <sup>®</sup> Plan <sup>10</sup> (additional)	\$ 19.95
Global Penny Phone Plan (additional)	\$ 2.95
Voicemail Service (per phone number)	\$ 3.95
Private Listing (per phone number)	\$ 1.99

<sup>7</sup> Requires primary Home Phone Nationwide line.

<sup>8</sup> Requires primary Home Phone State line.

<sup>9</sup> Requires primary Home Phone line.

<sup>10</sup> Subscription to Home Phone with TV and/or Internet is required.

## EQUIPMENT & EXTRAS

Digital, HD, DVR or HD-DVR Set-Top Box Package (Includes Set-Top Box, Remote and The Guide)	\$ 11.25
Digital, HD, DVR or HD-DVR Set-Top A/O Package (Includes Set-Top Box, Remote, The Guide and Additional Outlet Service Fee)	\$ 12.75
DVR Service Fee (per DVR)	\$ 12.99
Whole House DVR Service Fee (per WH-DVR)	\$ 19.99
CableCARD™ (each)	\$ 2.50
Additional Outlet (A/O) Service Fee (For 2nd and each additional Set-Top Box or CableCARD™)	\$ 1.50
Internet Modem Lease	\$ 5.99

## INSTALLATION

Video Installation, Primary Outlet (Unwired or prewired)	\$ 49.99
Internet Installation	\$ 49.99
Home Phone Installation	\$ 49.99
Additional Outlet at Time of Installation	\$ 19.99
WH-DVR Installation	\$ 50.00
Home WiFi Installation	\$ 50.00
Easy Connect Shipping Charge	\$ 9.99
Trip Charge <sup>11</sup>	\$ 39.99
Custom Work Hourly Service Charge	\$ 50.00

<sup>11</sup> Applicable when adding and/or relocating outlet, upgrading and/or downgrading services and picking up equipment. Applicable if technician determines that the problem is not related to Time Warner Cable's service or equipment. This charge may be waived if the customer subscribes to the Time Warner Cable Service Protection Plan.

## OTHER SERVICE CHARGES

Addressable Change of Service Fee	\$ 4.00
Agent Assisted Payment	\$ 5.00
Agent Assisted PPV Order	\$ 5.00
Call-Log Copy (beyond 3 months)	\$ 5.00
Late Payment Fee	\$ 4.75
Returned Payment Fee	\$ 25.00
Service Restore Fee	\$ 5.00
Statement Copy	\$ 5.00
Telephone Number Transfer Charge <sup>12</sup>	\$ 25.00
Telephone Number Change Fee	\$ 25.00

<sup>12</sup> Home Phone customers transferring existing phone numbers are subject to a one-time \$25 telephone number transfer charge and subject to current provider's ability to release the telephone number.

## UNRETURNED/LOST/DAMAGED EQUIPMENT

CableCARD™	\$ 56.00
HD DTA	\$ 83.00
HD-DVR	\$ 284.00
HD Set-Top Box	\$ 197.00
Home Networking Device/Wireless Modem	\$ 119.00
Home Networking Device/Wireless Router	\$ 24.00
HSD Modem/Cable Modem	\$ 77.00
IntelligentHome Touchscreen	\$ 420.00
Remote Control	\$ 4.00
Tuning Adapter	\$ 147.00
Voice Modem/Residential eMTA	\$ 146.00



California Region  
3055 Comcast Place  
Livermore, CA 94551-9559

August 2, 2013

Local Franchising Authority

**VIA EMAIL DELIVERY**

To Whom It May Concern:

Having completed our digital network enhancement to an all-digital system, on or shortly after **October 2, 2013** we will begin encrypting our Limited Basic service in your area. Encryption has a number of consumer benefits; including the reduced need for home service calls and the enhanced security of our network by reducing service theft that impacts our customers' service experience.

When Limited Basic service is encrypted, all XFINITY Video customers will need equipment supplied by Comcast connected to each television in order to continue receiving services.

- A customer that has a set-top box, digital adapter, or a retail CableCARD™ device connected to each TV will be unaffected by this change.
- A customer that is currently receiving Comcast's Limited Basic service on any TV **without** equipment supplied by Comcast will lose the ability to view any channels on that TV. These customers will be entitled to receive equipment at no additional charge or service fee for a limited period of time. The number and type of devices the customer is entitled to receive, and for how long, will vary depending on the customer's situation.

Enclosed please find a sample of the customer notice that the FCC requires be sent to customers regarding encryption and the availability of devices at no additional charge or service fee. You'll note that we have established a special toll free number and website so that our customers can learn more about the equipment offer and eligibility.

In addition, the encryption of our Limited Basic service will impact those accounts receiving courtesy services pursuant to our Franchise/License Agreement. Courtesy accounts are entitled to receive up to three digital adapters or CableCARDS at no additional monthly charge, including those they may have previously received as part of our digital network enhancement to an all-digital platform. A sample of the courtesy notice to be received by these accounts is enclosed.

As always, if you have any questions or concerns regarding this program, or any other matter, please feel free to contact Lee-Ann Peling at 925-424-0168 ([LeeAnn\\_Peling@comcast.com](mailto:LeeAnn_Peling@comcast.com)) or me at 925-424-0207 ([Mitzi\\_Givens-Russell@comcast.com](mailto:Mitzi_Givens-Russell@comcast.com)).

Sincerely,

Mitzi Givens-Russell  
Franchise Operations Manager  
Comcast California

Attachments:

**EXHIBIT B**

## IMPORTANT INFORMATION ABOUT YOUR XFINITY® TV SERVICE

On **October 1, 2013**, Comcast® will start encrypting Limited Basic Service on your cable system. If you have a set-top box, digital transport adapter (DTA), or a retail CableCARD device connected to each of your TVs, you will be unaffected by this change. However, if you are currently receiving Limited Basic on any TV without equipment supplied by Comcast, you will lose the ability to view any channels on that TV.

If you are affected, you should contact Comcast to arrange for the equipment you need to continue receiving your services. In such case, you are entitled to receive equipment at no additional charge or service fee for a limited period of time. The number and type of devices you are entitled to receive and for how long will vary depending on your situation. If you are a Limited Basic customer and receive the service on your TV without Comcast-supplied equipment, you are entitled to up to two devices for two years (five years if you also receive Medicaid). If you subscribe to a higher level of service and receive Limited Basic on a secondary TV without Comcast-supplied equipment, you are entitled to one device for one year.

You can learn more about this equipment offer and eligibility at [comcast.com/digitaladapterinfo](http://comcast.com/digitaladapterinfo) or by calling **1-855-860-8989**. To qualify for any equipment at no additional charge or service fee, you must request the equipment between **August 2, 2013** and **January 29, 2014** and satisfy all other eligibility requirements.

X33757



## INFORMACIÓN IMPORTANTE SOBRE TU SERVICIO DE XFINITY® TV

En **1 de octubre 2013**, Comcast® comenzará a codificar el servicio Limited Basic en tu sistema de cable. Si tienes una caja digital, un Adaptador de Transmisión Digital (DTA) o una tarjeta CableCARD conectados a cada uno de tus televisores, no te verás afectado por este cambio. Sin embargo, si actualmente estás recibiendo el servicio Limited Basic en cualquier televisor sin equipo suministrado por Comcast, no podrás ver ningún canal en ese televisor.

Si te ves afectado por este cambio, deberás comunicarte con Comcast y solicitar el equipo que necesitas para continuar recibiendo tus servicios. En tal caso, tienes el derecho de recibir el equipo sin costo adicional ni cargo por servicio adicional por un período limitado. La cantidad y el tipo de equipo que tienes derecho a recibir, y por el tiempo que tienes derecho a recibirlo, varían dependiendo de tu situación. Si eres un cliente del servicio Limited Basic y recibes el servicio en tu televisor sin un equipo suministrado por Comcast, tienes el derecho de recibir hasta dos equipos por dos años (cinco años si también eres beneficiario de Medicaid). Si estás suscrito a un nivel de servicio más alto y recibes el servicio Limited Basic en un televisor secundario sin equipo suministrado por Comcast, tienes el derecho de recibir un equipo por un año.

Puedes obtener más información sobre la oferta de este equipo y tu elegibilidad en [comcast.com/digitaladapterinfo](http://comcast.com/digitaladapterinfo) o llamando al **1-855-860-8989**. Para obtener cualquier equipo sin costo adicional ni cargo por servicio, debes solicitar tu equipo entre el **2 de agosto 2013** y el **29 de enero 2014** y cumplir con todos los demás requisitos de elegibilidad.





# IMPORTANT ACTION REQUIRED: We're upgrading our network — check *all* of your TVs to see if you have the right digital equipment.



Update on Network Upgrade for:

OPT. ENDRSMNT LINE VIS LOT NAME SACK AND PA SEQUEN  
FULL NAME  
COMPANY  
DEPARTMENT  
DELIVERY ADDRESS  
CITY ST ZIP+4

Unique Digital ID #: [XXXX-XXXX-XXXX-XXXX]  
Account #: [XXXXXXXXXXXX]  
Home Phone #: [XXX-XXX-XXXX]

**TO ORDER YOUR EQUIPMENT, VISIT:  
[comcast.com/digitalnow](http://comcast.com/digitalnow)**

March 2013

Soon you'll enjoy TV, Internet and Voice service made possible by Comcast's network upgrade to an all-digital platform. This means all your channels will be broadcast exclusively in digital format.

**After the upgrade, any TV without digital equipment will no longer receive any channels.** You'll need to make sure you have the right digital equipment for each of your TVs at Service Address  
City, State ZIP

## Follow these simple steps:

### 1 Check your TVs for digital equipment



*Actual equipment may vary.*

To continue receiving all of your current channels, you will need a digital set-top box, digital adapter or CableCARD™ on each of your TVs to continue using your current channels, unless you have a QAM tuner TV.

**Within 4 months, we will be encrypting  
Limited Basic channels in our network, at which point,  
you must have a digital device connected to your TVs.**

### 2 Order equipment at [comcast.com/digitalnow](http://comcast.com/digitalnow)

- Have your Unique ID or account # handy (at the top of this letter).
- **Receive one digital set-top box and up to two digital adapters at no additional monthly service charge.**
- There's no charge for shipping this order, and it's easy to install. Professional installation is available at an additional charge.
- Additional set-top boxes start at \$8.00 each per month, and additional adapters are \$1.99 each per month.
- You can also order your equipment by calling 1-877-634-4434.

### 3 Connect and activate your equipment

It's easy! Connect your digital adapters to your TVs, then follow the easy activation instructions included in the box. If you would like professional installation, we can do it for an additional charge. Helpful tips, FAQs and self-installation videos are also available at [comcast.com/digitalnow](http://comcast.com/digitalnow)

Order by April 30, 2013. Visit [comcast.com/digitalnow](http://comcast.com/digitalnow) or call **1-877-634-4434** today!

Not available in all areas. No charge currently in effect for residential customers receiving only Limited Basic service for first three digital devices in home. QAM tuner TVs will continue to receive Limited Basic channels 2-30 without a digital device unless signals are encrypted. Customers with an authorized CableCARD device will not require additional equipment. Pricing subject to change. Applicable equipment, installation, taxes, franchise and other fees extra. Call for details. © 2013 Comcast. All rights reserved.

MR13-SCZ-NOEQ-1



# IMPORTANT ACTION REQUIRED: Get ready for XFINITY™ – order digital equipment for all your TVs today.



LGLa-MDO-DG

OPT. ENDRSMNT LINE VIS LOT NAME SACK AND PA SEQUEN  
FULL NAME  
COMPANY  
DEPARTMENT  
DELIVERY ADDRESS  
CITY ST ZIP+4

Unique Digital ID #: [XXXX-XXXX-XXXX-XXXX]

Dear John Q. Sample:

XFINITY is almost here. We're enhancing our network to bring you more choice, more control, more On Demand, more speed and more HD than ever before.

Once this enhancement is complete, your Expanded Basic channels will be broadcast exclusively in digital format. To continue receiving all your current channels, you will need to order digital equipment for each TV in your home that isn't connected to a digital set-top box. **After the enhancement, any TV without digital equipment will only receive Limited Basic channels.\***

**You can receive up to two digital adapters at no additional monthly service charge.**

*\*Please Note: If you have a TV or other device that uses a CableCARD, no additional equipment is necessary for that TV.*

## EQUIPMENT IS EASY TO ORDER

### 1 CLICK OR CALL

Click: [comcast.com/digitalnow](http://comcast.com/digitalnow)

Call: 1-877-634-4434 from your home phone.

Have your Unique ID # handy (*located at the top of this letter*).

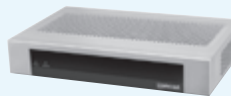
### 2 INSTALL

Connect the equipment to all your TVs without digital equipment, then "click or call" us to activate.

### 3 THAT'S ALL

Enjoy all your current programming, plus more!

#### Digital Device Options



Digital Set-Top Box

#### Benefits

- Access to On Demand, Interactive Program Guide and more
- The same great channels that you currently receive with your existing set-top box
- Crisp digital picture and sound



Digital Adapter

- Access to more channels that you can only receive with digital equipment, like Bloomberg, Sprout, G4 and Biography
- Crisp digital picture and sound

If you'd like additional digital devices, set-top boxes start at \$7.50 per month, and digital adapters are \$1.99 per month.

#### NO CHARGE FOR SHIPPING YOUR DIGITAL EQUIPMENT

We'll send your digital equipment to you in a simple self-install kit. There is no charge for shipping up to two digital adapters. Professional installation is available at an additional charge.

**Call us by June 16, 2010 to get your equipment, so you don't miss out on any of your current channels.**

Sincerely,

Marty Robinson  
Area Vice President

#### Connected? You're all set.

Once you have your digital equipment, you're ready for XFINITY. TV, phone and Internet — reinvented.

Click: [comcast.com/digitalnow](http://comcast.com/digitalnow)

Call from your home phone:  
1-877-634-4434

XFINITY service not available in all areas. Limited to residential customers receiving Digital Starter service. Digital set-top box and remote required to receive On Demand and HD services. Access to HD channels requires an HD set-top box at an additional charge. QAM tuner TVs will continue to receive Limited Basic channels without a digital device. Refer to enclosed insert for complete channel listing. Pricing subject to change. Applicable equipment, installation, taxes and franchise fees extra. Comparison to Comcast's offerings prior to network upgrades. Call for details. ©2010 Comcast. All rights reserved.



RTN (Russian)	\$14.99
<b>Channel One Russia &amp; RTN</b> (Russian)	\$21.99
<b>Willow Plus</b> (South Asian/Cricket Sport)	\$14.99
<b>STAR India PLUS</b> (South Asian)	\$11.99
<b>SET Asia (Sony)</b> (South Asian)	\$14.99
<b>Zee TV</b> (South Asian)	\$14.99
<b>Desi 3 Pack</b> Includes SET Asia (Sony), Zee TV and STAR India PLUS	\$29.99
<b>KO-AM</b> (Korean)	\$14.99

#### PAY-PER-VIEW AND ON DEMAND SUBSCRIPTION SERVICES<sup>19</sup>

<b>Bollywood Hits On Demand</b>	\$12.99
<b>Bollywood Hits On Demand</b> w/a South Asian international selection	\$9.99
<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<sup>20</sup></b> (per title or event)	Vary
<b>Streampix<sup>™21</sup></b>	\$4.99

#### SPORTS PACKAGES<sup>19</sup>

<b>MLB Extra Innings<sup>®</sup></b>	Call 1-800-XFINITY for pricing
<b>MLS Direct Kick</b>	Call 1-800-XFINITY for pricing
<b>NHL<sup>®</sup> Center Ice<sup>®</sup></b>	Call 1-800-XFINITY for pricing
<b>NBA League Pass</b>	Call 1-800-XFINITY for pricing
<b>ESPN GamePlan</b>	Call 1-800-XFINITY for pricing
<b>ESPN Full Court</b>	Call 1-800-XFINITY for pricing

#### VIDEO EQUIPMENT

<b>Limited Basic Only Converter</b>	\$1.00
<b>Digital Converter</b>	\$2.50
<b>Remote Control</b>	\$0.15
<b>HD Digital Converter</b> (Limited Basic Only)	\$2.20
<b>Digital Adapter</b> (Limited Basic Only — Primary Outlet, SD or HD)	\$0.00
<b>Digital Adapter</b> (Limited Basic Only — 1st and 2nd Additional Outlet, SD or HD)	\$0.00
<b>Digital Adapter</b> (Limited Basic Only — 3rd Additional Outlet and above, SD or HD)	\$0.50
<b>CableCARD</b> (first card in device)	\$0.00
<b>CableCARD</b> (second card in same device)	\$1.00

#### INSTALLATION FEES<sup>22</sup>

(PER OCCURRENCE UNLESS NOTED)	Initial Installation of Service	After Initial Installation of Service
<b>Unwired Home<sup>23</sup></b> (Standard Installation)	\$44.50	N/A
<b>Wired Home<sup>23</sup></b> (Standard Installation)	\$32.00	N/A
<b>Hourly Service Charge<sup>23</sup></b> (Custom Installation)	\$35.00	\$35.00
<b>Additional Outlet</b> (new)	\$14.00	\$32.00
<b>Activate Pre-existing Additional Outlet</b>	\$5.75	\$22.00
<b>Relocate Additional Outlet</b>	\$14.00	\$29.50
<b>Connect VCR/DVD</b>	\$7.50	\$18.50
<b>XFINITY TV Upgrade/Downgrade of Service</b> (No in-home visit required)		\$1.99
<b>Upgrade of Service</b> (In-home visit required)		\$27.50
<b>Downgrade of Service</b> (In-home visit required)		\$12.00
<b>In-Home Service Visit (XFINITY TV)</b>		\$36.00
<b>Reconnection of Service</b> (In-home visit required)		\$30.00

#### REACTIVATION FEES

(NO IN-HOME VISIT REQUIRED—PER OCCURRENCE UNLESS NOTED)	
<b>Video Only</b>	\$1.99
<b>Internet or Voice Only</b>	\$6.00
<b>Video and Voice or Video and Internet</b>	\$7.99
<b>Voice and Internet</b>	\$12.00
<b>Video, Voice and Internet</b>	\$13.99

#### MISCELLANEOUS FEES (PER OCCURRENCE UNLESS NOTED)

<b>Service Protection Plan<sup>24</sup></b> (per month) Inside home wiring protection for cable TV, high-speed Internet and phone services	\$3.99
<b>XFINITY Home - Secure 300 Installation Fee</b>	\$499.99
<b>XFINITY Home - Secure 350 Installation Fee</b>	\$899.99
<b>Field Collection Charge</b> Visit to customer's residence required to collect past due balance or unreturned equipment	\$15.00
<b>Returned Payment Item</b> (each)	\$25.00
<b>Late Fee</b>	\$9.50
<b>Convenience Fee—Agent</b> For payment made by phone with a Customer Care Representative	\$5.99
<b>Unreturned or Damaged Equipment Fees<sup>25</sup></b> (per piece)	Replacement Cost
<b>Self Install Kit<sup>26</sup></b> (Single Product)	\$15.00
<b>Self Install Kit<sup>26</sup></b> (Multi-Product)	\$30.00
<b>Self Install Kit Shipping and Handling</b>	\$15.00
<b>Self Install Kit Shipping and Handling</b> (Priority Shipping)	\$30.00
<b>Cable Guide Magazine</b> (per month)	\$3.50
<b>Customer-Owned Video Equipment Credit</b> See www.comcast.com/equipmentpolicy for additional information	\$2.50
<b>X1 Platform Upgrade Fee</b>	\$99.99

#### XFINITY<sup>®</sup> VOICE<sup>1,27</sup>

<b>XFINITY Voice—Unlimited<sup>™</sup> With TV and Internet Service</b>	\$44.95
<b>XFINITY Voice—Local with More<sup>®</sup> With TV or Internet Service</b>	\$39.95
	\$34.95
	\$24.95

#### CAREFREE MINUTES<sup>®</sup> 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>Voice mail</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>	\$8.00
<b>Voice/Data Modem DOCSIS 3.0 Kit</b> (for purchase, one-time charge)	\$99.00
<b>New Activation Fee</b> (per occurrence)	\$29.95
<b>Standard Installation</b> (per occurrence)	\$99.99
<b>XFINITY Voice Upgrade/Downgrade of Service</b> No In-home visit required (per occurrence)	\$2.99
<b>In-Home Repair Charge</b> (per occurrence)	\$50.00
<b>Unreturned or Damaged Equipment Fees<sup>25</sup></b> (per piece, per occurrence)	Replacement Cost

#### XFINITY<sup>®</sup> INTERNET<sup>1,28</sup>

	XFINITY Internet Service Only	with XFINITY TV or Voice Service
<b>Economy Plus</b>	\$39.95	\$29.95
<b>Performance Starter<sup>29</sup></b>	\$49.95	\$49.95
<b>Performance</b>	\$66.95	\$53.95
<b>Blast!<sup>®</sup></b>	\$77.95	\$64.95
<b>Extreme 105<sup>13</sup></b>	\$114.95	\$99.95
<b>Voice/Data Modem</b>		\$8.00
<b>Wireless Gateway</b>		\$8.00
<b>Additional IP Address</b> (first)		\$4.95
<b>Additional IP Address</b> (each monthly, up to 4 additional)		\$9.90
<b>Voice/Data Modem DOCSIS 3.0 Kit</b> (for purchase, one-time charge)		\$99.00
<b>Ethernet Card</b> (each, for purchase, one-time charge)		\$30.00
<b>Professional Internet Installation</b> (per occurrence)		\$99.99
<b>New Activation Fee</b> (per occurrence)		\$29.95

**XFINITY Internet Upgrade/Downgrade of Service** No in-home visit required (per occurrence) \$2.99

**Wireless Networking On-Site Professional Set-Up** (with installation of XFINITY TV, XFINITY Voice or XFINITY Internet, per occurrence) \$49.95

**Wireless Networking On-Site Professional Set-Up** (Separate Trip, per occurrence) \$99.95

**Wireless Networking On-Site Professional Set-Up** (Additional Device, per occurrence) \$29.95

**Extreme 105 Professional Internet Installation** (per occurrence) \$249.00

**Upgrade Home Networking Equipment** Requiring separate trip (per occurrence) \$40.00

**Installation of PC Cards** Separate Trip No Card (per occurrence) \$74.99

**In-Home Service Visit** (per occurrence) \$50.00

**Unreturned or Damaged Equipment Fees<sup>25</sup>** (per piece, per occurrence) Replacement Cost

<sup>1</sup> 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. ©2014 Comcast. All rights reserved.

<sup>2</sup> Requires a Voice/Data Modem, except for the Complete Triple Play Packages.  
<sup>3</sup> SurePrice only available for 12 months to XF Triple Play, XH Triple Play or XFINITY Latino Triple Play customers after 12 month promotional package.  
<sup>4</sup> XFINITY Home - Secure 300 requires 3 year minimum term agreement with early termination fee if terminated prior to end of term. For additional information on XFINITY Home Security go to www.xfinity.com/home.  
<sup>5</sup> XFINITY Home - Secure 350 requires 3 year minimum term agreement with early termination fee if terminated prior to end of term. For additional information on XFINITY Home Security go to www.xfinity.com/home.

<sup>6</sup> Requires a Voice/Data Modem.  
<sup>7</sup> AnyRoom<sup>®</sup> DVR Service is included with HD Premier Triple Play, HD Complete Triple Play, XH PF HD Premier Triple Play, XH PF HD Complete Triple Play, XH PM HD Premier Triple Play and XH PM HD Complete Triple Play if AnyRoom<sup>®</sup> DVR Service is installed on primary outlet.  
<sup>8</sup> Includes HD Technology Fee. HD DVR Service on additional outlets includes Digital Additional Outlet Service.  
<sup>9</sup> Sold only with Digital Additional Outlet Service for up to 3 TVs, maximum 3 clients per household. Requires HD Technology Fee and professional installation. Not available to customers with Limited Basic only.

<sup>10</sup> Not available to Limited Basic only customers. Digital service tier on additional outlet corresponds to digital service tier on primary outlet.  
<sup>11</sup> Requires HD Technology Fee.  
<sup>12</sup> Not available to customers with Limited Basic only.  
<sup>13</sup> Not available in all areas. May require installation and non-refundable installation charge.  
<sup>14</sup> SurePrice only available for 12 months to Starter XF Double Play, Preferred XF Double Play, XFINITY 2300 Latino, XFINITY 2450 Latino and XFINITY 2600 Latino customers after 12 month promotional package. HBO<sup>®</sup> and Streampix<sup>™</sup> available at no extra cost during 12 month promotional package and 12 month SurePrice period. After end of the promotional and SurePrice periods, HBO<sup>®</sup> and Streampix<sup>™</sup> will be billed at the then current retail rate.  
<sup>15</sup> Requires digital converter or CableCARD and Limited Basic.  
<sup>16</sup> Requires Digital Starter.  
<sup>17</sup> Requires digital converter and purchase of Limited Basic. Family Tier programming included in Digital Services except for Latino Tier.  
<sup>18</sup> Includes digital adapter and remote. Digital service tier on additional outlet corresponds to digital service tier on primary outlet. Does not include access to On Demand content, premium channels or programming guide. Not available to customers with Limited Basic only.  
<sup>19</sup> Requires digital converter and Limited Basic. Sports packages will automatically renew at the start of each season at that seasons full-season early-bird rate, provided Comcast still carries the package. Subscription will automatically be billed in 4 total payments. Call 1-800-Comcast to cancel subscription or automatic renewal up to 30 days into the season. Charges are non-refundable after the first 30 days of the season. Other restrictions may apply. Customers enrolled in the auto-renewal program moving to another Comcast serviceable address and continuing service with Comcast in or out of season, will remain enrolled in the auto-renewal program.

<sup>20</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>21</sup> Requires digital converter and Limited Basic to receive Streampix<sup>™</sup> on television. Streampix<sup>™</sup> included with the following tiers of service: Blast Plus<sup>™</sup>, Internet Plus, HD Preferred Plus XF Triple Play, HD Premier XF Triple Play, HD Complete XF Triple Play, XH PF HD Preferred Plus Triple Play, XH PF HD Premier Triple Play, XH PF HD Complete Triple Play, XH PM HD Preferred Plus Triple Play, XH PM HD Premier Triple Play and XH PM HD Complete Triple Play. HD content requires subscription to HD Technology Fee. Streaming to iOS device requires XFINITY<sup>™</sup> TV app. Internet service with bandwidth of at least 600 Kbps and a subscription to Limited Basic. Streaming to laptop/computer requires 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 600 Kbps and a subscription to Limited Basic.

<sup>22</sup> Does not include installation charges for Extreme 105 Internet Service, XFINITY Home Security, Wireless Networking, XFINITY Voice activation fees.

<sup>23</sup> Standard 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>24</sup> See http://www.comcast.com/spp for information on Service Protection Plan.

<sup>25</sup> Contact 1-800-XFINITY for questions regarding equipment replacement charges.

<sup>26</sup> Does not apply to CableCARD Self Install Kit.

<sup>27</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/phoneterms/service/comcastdigitalvoice/cdrstatepricing.html.

<sup>28</sup> Voice/Data modem required. For more information regarding XFINITY Internet go to http://www.comcast.com/internet-service.html.

<sup>29</sup> Download speed up to 6 Mbps and upload speed up to 1 Mbps. Many factors affect speed. Actual speeds may vary and are not guaranteed.



# Services & Pricing

Effective July 1, 2014

King County, Pierce County, Snohomish County (SEA-009R)

3100: 200, 210, 220, 230, 240, 250, 260

3200: 10, 20, 30, 40, 50, 60, 70, 80, 110, 120

3300: 20, 30, 40, 50, 60, 70, 80, 90, 150, 210, 280, 360, 380, 390, 400

3400: 20, 50, 80, 90, 100, 110, 150, 160, 170, 230, 250, 260, 290, 300, 320, 330, 340, 360

3600: 80



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

### TRIPLE PLAY PACKAGES<sup>2</sup>

<b>Starter XF Triple Play Bundle</b> Includes Digital Starter for primary outlet, Performance Internet and XFINITY Voice Unlimited™	\$149.95 \$119.99
<b>Preferred XF Triple Play Bundle</b> Includes Digital Preferred for primary outlet, Performance Internet and XFINITY Voice Unlimited™	\$159.95 \$129.99
<b>HD Preferred XF Triple Play Bundle</b> Includes Digital Preferred and Starz® for primary outlet, HD Technology Fee, Performance Internet and XFINITY Voice Unlimited™	\$169.95 \$139.99
<b>HD Preferred Plus XF Triple Play Bundle</b> Includes Digital Preferred, HBO® and Starz® for primary outlet, HD Technology Fee, Blast!® Internet and XFINITY Voice Unlimited™	\$189.95 \$159.99
<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™	\$219.95 \$179.99

<b>HD Complete XF Triple Play Bundle</b> Includes Digital Premier, The Movie Channel® and AnyRoom® DVR Service for primary outlet, Digital Additional Outlet Service on up to 3 TVs, HD Technology Fee, Blast!® Internet, Wireless Gateway, and XFINITY Voice Unlimited™	\$249.95 \$219.99
<b>XH PF Starter Triple Play Bundle<sup>4</sup></b> Includes Digital Starter for primary outlet, Performance Internet and XFINITY Home - Secure 300	\$149.95 \$119.99
<b>XH PF Preferred Triple Play Bundle<sup>4</sup></b> Includes Digital Preferred for primary outlet, Performance Internet and XFINITY Home - Secure 300	\$159.95 \$129.99
<b>XH PF HD Preferred Triple Play Bundle<sup>4</sup></b> Includes Digital Preferred and Starz® for primary outlet, HD Technology Fee, Performance Internet and XFINITY Home - Secure 300	\$169.95 \$139.99
<b>XH PF HD Preferred Plus Triple Play Bundle<sup>4</sup></b> Includes Digital Preferred, HBO® and Starz® for primary outlet, HD Technology Fee, Blast!® Internet and XFINITY Home - Secure 300	\$189.95 \$159.99
<b>XH PF HD Premier Triple Play Bundle<sup>4</sup></b> Includes Digital Premier with HD DVR Service or AnyRoom® DVR Service for primary outlet, HD Technology Fee, Blast!® Internet and XFINITY Home - Secure 300	\$219.95 \$179.99

<b>XH PF HD Complete Triple Play Bundle<sup>4</sup></b> Includes Digital Premier, The Movie Channel® and AnyRoom® DVR Service for primary outlet, Digital Additional Outlet Service on up to 3 TVs, HD Technology Fee, Blast!® Internet, Wireless Gateway and XFINITY Home - Secure 300	\$249.95 \$219.99
<b>XH PM Starter Triple Play Bundle<sup>5</sup></b> Includes Digital Starter for primary outlet, Performance Internet and XFINITY Home - Secure 350	\$159.95 \$129.99
<b>XH PM Preferred Triple Play Bundle<sup>5</sup></b> Includes Digital Preferred for primary outlet, Performance Internet and XFINITY Home - Secure 350	\$169.95 \$139.99
<b>XH PM HD Preferred Triple Play Bundle<sup>5</sup></b> Includes Digital Preferred and Starz® for primary outlet, HD Technology Fee, Performance Internet and XFINITY Home - Secure 350	\$179.95 \$149.99
<b>XH PM HD Preferred Plus Triple Play Bundle<sup>5</sup></b> Includes Digital Preferred, HBO® and Starz® for primary outlet, HD Technology Fee, Blast!® Internet and XFINITY Home - Secure 350	\$199.95 \$169.99
<b>XH PM HD Premier Triple Play Bundle<sup>5</sup></b> Includes Digital Premier with HD DVR Service or AnyRoom® DVR Service for primary outlet, HD Technology Fee, Blast!® Internet and XFINITY Home - Secure 350	\$229.95 \$189.99

<b>XH PM HD Complete Triple Play Bundle<sup>5</sup></b> Includes Digital Premier, The Movie Channel® and AnyRoom® DVR Service for primary outlet, Digital Additional Outlet Service on up to 3 TVs, HD Technology Fee, Blast!® Internet, Wireless Gateway and XFINITY Home - Secure 350	\$259.95 \$229.99
<b>Economy Triple Play XF</b> Includes Digital Economy for primary outlet, Economy Plus Internet and XFINITY Voice Local with More®	\$92.85

### XFINITY LATINO PAQUETE TRIPLE<sup>6</sup>

<b>XFINITY 3300 Latino</b> Includes XFINITY TV 300 Latino for primary outlet, Performance Internet, XFINITY Voice Unlimited™ and Carefree Minutes Mexico 300. Can substitute Carefree Minutes Latin America 300.	\$134.95 \$114.99
<b>XFINITY 3450 Latino</b> Includes XFINITY TV 450 Latino for primary outlet, Performance Internet, XFINITY Voice Unlimited™ and Carefree Minutes Mexico 300. Can substitute Carefree Minutes Latin America 300.	\$149.95 \$124.99
<b>XFINITY 3600 Latino</b> Includes Digital Preferred and the Latino Tier for primary outlet, Performance Internet, XFINITY Voice Unlimited™ and Carefree Minutes Mexico 300. Can substitute Carefree Minutes Latin America 300.	\$159.95 \$134.99
<b>XFINITY 3650 Latino</b> Includes Digital Preferred, the Latino Tier and Starz® for primary outlet, HD Technology Fee, Performance Internet, XFINITY Voice Unlimited™ and Carefree Minutes Mexico 300. Can substitute Carefree Minutes Latin America 300.	\$169.95 \$144.99
<b>XFINITY 3150 Latino</b> Includes XFINITY TV 150 Latino for primary outlet, Economy Plus Internet and XFINITY Voice Unlimited™	\$99.85

### DOUBLE PLAY PACKAGES<sup>2</sup>

<b>Internet Plus</b> Includes Limited Basic, HBO®, Streampix™, standard definition digital converter and remote for primary outlet and Performance Internet	\$69.95
<b>Blast Plus™</b> Includes Digital Economy and Streampix™ for primary outlet and Blast!® Internet	\$84.95
<b>Starter XF Double Play</b> Includes Digital Starter for primary outlet and Performance Internet	\$123.94 \$109.99
<b>Preferred XF Double Play</b> Includes Digital Preferred for primary outlet and Performance Internet	\$141.94 \$119.99
<b>XFINITY 2300 Latino</b> Includes XFINITY TV 300 Latino for primary outlet and Performance Internet	\$99.95 \$89.99
<b>XFINITY 2450 Latino</b> Includes XFINITY TV 450 Latino for primary outlet and Performance Internet	\$114.95 \$99.99

<b>XFINITY 2600 Latino</b> Includes Digital Preferred and the Latino Tier for primary outlet and Performance Internet	\$129.95 \$109.99
<b>XFINITY 2150 Latino</b> Includes XFINITY TV 150 Latino for primary outlet and Economy Plus Internet	\$59.90



### BASIC SERVICES

<b>Limited Basic</b>	
Brier	\$13.37
Mill Creek	\$13.44
Mercer Island	\$14.10
Bellevue	\$14.23
Redmond	\$14.25
Vashon Island	\$15.15
Seattle	\$16.40
Renton	\$13.97
Sammamish, areas of Unincorporated King County	\$14.83
Kent	\$15.24
Newcastle	\$18.61
Areas of Lake Forest Park	\$16.57
Areas of Lake Forest Park	\$16.65
Areas of Unincorporated King County	\$17.69
Burien	\$16.26
Mukilteo	\$14.27
Areas of Edmonds, Lynnwood, Mountlake Terrace, areas of Unincorporated Snohomish County, areas of Unincorporated King County	\$15.43
Kirkland	\$14.07
Lee Hills	\$15.03
King County	\$17.01
King County	\$16.60
King County	\$16.34
Federal Way	\$17.01
Areas of Unincorporated King County	\$19.65
<b>Broadcast TV Fee</b>	\$1.50

### DIGITAL SERVICES

<b>Digital Economy</b> Includes Limited Basic, additional digital channels and a standard definition digital converter and remote for the primary outlet, access to Pay-Per-View and On Demand programming, and Music Choice®	\$37.95
<b>Digital Starter</b> Includes Digital Economy, additional digital channels, MoviePlex, access to On Demand programming and Music Choice	\$69.99
<b>Digital Preferred</b> Includes Digital Starter, additional digital channels, Encore®, access to Pay-Per-View and On Demand programming and Music Choice®	\$87.99

<b>Digital Preferred Plus</b> Includes Digital Preferred, HBO® and Starz®	\$122.99
<b>Digital Premier</b> Includes Digital Preferred, HBO®, Showtime®, Starz®, Cinemax® and Sports Entertainment Package	\$142.99
<b>XFINITY TV 150 Latino</b> Includes Limited Basic, Latino Tier, standard definition digital converter and remote for primary outlet	\$29.95
<b>XFINITY TV 200 Latino</b> Includes Digital Economy and Latino Tier for primary outlet	\$39.95
<b>XFINITY TV 300 Latino</b> Includes XFINITY TV 200 Latino and additional digital channels for primary outlet	\$49.95
<b>XFINITY TV 450 Latino</b> Includes XFINITY TV 300 Latino and additional digital channels for primary outlet	\$64.95

### BASIC AND DIGITAL ANCILLARY SERVICES

<b>HBO®<sup>15</sup></b>	\$19.99
<b>Showtime®<sup>15</sup></b>	\$19.99
<b>Starz®<sup>15</sup></b>	\$19.99
<b>Cinemax®<sup>15</sup></b>	\$19.99
<b>The Movie Channel®<sup>15</sup></b>	\$19.99
<b>Playboy®<sup>15</sup></b>	\$19.99
<b>2 Premium Package<sup>15</sup></b> HBO®, Cinemax®, Showtime® and The Movie Channel® or Starz® and The Movie Channel®	\$19.99
<b>Digital Preferred<sup>16</sup></b> Includes over 60 digital channels including National Geographic Channel, Science Channel, DIY Network, OWN, WE, Encore®, TCM, The Hub, Nick Jr., ESPN, NFL Network and Fox Soccer Channel	\$18.00
<b>Latino Tier<sup>15</sup></b> Includes 40 channels of Spanish language programming	\$16.95
<b>Family Tier<sup>17</sup></b> Includes 12 channels including C-SPAN, The Hub, Food Network, HGTV, PBS Kids Sprout, National Geographic Channel and The Weather Channel	\$14.95
<b>Sports Entertainment Package<sup>16</sup></b> Includes 18 channels including Big Ten Network, CBS Sports Network, FCS Atlantic, FCS Central, FCS Pacific and Fox Movie Channel	\$9.99
<b>HD Technology Fee<sup>12</sup></b>	\$10.00
<b>HD DVR Service<sup>8</sup></b>	\$17.95
<b>AnyRoom® DVR Service<sup>9</sup></b>	\$19.95
<b>Digital Additional Outlet Service (SD or HD)<sup>10</sup></b> with HD <sup>11</sup>	\$9.95
with HD DVR Service <sup>8</sup>	\$17.95
with AnyRoom® DVR Service	\$9.95
<b>Digital Adapter Additional Outlet Service (SD or HD)<sup>18</sup></b>	\$1.99

### INTERNATIONAL SELECTIONS<sup>15</sup>

<b>TV5 MONDE</b> (French)	\$9.99
<b>TV Japan</b> (Japanese)	\$24.99
<b>SBTN</b> (Vietnamese)	\$14.99
<b>GMA Pinoy TV</b> (Filipino)	\$11.99
<b>TFC</b> (Filipino)	\$11.99
<b>GMA Life TV</b> (Filipino)	\$6.99
<b>TFC &amp; GMA Pinoy TV</b> (Filipino)	\$19.99
<b>GMA Pinoy TV &amp; GMA Life TV</b> (Filipino)	\$16.99
<b>Filipino Elite Pack</b> (Filipino) Includes GMA Pinoy TV, GMA Life TV and TFC	\$22.99
<b>Channel One Russia</b> (Russian)	\$14.99

### XF/XH TRIPLE PLAY PACKAGE REWARDS / XFINITY LATINO PAQUETE TRIPLE REWARDS

Regular Price	HD Preferred XF, XFINITY 3650 Latino, XH PF HD Preferred, and XH PM HD Preferred	HD Preferred Plus XF, XH PF HD Preferred Plus, and XH PM HD Preferred Plus	HD Premier XF, XH PF HD Premier, and XH PM HD Premier <sup>7</sup>	HD Complete XF, XH PF HD Complete, and XH PM HD Complete <sup>7</sup>
<b>HBO®</b>	\$19.99	Included	Included	Included
<b>Showtime®</b>	\$19.99	\$10.00	Included	Included
<b>Starz®</b>	\$19.99	Included	Included	Included
<b>Cinemax®</b>	\$19.99	\$10.00	Included	Included
<b>The Movie Channel®</b>	\$19.99	\$10.00	\$10.00	Included
<b>HD DVR Service<sup>8</sup></b>	\$17.95	\$9.95	Included	Included
<b>AnyRoom® DVR Service<sup>9</sup></b>	\$19.95	\$13.95	Included	Included
<b>Digital Additional Outlet Service (SD or HD)<sup>10</sup></b>	\$9.95	\$9.95	\$9.95	Included for three additional outlets
<b>HD Technology Fee<sup>12</sup></b>	\$10.00	Included	Included	Included
<b>Blast!® Speed Upgrade</b>	\$77.95	\$11.00	Included	Included
<b>Extreme 105 Upgrade<sup>13</sup></b>	\$114.95	\$50.00	\$40.00	\$40.00

Refer to the last page for additional information. For information about XFINITY policies and terms of service, go to [www.comcast.com/policies](http://www.comcast.com/policies).

Refer to the last page for additional information. For information about XFINITY policies and terms of service, go to [www.comcast.com/policies](http://www.comcast.com/policies).

Refer to the last page for additional information. For information about XFINITY policies and terms of service, go to [www.comcast.com/policies](http://www.comcast.com/policies).

Refer to the last page for additional information. For information about XFINITY policies and terms of service, go to [www.comcast.com/policies](http://www.comcast.com/policies).

Refer to the last page for additional information. For information about XFINITY policies and terms of service, go to [www.comcast.com/policies](http://www.comcast.com/policies).

Refer to the last page for additional information. For information about XFINITY policies and terms of service, go to [www.comcast.com/policies](http://www.comcast.com/policies).