

## Comcast Business Update for Centre Area Cable Consortium (July 9, 2018)

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Comcast has undergone a significant transformation over the past several years to improve our customer experience. Below are some examples of recent changes.

### **Simpler Bill**

A new bill format launched in June 2018 includes simplified presentation of one-time charges, equipment charges, and recurring charges; explanations of pro-rated charges using personalized graphics and text; and descriptions of what is included in the customer's service package. (Sample bill available at [www.xfinity.com/newsimplebill](http://www.xfinity.com/newsimplebill))

### **Redesigned Packages**

Comcast is introducing simple pricing and packaging options that will give new and existing customers more speed, better entertainment and bigger value. Customers can include Netflix service in our new packages and no longer need to pay a separate HD tech fee.

### **Launch of Xfinity Stream Service**

Customers with Internet-connected devices will no longer be required to rent digital cable boxes through Comcast for TV service.

### **Choice TV**

Beginning in July 2018, Comcast will offer new packages designed to fit the budget and viewing preferences of lighter TV viewers. Customers can add "Genre Tiers," which provide a more personalized channel lineup in three categories: Kids & Family, Entertainment, and Sports & News.

### **Xfinity Apps**

New apps allow customers to download and watch programs on mobile devices when they are away from home, troubleshoot devices, pay bills, schedule a call from our customer service team and much more.

### **Faster Internet Speeds and More Hotspots**

Comcast launched 1 Gig service in Centre County in 2017 and continues to expand the number of Xfinity WiFi Hotspots throughout the county.

### **XFi**

In 2017, Comcast launched our XFi modem which gives customers a personalized home WiFi experience with a simple digital dashboard to set up their home network, see what devices are connected, troubleshoot issues, set parental controls, and even pause WiFi access during dinner or bedtime.

### **Xfinity Mobile**

Comcast launched Xfinity Mobile service which saves customers money and provides a superior service. Customers can purchase unlimited service for \$45/mo or "By the Gig" service for \$12 per gig.

*If you have questions about any of these changes, please contact Kristen Ritchey at 717-443-0570 or [Kristen\\_ritchey@cable.comcast.com](mailto:Kristen_ritchey@cable.comcast.com)*