

**AGENDA ITEM #5
FEBRUARY 12, 2024**

**JOINT MEETING WITH THE PLANNING BOARD TO
DISCUSS AND POSSIBLE VOTE TO EXPAND THE SMART
GROWTH OVERLAY DISTRICT (40R)**

Attached is the map that was provided by the Planning Board.



Sent from my iPhone

**AGENDA ITEM #6
FEBRUARY 12, 2024**

**DISCUSS AND POSSIBLE VOTE ON ESTABLISHING A
TOWN ADMINISTRATOR SEARCH COMMITTEE AND
DISCUSS AND POSSIBLE VOTE REGARDING HIRING A
SEARCH FIRM**

Chairman Day placed this item on the agenda.

**AGENDA ITEM #7
FEBRUARY 12, 2024**

**DISCUSS AND POSSIBLE VOTE TO ADOPT ANNUAL
TOWN MEETING CALENDAR FOR JUNE 10, 2024**

Attached is the draft calendar for the Annual Town Meeting.

DRAFT ANNUAL TOWN MEETING SCHEDULE
JUNE 10, 2024

<u>ACTION</u>	<u>MEETING DATE</u>
Schedule Annual Town Meeting	February 12, 2024
Open Warrant	February 12, 2024
Warrant Closes	April 8, 2024 at 4:00 PM
Send Articles to Town Counsel for review	April 10, 2024
Vote on Articles	May 6 th ?? (the SB has not set the May meetings yet)
Vote on Final Warrant	May 6 th ?? (the SB has not set the May meetings yet)
Legal ad in Paper	May 16 or 23, 2024 depending on warrant review
Warrant Posting	May 16 or 23, 2024 depending on warrant review
Warrant Review	May 20 th or June 3 rd
Annual Town Meeting	June 10, 2024

**AGENDA ITEM #8
FEBRUARY 12, 2024**

**DISCUSS AND POSSIBLE VOTE TO OPEN THE ANNUAL
TOWN MEETING WARRANT FOR JUNE 10, 2024 AND
CLOSE THE WARRANT ON APRIL 8, 2024**

The date and time we have on the draft calendar is April 8th at 4:00 PM.

**AGENDA ITEM #9
FEBRUARY 12, 2024**

**DISCUSS AND POSSIBLE VOTE ON REQUEST FROM FIRE
CHIEF TO APPLY FOR AN ASSISTANCE TO FIREFIGHTERS
GRANT**

Attached is a memo from the Fire Chief regarding this grant.

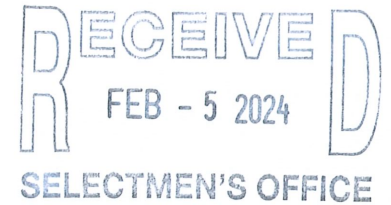


MICHAEL O'BRIEN
FIRE CHIEF
mobrien@lakevillema.org

Lakeville Fire Department

346 Bedford Street
Lakeville, Massachusetts 02347

TEL 508-947-4121 FAX 508-946-3436



PAMELA GARANT
DEPUTY CHIEF
pgarant@lakevillema.org

To: Lakeville Select Board
From: Michael O'Brien *M*
RE: Authorization to apply for grant
Date: February 5, 2024

This document has been written to request authorization from the Select Board to apply for an "Assistance to Firefighters Grant".

The Assistance to Firefighters Grants (AFG) program is a National Fire Administration (FEMA) program intended to enhance the health and safety of firefighting personnel and to provide equipment support for emergency responders.

It is the intention of the Department to apply for funding to be used to procure a turnout gear extractor washing machine and an industrial dryer for gear and fire hose. The funding request will be for \$20,895.00 and will require \$1005.00 in matching cash funds.

The performance period for the grant is 2 years. Due to continued supply chain issues, NFA is granting an additional 2-year blanket extension. The 4 years of grant operational period would allow for coordination with the possible construction of a new fire station.

Thank you for your consideration of this request. Please advise if I should attend a future meeting to speak this request.

**AGENDA ITEM #10
FEBRUARY 12, 2024**

**DISCUSS AND POSSIBLE VOTE TO APPROVE THE
WARRANT FOR THE PRESIDENTIAL PREFERENCE
PRIMARY – MARCH 5, 2024**

Attached is the warrant for the March 5, 2024 Presidential Preference Primary for the Board's approval.

**COMMONWEALTH OF MASSACHUSETTS
WILLIAM FRANCIS GALVIN
SECRETARY OF THE COMMONWEALTH**

WARRANT FOR PRESIDENTIAL PREFERENCE PRIMARIES

Plymouth SS.

To either of the Constables of the Town of Lakeville

GREETINGS:

In the name of the Commonwealth, you are hereby required to notify and warn the inhabitants of said city or town who are qualified to vote in Primaries to vote at

**PRECINCT 1, 2 & 3
TED WILLIAMS CAMP, LOON POND LODGE
28 PRECINCT STREET**

on **TUESDAY, THE FIFTH DAY OF MARCH, 2024**, from 7:00 A.M. to 8:00 P.M. for the following purpose:

To cast their votes in the Presidential Primaries for the candidates of political parties for the following offices:

PRESIDENTIAL PREFERENCE.....	FOR THIS COMMONWEALTH
STATE COMMITTEE MAN.....	FIRST BRISTOL & PLYMOUTH SENATORIAL DISTRICT
STATE COMMITTEE WOMAN.....	FIRST BRISTOL & PLYMOUTH SENATORIAL DISTRICT
TOWN COMMITTEE.....	TOWN OF LAKEVILLE

You are hereby directed to serve this warrant by posting and attesting copy hereof seven days at least before March 5, 2024 at the following places: Town Office Building; Baldies Pizzeria, Fat Cousins Pizza, the Clark Shores Association Bulletin Board, Apponequet Regional High School, the Senior Center and Assawompset School.

Hereof fail not and make return of this warrant with your doings thereon at the time and place of said voting.

Given under our hands this _____ day of _____, 2024.

A true copy, Attest:

Constable

Lakeville, _____, 2024

Brian Day, Chairman

Evagelia Fabian

Lorraine Carboni

LAKEVILLE SELECT BOARD

CONSTABLE NOTICE

**Plymouth, ss:
Lakeville, Mass**

_____, 2024

Pursuant to the within Warrant, I have notified and warned the inhabitants of the Town of Lakeville by posting attested copies of same at the Town Office Building, Baldies Pizzeria, Fat Cousins Pizza, the Clark Shores Association Bulletin Board, Apponequet Regional High School, the Senior Center and Assawompset School.

Constable of Lakeville

**AGENDA ITEM #11
FEBRUARY 12, 2024**

**DISCUSS AND POSSIBLE VOTE TO AWARD SERSG DPW
SERVICES BIDS**

Attached is the SERSG bid result list for the DPW Services Awards for March 1st 2024 through February 8th, 2025.

Southeastern Regional Services Group

DPW SERVICES AWARDS for 3/1/2024 – 2/28/2025

The Town Administrator of Lakeville hereby authorizes the award of contracts to the bidders listed below under the SERSG DPW Services IFB for a twelve-month period commencing 3/1/24. This award is conditioned upon the receipt of the appropriate documents specified in the above IFB. The SERSG Regional Administrator will collect these documents on behalf of the Town Administrator and present to him/her for final approval and signature.

3. Permanent Trench Patch Repairs					
Lorosso					
4" grind & inlay	\$ 60.00	per sq yd	0	sq yds	-
1.5" grind & inlay	\$ 29.00	per sq yd	500	sq yds	14,500.00
Playgrounds/Parking Lots	\$ 225.00	per ton	0	tons	-
TOTAL BID PRICE					14,500.00

5. Superpave Hot Mix Asphalt- Zone D

2023 Pricing – Renewed for 2024

PJ Keating					
Superpave HMA	\$ 101.00	per ton	5,000	tons	505,000.00
Bitumen Tack Coat	\$ 6.00	per gallon	2,608	gallons	15,648.00
Hot Poured Rubrzd. Sealer	\$ 0.01	per lin ft		lin ft	0.01
Warm Mix Additive	\$ 2.00	per gallon		gallons	2.00
Cold Planing	\$ 2.40	sq yd	26,000	sq yds	62,400.00
Structure Adjustments	\$ 450.00	each	5	each	2,250.00
Structure Remodel	\$ 25.00	each		each	25.00
Structures Rebuilt	\$ 25.00	per vertical ft		vert ft	25.00
Hand Work	\$ 101.00	per ton	150	tons	15,150.00
Unclassified Excavation	\$ 25.00	per cubic yd		cub yds	25.00
Sawcutting	\$ 1.00	per lin ft		lin ft	1.00
Playgrounds/Parking Lots	\$ 101.00	per ton	500	tons	50,500.00
TOTAL BID PRICE					\$ 651,026.01

7. Rubber Chip Seal

AllState					
Rubber Chip Seal	\$ 6.20	per sq yd	20,000	sq yds	124,000.00
Leveling Course	\$ 225.00	per ton	300	tons	67,500.00
TOTAL BID PRICE					191,500.00

RECEIVED
 JAN 31 2024
 SELECTMEN'S OFFICE

Southeastern Regional Services Group

DPW SERVICES AWARDS for 3/1/2024 – 2/28/2025

8. Micro Paving					
Indus					
Surface Course, 1 lift	\$ 3.64	per sq yd	10	sq yds	36.40
Leveling Course & Surface Course (2 lifts)	\$ 5.96	per sq yd	10	sq yds	59.60
Leveling Course & Surface Course, w/Crack Repair (2 lifts)	\$ 6.66	per sq yd	5,000	sq yds	33,300.00
			TOTAL BID PRICE		33,396.00

12. Polymer-Modified Crack Sealing/Hot Asphaltic Filler					
Indus					
	\$6,195.00	per day	5	days	30,975.00
	\$ 11.83	per gallon	0	gallons	-
			TOTAL BID PRICE		30,975.00

13. Chlorinated Rubber Traffic Line Painting					
K5 Corp.					
4" White or Yellow Lines	0.080	per lin ft	325,000	lin ft	26,000.00
4" Yellow Hatch Line	0.250	per lin ft		lin ft	0.25
12" White Crosswalks	0.730	per lin ft	0	lin ft	-
12" White Stopline	0.730	per lin ft	0	lin ft	-
Stop Words	5.000	each		each	5.00
Parking Lines	0.420	per lin ft		lin ft	0.42
4" Parking Lines - Ts & Ls	2.000	each		lines	2.00
Directional Arrows (federal)	32.000	each	0	arrows	-
8' "only"	45.000	each	0	words	-
3' "only"	28.000	each		words	28.00
8' "school"	58.000	each	0	words	-
Traffic Islands	15.000	each		islands	15.00
Railroad Crossing	100.000	each		rr crossings	100.00
Removal of Existing PntLines	1.000	per sq ft		sq ft	1.00
Grinding for Inlay	0.200	per sq ft		sq ft	0.20
			TOTAL BID PRICE		26,151.87

Southeastern Regional Services Group

DPW SERVICES AWARDS for 3/1/2024 – 2/28/2025

14. Thermoplastic Traffic Line Painting					
K5 Corp.					
4" white or yellow line	0.550	per lin ft	25,000	lin ft	13,750.00
12" white line	3.750	per lin ft		lin ft	3.75
8' "only"	120.000	each		words	120.00
3' Only	90.000	each		words	90.00
8' School	200.000	each		words	200.00
Removal of Therm PntLines	1.000	per sq ft		sq ft	1.00
Grinding for Inlay	0.600	per sq ft		sq ft	0.60
TOTAL BID PRICE					14,165.35

17. Structure Work					
R.M. Pacella					
Structures Adjusted (1-5 structures per mobilization)	\$ 598.00	each			
Structures Adjusted(6-10 structures per mobilization)	\$ 598.00	each			
Structures Adjusted (11-20 structures per mobilization)	\$ 598.00	each			
Structures Adjusted (20+ structures per mobilization)	\$ 598.00	each			
AVERAGE FOR ADJUSTMENT					\$ 598.00
Structures Remodeled (1-5 structures per mobilization)	\$ 598.00	each			
Structures Remodeled (6-10 structures per mobilization)	\$ 598.00	each			
Structures Remodeled (11-20 structures per mobilization)	\$ 598.00	each			
Structures Remodeled (20+ structures per mobilization)	\$ 598.00	each			
AVERAGE FOR REMODEL					\$ 598.00
Structures Rebuilt (1-5 structures per mobilization)	\$ 598.00	each			
Structures Rebuilt (6-10 structures per mobilization)	\$ 598.00	each			
Structures Rebuilt (11-20 structures per mobilization)	\$ 598.00	each			
Structures Rebuilt (20+ structures per mobilization)	\$ 598.00	each			
AVERAGE FOR REBUILD					\$ 598.00
	structr ADJ	15	needed x	\$ 598.00	\$ 8,970.00
	structr RBLD	15	needed x	\$ 598.00	\$ 8,970.00
	structr REMDL	20	needed x	\$ 598.00	\$ 11,960.00
for total bid of					29,900.00

20. Catch Basins Cleaned & Sumps Measured					
R.J. Gabriel					
Contents in town	\$ 20.50	each	0	catch bsns	-
Contents out of town	\$ 40.50	each	450	catch bsns	18,225.00
TOTAL BID PRICE					18,225.00

21. Tub Grinding					
G. Lopes					
On-site at Hwy Dept	\$ 493.75	per hour	24	hours	11,850.00

Southeastern Regional Services Group

DPW SERVICES AWARDS for 3/1/2024 – 2/28/2025

24. Grad-All Excavator Services				
Cain's Mechanical				
Grad-All Excavator Services	\$ 300.00	per hour	24 hours	7,200.00
30. High Production Tree Removal and/or Trimming				
Mayer Tree				
Standard service (min. 4 hrs)	\$1,062.00	per day	5 days	5,310.00
TOTAL BID PRICE				5,310.00

Grand Total - \$1,034,199.23

Robert Nunes, Interim Town Administrator, Town of Lakeville

**AGENDA ITEM #12
FEBRUARY 12, 2024**

**DISCUSS AND POSSIBLE VOTE TO APPROVE REQUEST
FROM COUNCIL ON AGING DIRECTOR TO DESIGNATE
ITEMS AS SURPLUS**

Attached is information from the Council on Aging Director regarding a pool table and jukebox that she would like to have declared as surplus.

Tracie Craig-McGee

From: Lori Fahey - Council on Aging Director
Sent: Monday, December 11, 2023 3:29 PM
To: Christina Cotsoridis
Subject: Juke box pics and info for Surplus
Attachments: SURPLUS juke box info.pdf; IMG_20231211_144427374.jpg; IMG_20231211_144447136.jpg

Follow Up Flag: Follow up
Flag Status: Flagged

Hi Christina,

I have included info I have on the juke box, along with pics.

The juke was is no longer being used for 3 reasons. Once again it needs to be repaired, we now use our smart TV for any and all events that do not have entertainment and it's taking up valuable space.

Thank You ~ Lori

Lori A. Fahey
Director
Lakeville Council on Aging
Town of Lakeville
1 Dear Crossing
Lakeville, MA 02347
508-947-7224



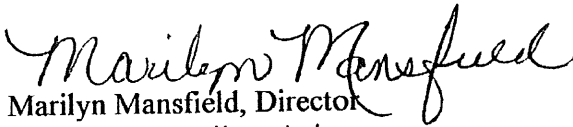
**Town of Lakeville
Council on Aging
1 Dear Crossing
Lakeville, MA 02347**

September 19, 2003

Mr. Michael Yerardi
10 Alberta Lane
Lakeville, MA 02347

The Lakeville Council on Aging would like to thank you for your generous donation of a jute box. The seniors should be able to enjoy many hours of music at our new senior center.

It is our understanding that the estimated value of the jute box is \$600.00. Again, many thanks and stop by to listen to the jute box, or to take part in any of the many programs at the center.


Marilyn Mansfield, Director
Lakeville Council on Aging

:mm





Tracie Craig-McGee

From: Lori Fahey - Council on Aging Director
Sent: Monday, December 11, 2023 3:19 PM
To: Christina Cotsoridis
Subject: SURPLUS pool table pics and info
Attachments: pool table info for surplus.pdf; IMG_20231211_144736856.jpg; IMG_20231211_144741116.jpg; IMG_20231211_144752997.jpg; IMG_20231211_144804543.jpg; IMG_20231211_144818350.jpg

Follow Up Flag: Follow up
Flag Status: Flagged

Christina,

Here are pictures and the info I found regrading the pool table. Looking into it I found that the original COA Director had purchased it used. Although it may have sentimental value, the space that is required for a pool table is valuable real estate for our seniors. I looked back for the past 6 months and it has only been used 3 times. I know we will be able to utilize the space more appropriately if we had the room.

Thank You ~ Lori

Lori A. Fahey
Director
Lakeville Council on Aging
Town of Lakeville
1 Dear Crossing
Lakeville, MA 02347
508-947-7224



July 21, 2003

Council On Aging

Expense: Gifts/Grants

Amount \$1,850.00

Pool Table – New Senior Center

Payable To: Cape Cod Billiard & Dart Supply

191 Popes' Island

New Bedford, MA 02740

Approved: 





**AGENDA ITEM #13
FEBRUARY 12, 2024**

**DISCUSS AND POSSIBLE VOTE TO SEND LETTER TO
TOWN OF RAYNHAM REGARDING CONTRACT WITH THE
LAKEVILLE ANIMAL SHELTER**

The contract renewals were sent out in December for the Animal Shelter Boarder Towns and we have not received Raynham's contract back.

Chairman Day placed this letter on the agenda for discussion.

February 13, 2024

Patricia Riley, Chair
Raynham Board of Selectmen
558 South Main Street
Raynham, MA 02767

RE: Contract with Lakeville Animal Shelter

Dear Chair Riley:

At their meeting held on December 4, 2023, the Lakeville Select Board voted to approve the renewal of the contract with the Town of Raynham to utilize the Lakeville Animal Shelter for housing stray and surrendered Raynham dogs for 2024.

The contracts were mailed out in December of 2023, but we have not yet received them back from your Board. The Select Board has requested that a letter be sent to remind your office that the Lakeville Animal Shelter cannot accept any dogs from Raynham prior to a signed contract being received by our office.

If you have any questions or need further information, please do not hesitate to contact our office at (508) 946-8803.

Sincerely,

Tracie Craig-McGee
Executive Assistant to the Select
Board and Town Administrator

**AGENDA ITEM #14
FEBRUARY 12, 2024**

**DISCUSS AND POSSIBLE VOTE TO ACCEPT
RESIGNATION OF GARY FLAHERTY FROM OPEN SPACE
COMMITTEE**

Attached is an email from Gary Flaherty resigning from the Open Space Committee.

Tracie Craig-McGee

From: Gary Flaherty <gflaherty56@gmail.com>
Sent: Thursday, February 1, 2024 3:55 PM
To: Amy Knox; Tracie Craig-McGee
Subject: Open Space Committee

Afternoon, my wife accepted a position out of the area and we will be moving soon. Please accept this message as my resignation from the committee. Good luck in your future endeavors.

Regards

Gary Flaherty

603.261.9388

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**AGENDA ITEM #15
FEBRUARY 12, 2024**

BUILDING COMMITTEE UPDATES:

- A. SENIOR CENTER ADDITION FEASIBILITY STUDY**

- B. FIRE STATION BUILDING COMMITTEE**

- C. OLD COLONY FEASIBILITY STUDY**

**AGENDA ITEM #16
FEBRUARY 12, 2024**

NEW BUSINESS

**AGENDA ITEM #17
FEBRUARY 12, 2024**

OLD BUSINESS

**AGENDA ITEM #18
FEBRUARY 12, 2024**

CORRESPONDENCE

1. Notice of Reorganization of the Community Preservation Committee
2. Notice from Lakeville Permanent Firefighters Association regarding change in officers
3. Notice from Plymouth County Registry of Deeds on CPA funds collected in 2023
4. Notice of Preliminary Proposed Budget for FY25 – Plymouth County Mosquito Control Project
5. Form 500 and Annual Notice Filing – Comcast

Tracie Craig-McGee

From: Michele MacEachern <shell42880@gmail.com>
Sent: Friday, February 2, 2024 10:07 AM
To: Brian Day; Lorraine Carboni; Lia Fabian
Cc: Robert Nunes; Tracie Craig-McGee; jlucey@meganet.net; eaglelady27@gmail.com; Susan Spieler; Barbara Standish; Amy Knox; bnlafave@gmail.com; paulahoule@gmail.com; kathleen barrack
Subject: CPC Reorganization

Good morning Select Board,

Please note, at our 2/1/24 meeting, the CPC voted the following reorganization:

Chairman: Michele MacEachern
Vice Chair: John Lucey
Treasurer: Nancy Yeatts
Secretary: Susan Spieler

Please do not reply all to this email.

Thank you,
Michele MacEachern

Sent from my iPhone

①



Lakeville Permanent Firefighters Association
IAFF/PFFM Local 3188
346 Bedford St
Lakeville, Massachusetts 02347



January 29, 2024

RECEIVED
JAN 29 2024
SELECTMEN'S OFFICE

Lakeville Select Board
Town of Lakeville
346 Bedford St
Lakeville, MA 02347

Members of the Board,

Per the contract between the Town of Lakeville and the Lakeville Permanent Firefighters Association Local 3188, I am writing to inform you of a change in the Officers of the Association. The office holders are now as follows:

President: Greg Bradstreet

Vice President: Rob Clemens

Treasurer: Ryan Silvia

Secretary: Richard Velez

We look forward to continuing to work together to provide the best possible service to the Town of Lakeville. Please don't hesitate to contact me with any concerns or questions.

I can be reached by email or phone, which are provided below.

Town Email: gbradstreet@lakevillema.org
Personal Email: greg_bradstreet@yahoo.com
Cell: 774-766-8812

Sincerely,

Greg Bradstreet



PLYMOUTH COUNTY REGISTRY OF DEEDS
50 OBERY STREET, PLYMOUTH, MA 02360
(508) 830-9200
FAX (508) 830-9221
www.plymouthdeeds.org

RECEIVED
JAN 29 2024
SELECTMEN'S OFFICE

JOHN R. BUCKLEY, JR., Esquire
REGISTER

TIMOTHY H. WHITE, Esquire
ASSISTANT REGISTER
JOHN ZIGOURAS II
DIRECTOR OF OPERATIONS

TO: Plymouth County Commissioners, Boards of Selectmen Chairs,
Town Councilor President, Community Preservation Committee Chair,
Brockton Mayor, Brockton City Council President

FROM: John R. Buckley, Jr., Plymouth County Register of Deeds

RE: Community Preservation Act Surcharge Funds Collected in 2023

DATE: January 26, 2024

The Registry of Deeds is responsible for collecting the Community Preservation Act surcharges on documents filed at our offices. These surcharges in 2023 amounted to \$4,102,448.00 which was forwarded to the Commonwealth on a monthly basis.

As in past years, I have attached a list of surcharge amounts collected for filings of property in each community from 2019 to 2023. The amounts collected in 2023 range from \$20,125.00 for Plympton to \$553,700.00 for Plymouth.

The current slowdown in the real estate market as a result of higher interest rates and the current low inventory listed for sale has clearly resulted in lower recordings and CPA surcharges collected.

The Plymouth County Registry of Deeds does not receive any portion of those fees collected and dispersed, in accordance with the CPA Legislation.

The line in the report that is identified as 'No Affiliated Town' is due to the document being filed without a city/town identified.

If you have any questions regarding this report, please do not hesitate to call me directly at 508-830-9298.

CPA SURCHARGES BY TOWN FOR 2019 - 2023

Town	2019	2020	2021	2022	2023
ABINGTON	\$65,120.00	\$179,175.00	\$198,700.00	\$135,400.00	\$93,000.00
BRIDGEWATER	\$88,855.00	\$266,690.00	\$288,625.00	\$190,950.00	\$144,950.00
BROCKTON	\$284,700.00	\$731,235.00	\$908,425.00	\$654,625.00	\$513,875.00
CARVER	\$41,570.00	\$126,255.00	\$152,475.00	\$91,900.00	\$79,600.00
DUXBURY	\$73,435.00	\$227,910.00	\$236,025.00	\$147,650.00	\$117,250.00
EAST BRIDGEWATER	\$55,710.00	\$152,355.00	\$169,775.00	\$119,500.00	\$94,425.00
HALIFAX	\$31,840.00	\$94,210.00	\$102,250.00	\$72,200.00	\$52,650.00
HANOVER	\$60,520.00	\$209,055.00	\$202,625.00	\$113,075.00	\$91,225.00
HANSON	\$42,760.00	\$134,675.00	\$140,500.00	\$86,925.00	\$65,700.00
HINGHAM	\$102,925.00	\$310,395.00	\$347,475.00	\$208,065.00	\$164,500.00
HULL	\$55,210.00	\$150,770.00	\$170,275.00	\$116,050.00	\$92,475.00
KINGSTON	\$63,725.00	\$192,350.00	\$183,400.00	\$128,875.00	\$95,825.00
LAKEVILLE	\$48,470.00	\$161,985.00	\$182,150.00	\$115,900.00	\$89,650.00
MARION	\$25,085.00	\$79,575.00	\$92,225.00	\$54,700.00	\$49,600.00
MARSHFIELD	\$123,175.00	\$368,505.00	\$398,675.00	\$259,900.00	\$216,125.00
MATTAPOISETT	\$32,230.00	\$102,260.00	\$118,425.00	\$83,500.00	\$74,025.00
MIDDLEBORO	\$85,100.00	\$244,390.00	\$276,075.00	\$205,900.00	\$149,025.00
NO AFFILIATED TOWN	\$180,130.00	\$404,965.00	\$404,965.00	\$404,965.00	\$428,400.00
NORWELL	\$51,720.00	\$169,490.00	\$171,100.00	\$113,650.00	\$83,500.00
PEMBROKE	\$77,370.00	\$233,465.00	\$262,250.00	\$158,375.00	\$120,250.00
PLYMOUTH	\$317,525.00	\$927,345.00	\$1,027,505.00	\$719,205.00	\$553,700.00
PLYMPTON	\$13,190.00	\$34,115.00	\$40,475.00	\$27,300.00	\$20,125.00
ROCHESTER	\$21,625.00	\$71,210.00	\$85,875.00	\$59,600.00	\$48,250.00
ROCKLAND	\$63,245.00	\$169,680.00	\$204,075.00	\$125,750.00	\$102,275.00
SCITUATE	\$91,475.00	\$319,850.00	\$350,000.00	\$220,050.00	\$175,075.00
WAREHAM	\$112,590.00	\$282,905.00	\$361,325.00	\$276,400.00	\$228,825.00
WEST BRIDGEWATER	\$30,240.00	\$87,150.00	\$101,075.00	\$72,875.00	\$59,675.00
WHITMAN	\$51,315.00	\$157,210.00	\$195,400.00	\$114,875.00	\$96,450.00
TOTAL	\$2,290,855.00	\$6,589,175.00	\$7,372,145.00	\$5,078,160.00	\$4,102,448.00



THE COMMONWEALTH OF MASSACHUSETTS
THE STATE RECLAMATION & MOSQUITO CONTROL BOARD



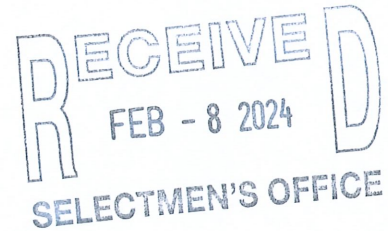
PLYMOUTH COUNTY MOSQUITO CONTROL PROJECT

272 SOUTH MEADOW RD, PLYMOUTH, MA 02360
TELEPHONE (781) 585-5450 FAX (781) 582-1276
www.plymouthmosquito.org

Commissioners:
John Sharland, Chairman
Ann Motyka, Vice Chairman/Secretary
Thomas Reynolds
Elaine Fiore

Ross Rossetti - Superintendent/Pilot
Matthew McPhee- Assistant Superintendent
Ellen Bidlack - Entomologist
Denise DeLuca - Administrative Assistant

January 30, 2024



Re: Notice of Preliminary Proposed Budget for FY2025

Pursuant to the State Reclamation and Mosquito Control Board's (SRMCB) budget notification and compliance certification policy, as revised, please find enclosed the Massachusetts Mosquito Control Budget Notification & Compliance Certification Policy and Form SRB-1.

These documents show our preliminary proposed budget increase from FY24 and estimated balance forward on page 5. Each member community's percentage of total budget, share amounts for PCMCP and SRMCB, and total assessment estimate for FY25 are shown on page 7.

There are no forms to be mailed back to our office. Please direct any questions, comments or concerns to the PCMCP Commission at commission@plymouthmosquito.org or SRB Chair at Ashley.Randle@mass.gov before April 15th, 2024.

For more information, please find budget information posted on our website at this link:
<http://www.plymouthmosquito.org/budget.html> or <https://www.mass.gov/state-reclamation-and-mosquito-control-board-srmcb>.

Sincerely,

Ross Rossetti
Superintendent

4

THE COMMONWEALTH OF MASSACHUSETTS
EXECUTIVE OFFICE OF ENERGY AND ENVIRONMENTAL AFFAIRS



Department of Agricultural Resources

225 Turnpike Road, 3rd Floor, Southborough, MA 01772
www.mass.gov/agr



Maura T. Healey
GOVERNOR

Kimberley Driscoll
LIEUTENANT
GOVERNOR

Rebecca L. Tepper
SECRETARY

Ashley E. Randle
COMMISSIONER

MEMBERS

Commissioner Ashley E. Randle,
Chair
Department of Agricultural
Resources (MDAR)

Jim Straub
Department of Conservation
And Recreation (DCR)

Nancy Lin
Department of Environmental
Protection (DEP)

OPERATIONS

Jennifer Forman Orth
Environmental Biologist

Alex Giannantonio
Operations Coordinator

Jessica Burgess, Esq.
General Counsel

Nu Nguyen
Finance Manager

**Massachusetts Mosquito Control Budget Notification & Compliance
Certification Policy** *(Revised 3/4/10; 10/27/10; 12/-14/11; 2/3/14; 10/22/14; 5/17/17)*

The State Reclamation and Mosquito Control Board (“Board”) oversees mosquito control in Massachusetts under the authority granted by M.G.L. Chapter 252 and the several Acts of the Legislature creating mosquito control projects/districts (“Projects”) throughout the Commonwealth. Pursuant to M.G.L. c. 252, Section 5A, the Board must certify Project budgets to ensure that an appropriate level of funding is available to implement the work and improvements undertaken by the Projects under the authority of the Board. Since the Project’s budgets, with limited exception for the East Middlesex Mosquito Control Project, are not voted on or approved by member municipalities, the Board has established this Budget Notification and Compliance Certification Policy (“Policy”) to ensure the budget development process is transparent.

Prior to FY 2002, funding for the Projects and the Board had been subject to appropriation by the Legislature and listed as line items within the budget of the Department of Food and Agriculture budget, now the Massachusetts Department of Agricultural Resources (“MDAR”). Thereafter, funding for mosquito control has been by assessing proportionately each Project’s member municipalities as deductions from local aid, as reported on the Cherry Sheet, which is the official notification from the Massachusetts Commissioner of the Department of Revenue (“DOR”) of state aid and assessments to municipalities and regional school districts in the upcoming fiscal year. The only operating Project that does not receive funding this way is the East Middlesex Mosquito Control Project, which is funded through voluntary contributions made by each member municipality through legally approved appropriations.

As a result of these changes, Projects now submit proposed budgets to the Board for review and certification to the Office of the Comptroller (“Comptroller”) as required by M.G.L. c. 252, Section 5A.¹

MOSQUITO CONTROL

PROJECTS & DISTRICTS
Berkshire County Mosquito
Control Project

Bristol County Mosquito
Control Project

Cape Cod Mosquito
Control Project

Central Massachusetts
Mosquito Control Project

East Middlesex Mosquito
Control Project

Norfolk County Mosquito
Control District

Northeast Massachusetts
Mosquito & Wetland
Management District

Pioneer Valley Mosquito
Control District

Plymouth County Mosquito
Control Project

Suffolk County Mosquito
Control Project

¹ M.G.L. c. 252, Section 5A establishes, in part, the following: “The board shall annually certify to the comptroller that expenditures for the fiscal year do not exceed related assessments. The certification shall not give the board the authority to modify the budget approved by a mosquito control project without the mosquito control project’s approval.”

After each of the Project budgets are certified by the Board and submitted to the Comptroller, a proportionate share of the total Project budget is deducted from each member municipality's local aid distribution and deposited in the corresponding trust account for each Project, which are administered by the Board.² State funding of the Projects and the Board now functions as "trust fund" expenditures, which are reviewed and certified by the Board to ensure that expenditures for the fiscal year do not exceed related assessments.

Since the Board is required by law to certify the amounts to be deducted from local aid, it is the duty of the Board to assure itself that the member municipalities support the proposed Project budgets. Ultimately, the Board must make certain that the budgets are an appropriate use of public money through a transparent process.

To this end, it is the policy of this Board, in making its certification of Project budgets, to require that each Project's budget comply with the following:

- a. The format be uniform and in compliance with the Board's format for submission of spending plans and budget requests. This includes providing the total rollover amount available to the Project from the previous fiscal year and the justification for the rollover amount (future capital expenditures, rent increases, new hires, etc.).
- b. The Project must notify all member municipalities on an annual basis of the proposed budget for the upcoming fiscal year ("FY") using the attached Preliminary Budget Form, SRB Form-1 ("Notice"). A copy of the Notice and the online location where it can be located must be sent by first class mail or, if preferred by the member municipality, by email to the chief administrative officer or chief executive officer³ of the member municipality, the finance committee of each member municipality having a finance committee, with a copy being sent to those town officials with whom the Project conducts its usual course of business (board of selectmen, board of health, etc.). The notification should also provide that any questions or concerns regarding Project's budgets be directed to the Project and/or the Chair of the Board and include the contact information for both. Proof of such mailing and/or emailing shall satisfy the Board's requirements that each member municipality be given the Notice and an opportunity to comment prior to certification by the Board.

² The Board's funding as deemed necessary to the state reclamation board's successful operation works in the same manner for the purpose of carrying out its mandate pursuant to the state mosquito control statute (Chapter 252, section 5A of the MGL). It is not an assessment to each Project. Instead, it is an independent assessment made directly to the member municipalities and therefore need not be included in Mosquito Project Operational Budgeting procedures.

³ M.G.L. c. 4, Section 7: "Chief administrative officer", when used in connection with the operation of municipal governments, shall include the mayor of a city and the board of selectmen in a town unless some other local office is designated to be the chief administrative officer under the provisions of a local charter.

Fifth B, "Chief executive officer", when used in connection with the operation of municipal governments shall include the mayor in a city and the board of selectmen in a town unless some other municipal office is designated to be the chief executive officer under the provisions of a local charter.

c. For those Projects that are funded through voluntary contributions, the Project shall demonstrate that it provided and obtained, or will obtain, appropriations for each member municipality's contribution prior to certification. In the event that a member municipality has not yet appropriated the funds, certification by the Board may contain the condition that such appropriation is legally made.

d. The Project is required to provide the Board with any communications received indicating either support or opposition to the proposed budget.

e. All budgets, both proposed and certified, must be made publicly available online on both the Board and Project's websites in accordance with M.G.L. c. 66, the Massachusetts Public Records Law. All budget documents, including justification letters for budget requests greater than a 2.5% increase, should be included with the online posting. Budget information must remain posted in accordance with M.G.L. c. 66 and the retention schedules established thereunder.

The Board reserves the right not to certify a Project's budget pending full compliance with the aforementioned policy.

The Board is confident that this policy will facilitate the Board's budget certification responsibility by ensuring that each Project budget has been thoroughly vetted at the local level through a transparent process. The Board will give strong consideration to the expression of local support for a Project budget, if such support is received. In the event that a Project receives opposition, the Board may ask for additional information regarding the reason for such opposition prior to certification.

Budget Certification Timeline

In order to finalize its certification in the shortest time possible and to facilitate communications between the Project and member municipalities, the Board has established the following budgetary activities timeline:

a. **August/September:** The Project(s) submit with spending plans the proposed preliminary budget estimate for the coming fiscal year to the *Finance Manager*. The preliminary budget estimate must have attached a clear and concise narrative that documents anticipated spending and provides rationale for the proposed preliminary budget estimate if it exceeds a level funding amount as required by the Executive Office of Administration and Finance.

b. **September/October:** The *Finance Manager* forwards proposed preliminary budget estimates including but not limited to other spending information such as narratives, historical funding data, balance forward data to the *SRB Operations Coordinator* and Board.

c. **October/ November/December:** The Board reviews Project's proposed preliminary budget estimates. The Board will initiate discussions, pose questions, request clarification at meetings on an as needed basis.

d. **December/January** (prior to Governor's House 1 budget posting): The *SRB Operations Coordinator* submits to the Department of Revenue, Division of Local Services (DOR) the Project's proposed preliminary budget estimates in order to prepare estimated cherry sheet assessments to be published in the Governor's House 1 Budget.

e. **February-April**: The Board further reviews budgets and can deliberate on an as needed basis and or at its regularly scheduled meetings.

f. **May-June**: The Board, at its annual budget meeting, votes formally to certify final Projects total budget amount and the *SRB Operations Coordinator* submits to DOR.

(Updated: 05/17/17)

Form SRB-1

Page 1 of 3

Project Name: Plymouth County Mosquito Control Project

NOTICE OF PRELIMINARY PROPOSED BUDGET FOR FY2025

Notice is hereby given that the Plymouth County Mosquito Control Project’s (the “Project”) preliminary proposed budget for **FY25** is available online for viewing at www.plymouthmosquito.org/budget.html and summarized below. Any questions, comments or concerns regarding this preliminary budget should be directed to: Plymouth County Mosquito Control Project (commission@plymouthmosquito.org) or SRB Chair (Ashley.Randle@mass.gov) by *April 15th*, 2024.

1. The total preliminary dollar amount that the Project is proposing for FY25 is \$2,123,864.40. The chart found below highlights the preliminary budget request by the Project for the coming year with pertinent budget information that fully describes the “total trust fund account” budget amount available for the Project to expend in FY25.

A.	B.	C.	D.	E.	F.	G.	H.	I.
Project Name	Number of Employees	FY2025 Preliminary Proposed Budget Amount	FY2025 % Increase towards Operating Budget	FY2025 % Increase towards Capital Budget	FY2025 Total % Increase Over Certified FY2024 Budget (Add D + E)	FY2024 Estimated Balance Forward /Rollover Amount	FY2024 Actual Budget Revenues	FY2025 Total Est'd Funding Available in Trust Account (Add C + G)
Plymouth County Mosquito Control Project	13.5	\$2,123,864.40	2.0%	0.0%	2.0%	\$291,870.60	\$2,799,794.62	\$2,415,735.00

(Updated: 5/17/17)

Form SRB-1
Page 2 of 3

2. The member municipalities within the Project together with each municipality's estimated proportionate share thereof expressed both as a percentage and as a dollar amount, are as set forth on Form SRB-1, Page 3. **As of the date of this notice, the Project is comprised of 28 municipalities as listed on Form SRB-1, Page 3.**

If the composition of the Project changes because one or more municipalities join or withdraw from the Project, the total preliminary budget will be adjusted pro rata.

8. A copy of this Notice, together with a copy of the preliminary budget proposed, has been delivered or mailed to the Chief Administrative Officer, Chief Executive Officer, to the Finance Committee of each member municipality having a finance committee, and to the State Reclamation and Mosquito Control Board.

Project Name: Plymouth County Mosquito Control Project
FY2025 Proposed Cherry Sheet Assessments Estimates
Based on the preliminary proposed Project budget
(2018 Equalized Valuations)

Name of Municipality	% of Total Budget	Project Share Amount*	State Reclamation Mosquito Control Board Share Amount*	Total Assessment Estimate*
Abington	2.01%	\$42,736	\$1,722	\$44,458
Bridgewater	3.89%	\$82,656	\$3,331	\$85,987
Brockton	6.60%	\$140,160	\$5,649	\$145,809
Carver	3.62%	\$76,858	\$3,098	\$79,956
Cohasset	2.41%	\$51,208	\$2,064	\$53,272
Duxbury	4.31%	\$91,618	\$3,693	\$95,311
East Bridgewater	2.33%	\$49,462	\$1,994	\$51,456
Halifax	1.78%	\$37,706	\$1,520	\$39,226
Hanover	2.74%	\$58,127	\$2,343	\$60,470
Hanson	1.92%	\$40,854	\$1,647	\$42,501
Hingham	5.77%	\$122,495	\$4,937	\$127,432
Hull	1.57%	\$33,377	\$1,345	\$34,722
Kingston	2.65%	\$56,261	\$2,268	\$58,529
Lakeville	3.33%	\$70,739	\$2,851	\$73,590
Marion	2.05%	\$43,437	\$1,751	\$45,188
Marshfield	5.07%	\$107,680	\$4,340	\$112,020
Mattapoisett	2.27%	\$48,289	\$1,946	\$50,235
Middleborough	6.84%	\$145,365	\$5,859	\$151,224
Norwell	3.07%	\$65,120	\$2,625	\$67,745
Pembroke	3.24%	\$68,780	\$2,772	\$71,552
Plymouth	13.63%	\$289,497	\$11,668	\$301,165
Plympton	1.41%	\$29,977	\$1,208	\$31,185
Rochester	3.12%	\$66,245	\$2,670	\$68,915
Rockland	2.01%	\$42,596	\$1,717	\$44,313
Scituate	4.09%	\$86,859	\$3,501	\$90,360
Wareham	4.89%	\$103,778	\$4,183	\$107,961
West Bridgewater	1.86%	\$39,466	\$1,591	\$41,057
Whitman	1.53%	\$32,520	\$1,311	\$33,831
	100%	\$2,123,866	\$85,604	\$2,209,470

(Updated: 5/17/17)



February 7, 2024

Via UPS

Board of Selectmen
Town of Lakeville
346 Bedford Street
Lakeville, MA 02347

Re: Form 500 & Annual Notice Filing

Dear Members of the Board:

Pursuant to G.L. Ch. 166A, Section 10, Comcast is pleased to provide a copy of the Form 500-YE2023. The Form 500 contains information on customer video service-related issues in your community and how Comcast responded, including the time taken to resolve these complaints. For the Form 500, the Massachusetts Department of Telecommunications and Cable defines a complaint as:

Any written or verbal contact with a cable operator in connection with subscription in which a person expresses dissatisfaction with an act, omission, product or service that is (1) within the operator's control, and (2) requires a corrective measure on the part of the operator.

Also, per Massachusetts cable regulations (207 CMR 10.01(2) and 10.02(6)), enclosed is a copy of Comcast's policies and procedures, sample subscriber bill, work order and rate & channel line-up information for your community.

Comcast has also provided a copy of the above information to the Department of Telecommunications and Cable.

Lastly, we wanted to share with you again the steps for emergency/trouble reporting procedure in the event a **municipal building** experiences problems with downed cable drops, signal transport issues with I-NET or Video Return Lines, Public, Education and Government (PEG) Access channels or to have our technical or construction staff on-site during an emergency.

MUNICIPAL - EMERGENCY/TROUBLE REPORTING PROCEDURES

(Please note the XOC telephone number listed below IS NOT for public dissemination)

- **STEP 1** Call **1-877-359-1821** (24/7 – XOC)
- **STEP 2** Select **Option # 1** - Municipalities, Utilities, Police & Fire
- **STEP 3** Prompted for Reason for call:
 - Option # 1 - Down Wires (will be prompted to enter zip code)
 - Option # 2 – Pole hits, pole transfers or all other Municipal Issues
- **STEP 4** Speak with Rep. and **obtain job reference #**

These steps will put you in touch with our Excellence Operations Center (XOC), 24-hours a day, and seven days a week.

Please do not hesitate to contact me should you have any questions at Michael_Galla@comcast.com.

Sincerely,

Michael Galla

Michael Galla, Sr. Manager
Government & Regulatory Affairs

Enclosures¹

¹ Enclosures maybe double sided.

Form 500 Complaint Data

Code Key: Avg. Resolution Time

<1> Less than 1 Day <2> 1-3 Days <3> 4-7 Days <4> 8-14 Days <5> 15-30 Days <6> >30 Days

Code Key: Manner of Resolution

A. Resolved to the satisfaction of both parties.
B. Resolved, customer dissatisfied. C. Not Resolved.

Town LAKEVILLE
Year 2023
Subscribers 1677

Manner of Resolution (see code key above for the manner represented by the letters below) The number below each letter indicates the number of complaints resolved in that manner.

	Total Complaints	Avg Resolution Time (see code above)	A.	B.	C.
Advertising/Marketing	0	1			
Appointment Service Call	0	1			
Billing	0	1			
Customer Service	0	1			
Equipment	1	2	1		
Installation	0	1			
Other: Damage	0	1			
Other: Programming	0	1			
Reception	0	1			
Service Interruption	1	2	1		

Form 500 Service Interruption Data

Code Key: Duration of Service Interruption <1> Less than 1 Day <2> 1-3 Days <3> 4-7 Days <4> 8-14 Days <5> 15-30 Days <6> >30 Days

Town	Year	Date of Service Interruption	Subscribers	Duration of Service Interruption (see Code Key above)
Lakeville	2023		1677	
Lakeville		5/4/2023		2
Lakeville		4/9/2023		1
Lakeville		11/13/2023		2
Lakeville		10/29/2023		2
Lakeville		9/28/2023		2
Lakeville		7/9/2023		2
Lakeville		7/6/2023		2
Lakeville		11/13/2023		1
Lakeville		10/29/2023		1
Lakeville		9/28/2023		1
Lakeville		7/9/2023		1
Lakeville		5/4/2023		1
Lakeville		4/9/2023		2
Lakeville		7/6/2023		1

Annual Notice Information

Important Information for Xfinity TV Customers

SERVICE PROBLEMS

You will find helpful information for troubleshooting TV picture or signal quality issues at www.xfinity.com/support. If the problem does not clear up, please feel free to chat with us at www.xfinity.com/support/contact-us or call us at 1-800-XFINITY, and a customer service representative will attempt to address that issue. We will try to resolve any complaints you have concerning the quality of our signals promptly and efficiently. We will respond to your report of a service interruption no later than 24 hours after you notify us, except in extraordinary circumstances or where conditions are beyond your control. We will respond to your report of other service problems no later than the next business day after you notify us. We may need access to your home in order to correct a service related issue. If a service call is required it will be scheduled at a time convenient to you. If you are dissatisfied with our resolution of your service problem, you may contact your local franchising authority to discuss the problem with your service. If your local franchise authority information is not listed on your bill, please call us at 1-800-XFINITY for the name and address of your local franchising authority.

SERVICE OR BILLING COMPLAINTS

Information regarding your Xfinity services and billing is available at www.xfinity.com. You also may download the Xfinity app to your smartphone or other device for quick access to up to date information on your account. If you have a complaint regarding your Xfinity TV service or your bill, you will find information on contacting us through chat or by phone at <https://www.xfinity.com/support/contact-us>. Also, you can visit us at one of our Xfinity store locations. Visit <https://www.xfinity.com/support/service-center-locations/> to find the Xfinity store closest to you. If you wish to put your comments in writing, your letter should be addressed to us at the local address listed on the How To Reach Us insert.

We will try to resolve your complaint promptly. If you are dissatisfied with our resolution of your complaint, or we are unable to resolve your complaint, you may contact your local franchising authority to discuss your complaint. If your local franchise authority information is not listed on your bill, please call us at 1-800-XFINITY for the name and address of your local franchising authority.

If you have a complaint regarding closed captioning please email us at accessibility@comcast.com or call us at 1-855-270-0379.

MOVING

Please visit <https://www.xfinity.com/moving> before you move. This is the best way for us to arrange for your service to be disconnected and to schedule an installation at your new home, if your new home is in our service area.

EQUIPMENT COMPATIBILITY

Xfinity TV service is encrypted and requires a TV Box, TV Adapter, CableCARD or other navigation device that is compatible with our system for each television you wish to use with our service. You may not be able to use special features or functions of your television, VCR or DVD player/recorder with Xfinity TV service. Some of these problems may be resolved by the use of signal splitters, and/or other supplemental equipment that can be purchased from us or at electronic stores. Please call us if you would like to discuss the type of special equipment needed to resolve individual compatibility problems or if you have any questions regarding other equipment compatibility issues.

If you have a TiVo digital cable-ready DVR, you can access switched digital video services by obtaining a "tuning adapter" device. If you have a TiVo DVR or other digital cable-ready devices, you will need a TV Box, TV Adapter, or CableCARD from us to access switched digital video and other two-way cable services. Upon your request, we will provide you with the technical parameters necessary for a navigation device rented or acquired from retail outlets to operate with our system. Because of the need to protect our Xfinity TV service, we will not authorize the use of a navigation device that does not conform to all required signal security specifications. For information regarding other navigation devices, please go to <https://www.xfinity.com/support>.

REMOTE CONTROL UNITS

If you rent a TV Box or TV Adapter from us we will provide a compatible remote control. Also, you may purchase a compatible remote at local electronic stores or other retail outlets. We suggest that you review the remote manufacturer's website prior to purchasing the device to confirm compatibility with Xfinity equipment and your TV set.

SERVICE CHANGES AND INSTALLATION

Standard installations are generally completed within 7 business days. If you change the services you receive, you may be subject to an installation or change of service charge. You may obtain additional information about our current services, fees and prices online at www.xfinity.com or by calling us at 1-800-XFINITY.

RECENT AND UPCOMING PROGRAMMING CHANGES

Information on recent and upcoming programming changes can be found at <https://www.xfinity.com/programmingchanges/> or by calling 866-216-8634.

OTHER INFORMATION

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



Información Importante para los Clientes de Xfinity TV

PROBLEMAS CON EL SERVICIO

Si tiene problemas con la calidad de la señal o la imagen de TV, encontrará información útil para resolverlos en <https://es.xfinity.com/support>. Si el problema no se resuelve, no dude en contactarnos por chat en <https://es.xfinity.com/support/contact-us> o llamarnos al 1-800-XFINITY. Un representante de atención al cliente intentará resolver el problema. Trataremos de resolver toda queja relativa a la calidad de la señal de manera oportuna y eficiente. Si nos informa de una interrupción en el servicio, responderemos a su informe en el transcurso de 24 horas, excepto en circunstancias extraordinarias o en el caso de condiciones que estén fuera de nuestro control. Si nos informa de otros problemas con el servicio, responderemos a más tardar el día hábil siguiente al día en el que nos notifique. Es posible que, para corregir un problema con el servicio, debamos acceder a su hogar. Si se necesita una visita de servicio, la programaremos para el momento más conveniente para usted. Si no está satisfecho con la resolución del problema, puede ponerse en contacto con la autoridad local de franquicias para discutirlo. Si la información sobre la autoridad local de franquicias no se indica en la factura, llámenos al 1-800-XFINITY para obtener el nombre y la dirección de dicha autoridad.

QUEJAS RELATIVAS AL SERVICIO Y LA FACTURACIÓN

Puede acceder a información sobre sus servicios Xfinity y la facturación de los mismos a través de su cuenta en es.xfinity.com. También puede descargar la Xfinity app a su smartphone u otro dispositivo para acceder rápidamente a información actualizada sobre su cuenta. Si tiene una queja sobre el servicio Xfinity TV o su factura, puede encontrar la información necesaria para contactarnos por chat o por teléfono en <https://es.xfinity.com/support/contact-us>. También puede visitarnos en una de las tiendas de Xfinity. Visite <https://es.xfinity.com/support/service-center-locations/> para encontrar la más cercana. Si desea poner sus comentarios por escrito, debe enviarnos su carta a la dirección local que figura en el cuadro How To Reach Us (Cómo ponerse en contacto con nosotros).

Intentaremos resolver su queja de manera oportuna. Si no está satisfecho con la resolución de su queja o no podemos resolverla, puede ponerse en contacto con la autoridad local de franquicias para discutir su queja. Si la información sobre la autoridad local de franquicias no se indica en la factura, llámenos al 1-800-XFINITY para obtener el nombre y la dirección de dicha autoridad.

Si tiene una queja relativa a los subtítulos, envíenos un correo electrónico a accessibility@comcast.com o llámenos al 1-855-270-0379.

MUDANZAS

Antes de mudarse, ingrese en <https://es.xfinity.com/moving>. Esta es la mejor manera de coordinar la desconexión del servicio y programar la instalación en su nuevo hogar si el mismo está dentro de nuestra zona de servicio.

COMPATIBILIDAD ENTRE EQUIPOS

El servicio Xfinity TV está cifrado y requiere, por cada televisor con el que desee usar el servicio, un decodificador de TV, un adaptador de TV, una tarjeta CableCARD u otro dispositivo de navegación que sea compatible con nuestro sistema. Posiblemente no pueda utilizar funciones o características especiales de su televisor, su videograbadora o su reproductor/grabador de DVD junto con el servicio Xfinity TV. Algunos de estos problemas se pueden resolver mediante el uso de divisores de señal y/u otros equipos complementarios que se pueden comprar en nuestra empresa o en tiendas de electrónica. Llámenos si quiere discutir qué tipo de equipos especiales necesitaría para resolver problemas de compatibilidad específicos o si tiene preguntas acerca de otros problemas de compatibilidad entre equipos.

Si tiene una videograbadora digital TiVo apta para televisión por cable, puede acceder a servicios de video digital conmutados mediante un "adaptador de sintonización". Si tiene una videograbadora digital TiVo u otros dispositivos digitales aptos para televisión por cable, necesitará que le proveamos un decodificador de TV, un adaptador de TV o una tarjeta CableCARD para acceder al servicio de video digital conmutado y a otros servicios bidireccionales por cable. Si lo solicita, le proporcionaremos los parámetros técnicos necesarios para un dispositivo de navegación que alquile o compre en nuestros puntos de venta minorista para usar con nuestro sistema. Debido a la necesidad de proteger nuestro servicio Xfinity TV, no autorizaremos el uso de dispositivos de navegación que no cumplan con todas las especificaciones necesarias para la seguridad de la señal. Para obtener información sobre otros dispositivos de navegación, visite <https://es.xfinity.com/support>.

UNIDADES DE CONTROL REMOTO

Si usted alquila uno de nuestros decodificadores o adaptadores de TV, le proveeremos un control remoto compatible. También puede comprar un control remoto compatible en una tienda electrónica local u otro punto de venta minorista. Le sugerimos que visite la página web del fabricante del control remoto antes de adquirir el dispositivo, para que confirme la compatibilidad del mismo con el equipo Xfinity y su televisión.

CAMBIOS EN EL SERVICIO E INSTALACIÓN

Las instalaciones estándar generalmente se terminan en el transcurso de 7 días hábiles. Si cambia los servicios que recibe, es posible que se le cobre una tarifa de instalación o una tarifa por cambio de servicio. Para obtener más información sobre nuestros servicios, tarifas y precios actuales, visite es.xfinity.com o llámenos al 1-800-XFINITY.

RECIENTES Y PRÓXIMOS CAMBIOS EN LA PROGRAMACIÓN

Para obtener información sobre los más recientes y próximos cambios en la programación visite <https://es.xfinity.com/programmingchanges/> o llame al 866-216-8634.

INFORMACIÓN ADICIONAL

Para aquellos clientes que reciben el servicio a través de una cuenta comercial, acuerdos de tarifas grupales o acuerdos similares, es posible que no correspondan algunas de las políticas, procedimientos o servicios que se describen en el presente documento. Llámenos al 1-800-XFINITY para hablar con uno de nuestros representantes de atención al cliente y obtener más información.

**SERVICE AREA /
ÁREA DE SERVICIO**
MA, NH & ME

PHONE NUMBERS
Billing/Repair
New Services/Sales /
NÚMEROS DE TELÉFONO
Facturación/Reparación
Nuevos servicios/Ventas
1-800-266-2278

MAILING/OFFICE ADDRESS /
DIRECCIÓN DE CORREO/DE LA OFICINA
Comcast
1 Comcast Center
Philadelphia, PA 19102

**PUBLIC INFORMATION OFFICES/
FRANCHISE AUTHORITIES /**
**OFICINAS DE INFORMACIÓN PÚBLICA/
AUTORIDADES DE LA FRANQUICIA**
Consumer Division of the Department of
Telecommunications and Cable
1-800-392-6066
1000 Washington Street, Suite 820
Boston, MA 02118

Office of the Attorney General
Consumer Protection and Antitrust Bureau
33 Capital Street
Concord, NH 03301

Office of the Attorney General
Consumer Information and Mediation Service
6 State House Station
Augusta, ME 04333

Comcast Xfinity Privacy Policy

Effective January 1, 2023

We know you care about your privacy and the protection of your [personal information](#)^①. We also know it is our responsibility to be clear about how we protect your information. We designed this Privacy Policy to do just that. It explains the types of personal information we collect, and how we collect, use, maintain, protect, and share this information. This Privacy Policy also tells you about the rights and choices you may have when it comes to your personal information.

Some of what we say in our Privacy Policy is required by law, and may at times seem long and complicated, but we've worked hard to try to make our Privacy Policy easy to understand and provide examples where possible. The Xfinity Privacy Center (www.xfinity.com/privacy) includes more information about:

- How to review and manage your personal information and account activity
- How to manage your preference, including setting your marketing and advertising preferences, and restricting certain uses and sharing
- How you can better protect yourself online

You can review this Privacy Policy and the information in the Xfinity Privacy Center anytime. If you still have questions, you can [contact us](#)^② for more information.

WHEN THE PRIVACY POLICY APPLIES

This Privacy Policy applies to the information we collect when you use or interact with the business entities, products, services, networks, and platforms^③, including our websites, mobile apps, and other services and devices where this policy is referenced. These may include Xfinity-branded services, Comcast-branded Services, and other products and services we deliver. This Privacy Policy also applies when you otherwise interact with us. We'll refer to all of these as our "Services" in this Privacy Policy. It also applies to the information we collect about you from third parties.

This Privacy Policy does **not** apply to the [other products, services, websites, and applications](#)^④ (mobile or television) that you may use or interact with through Xfinity platforms.

Learn more about when the Privacy Policy applies

Because this Privacy Policy describes the privacy practices for all of our Services, some parts may not apply to you. For example, if you do not subscribe to Xfinity Voice (home phone service) or Xfinity Mobile, we will not collect call detail information. If you do not subscribe to Xfinity Home, we will not collect home security event information.

Some Services may have additional privacy practices that may be described to you in different ways, such as in a separate contract for Comcast Business Services. To the extent there is an overlap between this Privacy Policy and a Service-specific privacy policy, the Service-specific policy or agreement will control with respect to that Service.

This Policy does **not** apply to the non-Xfinity products, services, websites, and applications that you may use through the Xfinity platforms and we are not responsible for the practices of the companies providing those offerings. For example, if you subscribe to Xfinity Internet and visit a news or shopping website, the privacy policy for that website will apply. If you use one of our platforms to use another company's streaming service, the privacy policy for that streaming service will apply to information it collects about your activity within the app. Likewise, if you connect your smart thermostat to your Xfinity Home security and automation service, the privacy policy of the smart thermostat company will apply to the information it collects. For more information about how these non-Xfinity products, services, websites, and applications use your information, please review their privacy policies.

THE PERSONAL INFORMATION WE COLLECT AND HOW WE COLLECT IT

To provide you with our Services, we collect your personal information. This can include information that does not personally identify you — such as device numbers, IP addresses, and account numbers. It may also include information that does personally identify you, such as your name, address, and telephone number. We call any information that identifies you "personally identifiable information" or "PII."

If you allow others to use your Services, we will also collect personal information about those individuals. If you use our Services through someone else's account, we will collect information about you, but it may not identify who you are to us. We may also collect information about you from [third parties](#)^⑤.

We collect this information to provide our Services, communicate with you, [respond to your requests](#)^⑥, and to [tailor our Services](#)^⑦ to best meet your needs and interests.

Learn more about the information we collect and see examples

What We Collect

- **Contact Information** – Information such as your full name and telephone number that we use to stay in contact with you
- **Account Information** – Information we use to identify who you are and/or to provide or maintain your account and Services, which may include biometric information, such as audio recordings and facial scans when used as a means of identification
- **Analytics and Inferences** – Information related to your household, account, or your use of our Services, and our predictions about what you might like or not like
- **Billing Information** – Information including your financial transactions that are available on your billing statements and other payment receipts
- **Demographic and Interest Information** – Information we obtain from other companies to better tailor our programming, marketing, and advertising services to you
- **Service Activity Information** – Information associated with your use of our Services

In some cases, California requires that we use different names to describe the categories of information that we collect. For more information about these categories, please see the "Additional information regarding other laws and individual rights" section of this Privacy Policy.

How We Collect Personal Information

We collect personal information about you in several ways.

1. Directly from you when you create an account, interact with our customer service, or interact with us on behalf of your business, such as:

- Contact information, which may include your name, mailing address, email address, or telephone number
- Login credentials for our Services, such as your username and password
- Information regarding your preferences for your experience on the Services, such as your settings and other information you provide us to enable personalization of content
- Biometric information, such as audio recordings for voiceprints and facial scans that we create in the identity verification process
- Customer communications records, including records of calls and chats with our customer service representatives
- Information that you provide when interacting with us on our social media pages, message boards, and other forums, including your username, profile pictures, and comments, as well as information you publicly share about us
- [Photographs](#)^⑧ or images of your property
- Payment information, such as your credit/debit card or other financial account information
- Your Social Security number
- Your driver's license, state identification cards, or other forms of identification
- Legal documents, such as documentation of the authority to act on behalf of another person

2. When you use or interact with our Services, such as:

- Household and device [video selection and viewing activity](#)^⑨
- Voice commands and audio recordings made through voice activated devices that are part of the Services, such as the Voice Remote or our app-based remote
- Geolocation information on where you are at a specific point in time based on your service address to [help us authenticate you](#)^⑩ for certain services on our platform
- IP addresses, device identifiers, and network equipment addresses when devices connect to our Services, and other device information, including information about Devices provided by other companies from which you use our Services
- User activity information on our websites and applications using cookies and other technologies (Cookie Notice: www.xfinity.com/privacy/policy/cookie/notice) and information provided by other companies when you [integrate their services with our Services](#)^⑪
- Domain Name Server or "DNS"^⑫ searches and [network traffic activity](#)^⑬ when you use our Services, such as Xfinity Internet, Xfinity Mobile or Xfinity WiFi
- Geolocation information that indicates where your device is at a specific point in time when you use [Xfinity Mobile](#)^⑭ or enable that function in our [mobile apps](#)^⑮
- General location information, such as the city or ZIP Code that correlates with the location of a WiFi service access point or with the lease of your device IP address when you use Xfinity Internet or Xfinity WiFi
- The quantity, technical configuration, type, features, call history, and amount of your use of voice services (known as Customer Proprietary Network Information or "CPNI")
- Video and audio recordings (if you have turned these features on) when you use Xfinity Home security and automation

3. From third parties, such as:

- Credit reporting agencies and other entities that provide credit scoring, identity verification, fraud prevention, and similar services
- Landlords and property owners that provide contact and other information
- Government entities that offer public records
- Consumer data providers that offer [demographic](#), [interest](#), [purchase](#), and other data that we use to tailor our marketing and communications to your interest
- Providers of third-party apps that you use on devices governed by this privacy policy
- Social networks and other publicly available data, like [Facebook](#)
- Online advertising companies who may share information about the marketing and advertisements you have seen or clicked on

We do not knowingly allow others to collect personally identifiable information about your online activities over time and across third-party websites when you use our online Services. For more information about cookies and other online tracking technologies, please visit our [Cookie Notice \(www.xfinity.com/privacy/policy/cookie/notice\)](#); to manage your preferences, please visit the Xfinity Privacy Preferences Center ([www.xfinity.com/privacy/your-privacy-choices](#)). You can also use a browser that offers you the ability to use the Global Privacy Control to communicate your privacy preferences to us when you visit our websites; please note that this will not affect how we process your information when you interact with our products and services. In some of our Services, such as Xumo TV, we may also use technologies to attempt to recognize when different devices are used by the same individual.

Because definitions and rules for a "Do Not Track" standard have not yet been established, including whether such signals must be user-enabled, Comcast does not yet respond to "Do Not Track" signals sent from browsers.

HOW AND WHEN WE USE INFORMATION, INCLUDING FOR MARKETING AND ADVERTISING

We use the information we collect to provide our Services and communicate with you. We also use it to improve our Services, develop new products and services, give recommendations, deliver personalized consumer experiences (including marketing and advertising for our own and others' products and services), investigate theft and other illegal activities, and to ensure a secure online environment.

We may combine information across our systems, platforms, and databases. This includes combining information we receive from third parties and information about your use of our Services. We may also combine information about your use of one Service with information we get from your use of another Service.

Learn more about our uses of your information and see examples

To Provide the Services

- Set up your account and account management
- Measure credit and payment risk
- Service delivery
- Bill and invoice
- Authenticate access to your account, including identity verification
- Management of the network and devices supporting our service and our systems, and other maintenance and operations
- Provide technical support
- Help with hardware and software upgrades for devices and systems

To Communicate with You

- Respond to your questions
- Personalize communications and your experience
- Send you service-related announcements and surveys

To Understand Your Use of and Make Improvements to Our Services

- Understand the use of our existing Services
- Identify and develop new products and services
- Create [measurement and analytics reports for us and others](#)

To Provide Recommendations and Deliver Relevant Advertising

- Market the Services
- Recommend movies or television shows to you
- Let you know which products and services we think may be of interest to you
- Help third-party advertisers and programmers deliver more relevant advertising on our Services and other services and platforms

To Investigate Theft or Other Illegal Activities, to Ensure a Secure Online Environment, and to Protect Health and Safety

- Detect the unauthorized use, or abuse of the Services
- Protect our customers from fraudulent, abusive, or unlawful use of the Services
- Protect our rights, our personnel, and our property
- Comply with applicable law
- To protect the health and safety of our customers, employees, contractors, or the general public

WHEN AND WITH WHOM WE SHARE INFORMATION

You are in control of your data. We do not sell, and have never sold, information that identifies who you are to anyone. This includes your Internet usage information, video usage information, or call detail information. If you participate in offers that require us to disclose your identifiable data, we will, but only at your direction and with your consent.

We share personal information with others when it's needed to provide you with our Services, including with credit reporting agencies. We also share personal information with others:

- When you direct us to do so, including to authorize other users on your account
- When required by law or to respond to legal process
- To protect our property or rights or the safety of our employees, our customers, or other individuals

If we share your personal information with other companies for their own marketing and advertising activities, we will first get your consent. This may be through [opt-in or opt-out settings](#), depending on the type of personal information shared.

We may also share personal information that does not identify you with third parties for their own marketing and advertising purposes, which you can opt out of. This mainly occurs when you interact with our websites and mobile applications that contain third-party cookies or other advertising trackers. To learn more about this, please read our [Cookie Notice \(www.xfinity.com/privacy/policy/cookie/notice\)](#).

Learn more about when and with whom we share information

The Comcast Family of Businesses

If Comcast shares the personal information it collects about you with separate Comcast companies, such as NBCUniversal-branded companies, to use for their own purposes, we will first give you the choice to opt out of or opt in to any sharing in the Xfinity Privacy Preferences Center ([www.xfinity.com/privacy/your-privacy-choices](#)).

Account Owners and Other Authorized Users

We may share information about a customer's account and use of a Service to the primary account owner following appropriate authentication. The primary account owner may also allow others to see information on the account.

Service Providers

To provide and support the Services, sometimes we use other companies as service providers to transmit, collect, process, or store information for us. We require these service providers to treat the information we share with them as confidential and to use it only for providing their services to us. These include:

- **Billing and collection providers**, such as payment processors and organizations that assist us in assessing your credit and payment status
- **Accounting, auditing, and tax providers**
- **Insurance providers**

- **Professional services providers**, such as firms that provide consultative services, assist with improving our programming, provide legal services, or supply project-based resources and assistance
- **Analytics services**, including entities that analyze traffic to and on our websites, analyze how our Services are used, and assist with identifying and communicating with potential customers
- **Marketing, advertising, and sales entities** that assist us in creating and executing marketing, advertising, and sales programs, including order application processing, and printing, mailing, and electronic communications services
- **Security providers**, such as entities that assist with security incident verification and response, service notifications, fraud prevention, identity verification and management, and authentication
- **Information technology providers**, such as entities that assist with website design, hosting, and maintenance, data and software storage, and network operations
- **Customer service support**, including services related to our call centers, installation, maintenance, and repair services

Third Parties

We do not sell, and have never sold, information that personally identifies who you are to anyone. Although permitted by federal law, we do not disclose your name and address to non-governmental entities, such as charities or businesses, for their own marketing purposes.

Sometimes, you may ask us to share information that personally identifies you with another company®. In that instance, we will make sure you give us clear direction about what you want us to share and with whom, before we share that information.

Other sharing with third parties can include:

Social Media Companies

You may interact with parts of our Services that cause information to be published to your social networks. For example, you may click on a Facebook "like" button, which publishes to your Facebook account that you "like" one of our Services. On those parts of our websites with social network functionality, a social network may be able to collect information about you. For example, if a page contains a Facebook "like" button, Facebook may be able to collect data about your visit to that page, even if you don't click on the "like" button. To control this sharing of information, please review the privacy policy of the relevant social network and/or sign out of it before you use our Services.

Online Advertising Partners

We may use cookies or other technology to deliver personalized advertising to you when you visit other websites, including advertising based on the products and services you viewed on our Services. We also allow our partners, including advertisers and service providers, to use cookies and similar tracking technologies when you use our Services. For more information about the use of cookies and other technologies on our online Services, please see the Cookie Notice (www.xfinity.com/privacy/policy/cookiepolicy).

Audience Measurement and Analytics Companies

We work with business partners to help us measure and analyze how our customers are using our Services. For video, this includes assessing which programs are most popular, how many people watch a program to its conclusion, whether people are watching advertisements, and what programming and video content we will carry on the Services. It also includes determining how our customers prefer to view certain kinds of programming when they use our Services, such as whether they like to watch certain programs live, or if they prefer to view them on demand, on mobile devices, or online. Our business partners may compile this information into reports with aggregated and anonymous statistics that are then made commercially available (for example, a ratings report that indicates what percentage of viewers watched a particular program live vs. on-demand). Xfinity Stream includes Nielsen's proprietary measurement software, which will allow users to contribute to market research, like Nielsen's television ratings. By visiting www.nielsen.com/digitalprivacy, users can access more information about the measurement software and learn about their choices with regard to Nielsen's measurement.

Non-Xfinity Apps and Partners

Certain Services enable you to interact directly with technology provided by other companies, such as using a non-Xfinity video app® available through our Services, or accessing our Services through another company's platform or device®. When you use our Services in connection with any technology provided by another company, you are directing us to interact with that company and that company may collect information from you and our Services. This Privacy Policy does not cover the privacy practices of other companies. For more information about how those companies use your information, please review their privacy policies. For more information about non-Xfinity apps supported on our video Services, please visit <https://my.xfinity.com/privacy/providers>. Certain apps may also run using technology provided by Metrological, a separate Comcast company not subject to this Privacy Policy, whose privacy practices are described at www.metrological.com/privacypolicy.

Consumer Reporting Agencies

We disclose information that personally identifies you to consumer reporting agencies that may be subject to other laws, including the Fair Credit Reporting Act. These disclosures may include information that helps validate your identity, such as your name, current and former addresses, contact information, Social Security number, government-issued identifiers, your payment history and account status, and other identifying information.

Public Safety Authorities

If you have our Xfinity Voice service, Comcast will disclose your name and contact information to public safety authorities such as 911/E911 and related emergency services.

Directory Services, Assistance, and Caller ID

Your name, address, and telephone number may be sent to publishers to be printed in directories and posted in online directories. Once that information is printed or posted online, it is outside of our control and may be sorted or repackaged and made available again in different formats by anyone, including data aggregators, for a variety of purposes, including marketing. For a fee, you can choose to have a nonpublished number, which means that Comcast will not provide your name, address, and telephone number for publishing in the phone book and online directories. You can also choose to have a published number, but choose the "omit address feature," which means we will not provide your street address for publishing in the phone book and online directories. If initiating service online, select "non-published" option, otherwise call 1-800-XFINITY to sign up.

We may also make your number, name, and address available to directory assistance (411) providers. If you have a nonpublished number, Comcast will not make your number available through directory assistance. Comcast may still share your name and address with the 411 provider when specified by law (but the provider is not authorized to share your non-published number).

Please note: While the non-published feature will keep your name, address, and telephone number out of printed and online directories over which Comcast exercises control, even a non-published phone number may exist in databases not controlled by Comcast – if, for example, your present telephone number or address was previously published under your name, or if you provided this information to businesses or government agencies. One way to help protect your privacy may be to request assignment of a new telephone number (with which your name has not previously been associated). You may also want to activate Caller ID Blocking or select the do-not-call option.

Caller ID provides your name and telephone number to the person you are calling – even if you have a nonpublished number. Per Line Caller ID Blocking will automatically block Caller ID for all calls you make from your registered telephone number and can be activated by calling 1-800-XFINITY. Per Call Caller ID Blocking will block name and number on a per-call basis and can be activated by dialing *86 before each call you want to block.

Potential Purchasers of our Business

If we enter into a potential or actual merger, acquisition, or sale of all or a portion of our assets, then information about you and your subscription will, in most cases, be shared or transferred as part of the transaction. This includes information that personally identifies you. If this Policy will be changed as a result of such a transaction, you should refer below under "Changes to this Privacy Policy."

Government and Other Entities When Required by Law or To Protect Comcast and Others

There are times when we may be required by law to disclose information about you to third parties. This may happen with or without your consent, and with or without notice, in compliance with the terms of valid legal process such as a subpoena, court order, or search warrant.

If you subscribe to our Xfinity Video service, Comcast may be required to disclose information that personally identifies you to a governmental entity in response to a court order. In this case, the Cable Act requires that you be given the opportunity to appear in a court proceeding to contest any claims made in support of the court order, and the governmental entity must offer clear and convincing evidence that you are reasonably suspected of engaging in criminal activity and that the information sought would be material evidence in the case. For more information, see "Your Rights and Our Limitations Under Federal Laws."

If you subscribe to the Xfinity Internet, Voice, Mobile, or Home security and automation Services, Comcast may be required to disclose information that personally identifies you to a governmental entity in response to a subpoena, court order, or search warrant, depending on the type of information sought. We may be prohibited from notifying you of any such disclosures by the terms of the legal process.

A non-governmental entity, such as a civil litigant, can seek information that personally identifies you or your use of the Xfinity Video, Internet, or Voice Services only pursuant to a court order, and we are required by the Cable Act to notify you of such court order. If Comcast is required to give information that personally identifies you to a private third party in response to a civil court order for these or other Services, we will notify you prior to making such disclosure unless legally prohibited from doing so.

We may also disclose information that personally identifies you as permitted by law and without your consent when it is necessary to protect our customers, employees, or property; in emergency

situations; or to enforce our rights under our terms of service and policies.

HOW WE PROTECT YOUR INFORMATION

We follow industry-standard practices to secure the information we collect to prevent the unauthorized access, use, or disclosure of any personal information we collect and maintain. These security practices include technical, administrative, and physical safeguards, which may vary, depending on the type and sensitivity of the information. Although we take the responsibility of safeguarding your personal information seriously, no security measures are 100% effective and we cannot guarantee that these practices will prevent every unauthorized attempt to access, use, or disclose your information. Comcast also takes additional steps to increase the security and reliability of customer communications. We do not read your outgoing or incoming email, file attachments, video mail, private chat, or instant messages. However, we (along with our service providers) use software and hardware tools to help prevent and block "spam" emails, viruses, spyware, and other harmful or unwanted communications and programs from being sent and received over Comcast.net email and the Comcast Services. To help protect you and the Services against these harmful or unwanted communications and programs, these tools may automatically scan your emails, video mails, instant messages, file attachments, and other files and communications. We do not use these tools for marketing or advertising.

HOW LONG WE KEEP YOUR INFORMATION

We keep your personal information for different lengths of time depending on the type of information and the business and legal requirements. For example, if you are a customer, we keep information that personally identifies you as long as you subscribe to one or more of our Services. If you no longer subscribe to a Service, we still may need that information for business and legal requirements, such as to protect against fraud, calculate taxes, or respond to legal requests. Other information is deleted automatically after a set period of time, often set by law, unless we are legally required to hold it longer, such as for pending litigation. We destroy, de-identify, or anonymize the information when it is no longer needed in identifiable form.

THE CHOICES YOU HAVE TO CONTROL OUR USE OF PERSONAL INFORMATION

You have many choices about how we communicate with you and how we use or share your information. You can manage these settings in the Xfinity Privacy Preferences Center (www.xfinity.com/privacy/your-privacy-choices). If you change your mind, you can update your preferences any time.

Learn more about your privacy choices

For your convenience, we have created the Xfinity Privacy Preferences Center (www.xfinity.com/privacy/your-privacy-choices), where you can manage:

- how we process personal information linked to your account for certain uses associated with audience measurement, analytics, and personalized advertising for third-party products and services based on your interests
- whether we use your sensitive personal information for personalized recommendations, advertising, and marketing
- your preferences regarding which cookies are stored by our website in your browser when you visit
- your preferences regarding communications, offers, and notifications from us

You can find out more about the choices you have and set your preferences. If you change your mind, you can return any time to update it. Some of the choices are limited to our use of certain customer information and may require you to sign into your account.

We understand that sometimes you may want to speak to a Comcast representative who can assist you with your choices. You can contact Comcast at 1-800-XFINITY and ask us to put your name on our internal company "do not call," "do not mail," or "do not knock" list.

If you subscribe to Xfinity voice service, when you are interacting with one of our customer service representatives, such as on a call, in our offices, or during an online chat session, we may ask you for your oral consent to the use of your customer proprietary network information or "CPNI" for the purpose of reviewing your account and providing you with an offer for other products and services. If you provide consent, Comcast may use your CPNI only for the duration of that telephone call or discussion in order to offer you additional services. If you deny or restrict your approval for us to use your CPNI, you will suffer no effect, now or in the future, on how we provide any services to which you subscribe.

Additional privacy preferences may be available to you on the devices you use to access the Services.

HOW TO ACCESS AND CORRECT THE INFORMATION IN OUR RECORDS

Part of our commitment to transparency includes giving our customers access to the personal information we have about them. If you subscribe to our Services, you have the ability to see and correct your personally identifiable information through your online account services.

Certain states may give you additional rights, as described in the "Additional information regarding other laws and individual rights" section of this Privacy Policy.

All individuals may also make requests to access and correct certain personal information, and to have us delete certain personal information through our Privacy Center by visiting www.xfinity.com/privacy/requests.

Learn more about how to access personally identifiable customer information

If you subscribe to an Xfinity Service, you may correct or update information in your account by visiting www.xfinity.com or by contacting us as described below. If you are an Xfinity Home customer, you can also correct or update your contact and emergency information in the Xfinity Home app. We will correct our records once we have verified that the changes you request are proper.

If you subscribe to Xfinity TV, Internet, or Voice services and would like to see your own personally identifiable information, other than your customer proprietary network information ("CPNI"), you may do so at your local Comcast office. To do so, please contact us by email at Comcast_Privacy@comcast.com or by phone at 1-800-XFINITY, giving us a reasonable period of time to locate and, if necessary, prepare the information for review, and to arrange an appointment during regular business hours. You will need to have proper identification and will only be able to see the personally identifiable information in your account and no other account.

If you make a written request for a copy of your Xfinity Voice or Mobile CPNI, we will provide you with the relevant information we have by mailing it to your account address, or to any person authorized by you, if we reasonably believe the request is valid. However, subscribers to our Xfinity Voice and Mobile Services should be aware that we generally do not provide them with records of any inbound or outbound calls or other records that we do not furnish in the ordinary course of business (for example, as part of a bill) or which are available only from our archives, without valid legal process such as a court order. In addition, we cannot correct any errors in customer names, addresses, or telephone numbers appearing in, or omitted from, our or our vendors' directory lists until the next available publication of those directory lists. Further, we may have no control over information appearing in the directory lists or directory assistance services of directory publishers or directory assistance providers that are not owned by us.

Comcast reserves the right to charge you for the reasonable cost of retrieving and photocopying any information or documents that you request, where permitted by law.

YOUR RIGHTS AND OUR LIMITATIONS UNDER FEDERAL LAWS

The federal Cable Act imposes limitations on our collection and sharing of information that personally identifies you when you subscribe to Services that use the facilities of the Comcast cable system. The Communications Act imposes restrictions on our use and sharing of CPNI when you use Services that are deemed telecommunications services.

Learn more about your rights and our limitations under federal laws

The Cable Act and Personally Identifiable Information

This Privacy Policy is designed to comply with Section 631 of the Cable Communications Policy Act of 1984, as amended, (the "Cable Act"). The Cable Act permits Comcast to use the cable system to collect personally identifiable information about you. Personally identifiable information is information that identifies you specifically; it does not include de-identified, anonymous, aggregate, or other data that does not identify you. We may collect personally identifiable information when it is necessary to render cable services or other services to you and to detect unauthorized reception or use of the services. We may use the cable system to collect personally identifiable information about you for additional purposes with your prior written or electronic consent. The Cable Act also permits Comcast to disclose personally identifiable information if the disclosure is necessary to render, or conduct a legitimate business activity related to, the cable service or other services provided to you; required by law or legal process; or limited to your name and address, subject to your opt-out consent. The frequency of any disclosure of personally identifiable information varies in accordance with our business needs and activities as described in this Policy.

If you believe that you have been aggrieved by any act of ours in violation of the Cable Act or other applicable laws, we encourage you to contact us directly at Comcast_Privacy@comcast.com in order to resolve your question or concern. You may also enforce the limitations imposed on us by the Cable Act as applicable with respect to your personally identifiable information through a civil lawsuit seeking damages, attorneys' fees, and litigation costs. Other rights and remedies may be available to you under federal or other applicable laws as well.

This Privacy Policy neither supersedes, enhances, nor modifies any arbitration agreement to which you may be bound as a subscriber to one or more of the Services.

The Communications Act and CPNI

Section 222 of the Communications Act of 1934, as amended (the "Communications Act"), provides additional privacy protections for information about the quantity, technical configuration, type, destination, location, and amount of your use of telecommunications services, including Xfinity Voice and Mobile Services, and the information about those services contained on your bills for those

Services. This information is known as customer proprietary network information or "CPNI." CPNI does not include your name, address, or telephone number, which is defined by the Communications Act as "subscriber list information." However, that information is otherwise considered personally identifiable information.

If you are a customer of Xfinity Voice or Mobile Service, or another Service that is subject to these requirements, you have the right, and Comcast has a duty, under the Communications Act and other applicable laws, to protect the confidentiality of your CPNI. In addition, the FCC's rules provide additional privacy protections and choices regarding use and sharing that are specific to our Voice and Mobile service that we describe in this Policy.

ADDITIONAL INFORMATION REGARDING OTHER LAWS AND INDIVIDUAL RIGHTS

CALIFORNIA NOTICE AT COLLECTION

California law provides California residents with rights to receive certain disclosures regarding the collection, use, and sharing of "Personal Information," rights to access, delete, correct certain Personal Information we collect about them, restrict us from "selling" or "sharing" certain Personal Information, and limit our use of Sensitive Personal Information, as defined by the law and described in the categories below. These rights apply to all residents of CA, regardless of whether you are a customer, business contact, or member of the workforce. As a California resident, you have a right not to receive discriminatory treatment for the exercise of your privacy rights.

The California Consumer Privacy Act defines "Personal Information" to mean "information that identifies, relates to, describes, is capable of being associated with, or could reasonably be linked, directly or indirectly, with a particular consumer or household."

You or your authorized agent may submit a request to exercise these rights by visiting www.xfinity.com/privacy/requests or calling us at 1-844-963-0138. To opt out of targeted advertising and the sale or sharing of Personal Information, or to set preferences regarding our use of Sensitive Personal Information, please visit the Xfinity Preferences Page (www.xfinity.com/privacy/your-privacy-choices) and make the appropriate selections in the Settings menu of your relevant devices including X1, Flex, XClass and Xumo TV.

Residents of the State of California also have the right to request information regarding third parties to whom the company has disclosed certain categories of personal information during the preceding year for the third parties' direct marketing purposes under California's "Shine the Light" law (Cal. Civ. Code §1798.83). Personal information under this California law means "any information that when it was disclosed identified, described, or was able to be associated with an individual." We do not disclose this type of personal information to third parties for their own purposes and we permit you to opt out of any disclosures of non-identifiable personal information. However, if you are a California resident and would like to inquire further, please email Comcast_Privacy@comcast.com.

Learn more about your rights if you are a California resident and how to exercise them

Collection, Use, and Retention of Personal Information

The general section of this Privacy Policy describes the types of personal information we collect, how we collect it, how we use it in categories that are easy to understand. The CCPA requires us to disclose the personal information we have collected about consumers in the following categories. Some of the categories include very different types of information within the same category and certain personal information may fall into multiple categories. How we use and how long we keep the information within each category will vary, and not all types of information within the same category will be used for all the purposes listed.

California law also requires us to provide information regarding the criteria we use to determine the length of time for which we retain personal information. We utilize the following criteria to determine the length of time for which we retain personal information:

- The business purpose for which the information is used, and the length of time for which the information is required to achieve those purposes;
- Whether we are required to retain the information in order to comply with legal obligations or contractual commitments, or is otherwise necessary to investigate theft or other illegal activities, to ensure a secure online environment, or to protect health and safety;
- The privacy impact on the consumer of ongoing retention, including the consumer's likely expectations in light of the sensitivity of information and our Privacy Commitments; and
- The manner in which information is maintained and flows through our systems, and how best to manage the lifecycle in light of the volume and complexity of the systems in our infrastructure.

Individual pieces of personal information such as those listed above may exist in different systems that are used for different business or legal purposes. A different maximum retention period may apply to each use case of the information. Certain individual pieces of information may also be stored in combination with other individual pieces of information, and the maximum retention period may be determined by the purpose for which that information set is used.

Categories	Examples	Source	Purpose of collection and use
Identifiers	Name, alias, postal address, unique personal identifier, online identifier, Internet protocol address, email address, account name, Social Security number, driver's license number, passport number, or other similar identifiers	Directly from you when you provide it to us, such as when you create an account From our systems when we generate the information and assign it to you, such as your account number or your IP address from third parties From third parties	To offer or provide our Services To make improvements to our existing Services and create new products, services, or features To provide marketing and advertising To personalize our Services
Additional categories of information listed in the California Customer Records statute (Cal. Civ. Code § 1798.80(e))	A name, signature, Social Security number, physical characteristics or description, address, telephone number, driver's license or state identification card number, education, employment, bank account number, credit card number, debit card number, or any other financial information. Some personal information included in this category may overlap with other categories	Directly from you when you provide it to us, such as when you create an account or pay for your Services From third parties	To offer or provide our Services To make improvements to our existing Services and create new products, services, or features To provide marketing and advertising To personalize our Services
Protected classification characteristics under California or federal law	Age (40 years or older), national origin, marital status, gender, veteran or military status	Directly from you when you provide it to us, such as when you sign up for an offer for veterans From third parties who make inferences regarding your household, such as marital status or the age ranges of people within your household	To offer or provide our Services To make improvements to our existing Services and create new products, services, or features To provide marketing and advertising To personalize our Services
Commercial information	Records of personal property, products or services purchased, obtained, or considered, or other purchasing or consuming histories or tendencies	From you when you complete transactions with us From third parties	To offer or provide our Services To make improvements to our existing Services and create new products, services, or features To provide marketing and advertising To personalize our Services
Biometric information	Genetic, physiological, behavioral, and biological characteristics, or activity patterns used to extract a template or other identifier or identifying information, such as, fingerprints, faceprints, scans of the hands or face geometry, and voiceprints, iris or retina scans, keystroke, gait, or other physical patterns, and sleep, health, or exercise data	Directly from you when you provide it to us, such as when you seek to authenticate your identity From our systems when you opt in to certain features of our Services, such as Xfinity Home security, that may collect information and generate inferences about physical patterns to deliver the Services and applicable features you have selected	To offer or provide our Services To verify your identity To make improvements to our existing Services and create new products, services, or features To protect the health and safety of our customers, employees, contractors, or the general public

Categories	Examples	Source	Purpose of collection and use
Internet or other electronic network activity information	Browsing history, search history, and information regarding your interaction with one of our Internet websites, applications, or an advertisement	From our systems when you use or interact with our Services From third parties. For more information on these third parties, see our Cookie Notice (www.xfinity.com/privacy/policy/cookie/notice)	To offer or provide our Services To make improvements to our existing Services and create new products, services, or features To personalize our Services and to provide marketing and advertising, when you use our websites like Xfinity.com or ComcastBusiness.com or apps (see our Cookie Notice) We do not use information collected from our broadband network through the provision of Xfinity Internet or Xfinity Mobile for these purposes
Geolocation data	Precise physical location or movements	From our systems when you use or interact with Services that collect this information, such as Xfinity Mobile or the Xfinity Mobile apps and websites	To offer or provide our Services To make improvements to our existing Services To personalize our Services and to provide marketing and advertising; we do not use information collected from our provision of Xfinity Internet or Xfinity Mobile for these purposes
Sensory data	Audio, electronic, visual, thermal, olfactory, or similar information	From our systems when you use certain features of products and services that may collect information and generate inferences about physical patterns, such as Xfinity Home security features or when you use the Voice Remote to deliver Services and applicable features that you have selected	To provide our Services To make improvements to our existing Services and create new products, services, or features
Inferences drawn from other personal information	Profile reflecting a person's preferences, characteristics, psychological trends, predispositions, behavior, attitudes, intelligence, abilities, and aptitudes	From our systems through a series of computer processes	To offer or provide our Services To make improvements to our existing Services and create new products, services, or features To provide marketing and advertising To personalize our Services
Sensitive Personal Information	Social security, driver's license, state identification card, or passport number; account log-in, financial account, debit card, or credit card number in combination with any required security or access code, password, or credentials allowing access to an account; precise geolocation; racial or ethnic origin, religious or philosophical beliefs, or union membership; the contents mail, email and text messages; genetic data and biometric information; information collected and analyzed concerning a consumer's health; or information collected and analyzed concerning a consumer's sex life or sexual orientation. Some personal information included in this category may overlap with other categories. We do not collect all of these examples of Sensitive Personal Information, nor do we use all types of Sensitive Personal Information for the purposes described below.	Directly from you when you provide it to us, such as when you create an account or pay for your Services From our systems when you use or interact with Services that collect this information or when you opt in to certain features of our Services From third parties who make inferences regarding your household	To offer or provide our Services To make improvements to our existing Services and create new products, services, or features To provide marketing and advertising To personalize our Services To verify identity and to protect the health and safety of our customers, employees, contractors, or the general public

Disclosures to Third Parties for a Business Purpose

For all enumerated categories listed above, we limit disclosures of Personal Information for business purposes to service providers, as described in "When and With Whom We Share Information."

Sharing and Sale of Personal Information and Right to Opt Out

The CCPA requires companies to include certain disclosures relating to your right to opt out of "sale" or "sharing." We do not sell information that identifies who you are to anyone and we do not knowingly sell the personal information of consumers under 16 years of age. To opt out of the sale or sharing of non-identifying information, please visit the Xfinity Preferences Page (www.xfinity.com/privacy/your-privacy-choices) and make the appropriate selections in the Settings menu of your relevant devices including X1, Flex, XClass TV and Xumo TV. Please note that your right to opt out does not apply to our sharing of data with service providers, with whom we work and who are required to use the data only on our behalf. Below are the types of information "sold" and the categories of third parties that receive the information. This information does not, in and of itself, identify who you are.

Identifiers to Affiliates, advertising networks, data analytics providers, social networks, and audience measurement companies.

Internet or other electronic network activity information to affiliates, advertising networks, data analytics providers, social networks, and audience measurement companies.

Inferences drawn from other personal information to advertising networks.

Right to Know, Right to Request Correction, and Right to Request Deletion of Information

California residents have the right to request that we disclose what personal information we collect, use, and sell, as well as the right to request that we delete certain personal information that we have collected from you. If we hold personal information that is not accurate, California residents have the right to request that we correct this information. You or your authorized agent may submit a request to exercise your rights by visiting www.xfinity.com/privacy/requests or calling us at 1-844-963-0138.

For your security and to ensure unauthorized third parties do not access your personal information, we will require you to verify your identity before we can act on your request. If you are a current customer or still have access to your account, you will be required to authenticate through your Xfinity account. If you do not have an account with us, you will be required to provide an email address and mobile phone number to start the verification process. You may also be required to provide a qualified government-issued photo identification. If you are asking for access on behalf of someone else, we will require verification of your identity, as well as proof of authorization by the individual whose personal information you wish to access.

There may be information we will not return in response to your access request, such as information that would affect the privacy of others or interfere with legal requirements. Similarly, there may be reasons why we cannot comply with your deletion request, such as the need to keep your personal information to provide you service or to fulfill a legal obligation. In certain circumstances, we may not collect sufficient identifiers to match information in our records with your request.

Right to Restrict Use of Sensitive Personal Information

California residents have the right to request that we restrict our use of Sensitive Personal Information. You can limit our use and disclosure of your Sensitive Personal Information for personalized recommendations, marketing, and advertising purposes through the Xfinity Preferences Page (www.xfinity.com/privacy/your-privacy-choices).

Right to Information Regarding Participation in Data Sharing for Financial Incentives

We may run promotions from time to time and ask you to share personal information with us in exchange for discounts. We will always give you clear notices about these types of programs when you sign up, and participation is always voluntary. If you change your mind, you will always be able to opt out, and if you don't participate, you will still be able to use our Services.

To review the number of requests we have received over time, how we have complied with those requests, and the median or mean number of days in which we respond to such requests, please visit www.xfinity.com/privacy/reports.

ADDITIONAL INFORMATION REGARDING MAINE RESIDENTS' PRIVACY RIGHTS

Maine's Broadband Internet Access Service Customer Privacy Act generally prohibits providers of broadband Internet access service ("Providers") from using, disclosing, selling or permitting access to

"customer personal information"① without a customer's express, affirmative consent, which may be revoked at any time.

However, no consent is required for the collection, retention, use, disclosure, or sale or access to customer personal information when such activities are required to:

- Provide the service from which such information is derived or for the services necessary to the provision of such service;
- Advertise or market the Provider's communications-related services to the customer;
- Comply with a lawful court order;
- Initiate, render, bill for and collect payment for broadband Internet access service;
- Protect users of the provider's or other providers' services from fraudulent, abusive or unlawful use of or subscription to such services; or
- Provide geolocation information concerning the customer:
 - For the purpose of responding to a customer's call for emergency services, to a public safety answering point; a provider of emergency medical or emergency dispatch services; a public safety, fire service or law enforcement official; or a hospital emergency or trauma care facility; or
 - To a provider of information or database management services solely for the purpose of assisting in the delivery of emergency services in response to an emergency.

A Provider may not refuse to serve a customer who does not provide consent when required or charge a customer a penalty or offer a customer a discount based on the customer's decision to provide or not provide consent.

A Provider shall take reasonable measures to protect customer personal information from unauthorized use, disclosure or access, taking into account the nature and scope of the Provider's activities, the sensitivity of the data the provider collects, the size of the Provider, and the technical feasibility of the security measures.

In addition, a Provider may use, disclose, sell, or permit access to non-CPI, unless the customer opts out.

If you are an Xfinity customer, you can manage your account information and review your privacy settings at www.xfinity.com/privacy/your-privacy-choices. To review the full Xfinity privacy policy, visit www.xfinity.com/privacy. To learn more about our privacy commitments, including our commitment to protect your privacy when you use our broadband Internet service, please visit www.xfinity.com/privacy/our-commitment.

ADDITIONAL INFORMATION REGARDING VIRGINIA RESIDENTS' PRIVACY RIGHTS

Virginia law provides Virginia residents with rights to access, delete, and correct certain "Personal Data" we collect about them, as well as to restrict the use of that Personal Data for targeted advertising, restrict the "sale" of that Personal Data, and control our use of Personal Data considered sensitive. If you are a Virginia resident, you also have a right not to receive discriminatory treatment for the exercise of your privacy rights.

The Virginia Consumer Data Protection Act defines "Personal Data" to mean "any information that is linked or reasonably linkable to an identified or identifiable natural person." When we use the term "personal information" in our Privacy Policy, it includes Personal Data covered by this definition.

You or your authorized agent may **submit a request** to exercise your access, deletion, and correction rights by visiting www.xfinity.com/privacy/requests or calling us at 1-844-963-0138. To opt out of targeted advertising and the sale or sharing of Personal Data, or to set preferences regarding our use of sensitive Personal Data, please visit the Xfinity Preferences Page (www.xfinity.com/privacy/your-privacy-choices) and make the appropriate selections in the Settings menu of your relevant devices including X1, Flex, XClass TV and Xumo TV. If we deny your request, you have the right to appeal our decision. You can request further review through the request dashboard (www.xfinity.com/privacy/requests).

ADDITIONAL INFORMATION REGARDING EEA, SWITZERLAND, AND UNITED KINGDOM RESIDENTS' PRIVACY RIGHTS

The EU General Data Protection Regulation and the UK General Data Protection Regulation provide residents of the EEA, United Kingdom, and Switzerland the rights to receive notice regarding the purposes for which your data are processed and the legal basis for our processing, the categories of recipients of your personal information, whether the personal information will be transferred outside these jurisdictions, and the criteria we use to determine how long to retain your data. You also have the right to receive notice about your rights. These rights apply to all residents of these locations, regardless of whether you are a customer, business contact, or member of the workforce.

The GDPR defines "Personal Data" to mean "any information that is linked or reasonably linkable to an identified or identifiable natural person." When we use the term "personal information" in our Privacy Policy, it includes Personal Data covered by this definition.

[Learn more about your rights if you are an EEA, Switzerland, or United Kingdom resident and how to exercise them](#)

RIGHT TO BE INFORMED

The general section of this Privacy Policy describes the types of personal information we collect, how we collect it, and how we use it in categories that are easy to understand. For information on our retention practices, please see "How long we keep your information" above.

Legal Basis for Processing

We rely on a variety of legal bases to process your personal information. We mainly process your personal information because it is necessary to perform our agreement to provide the Services to you or because the processing is necessary for our legitimate interests where those interests do not override your fundamental rights and freedoms related to data privacy. Where we rely on legitimate interest as this lawful basis, our legitimate interest is necessary for promoting our business, improving the services we offer to you and your experience when you interact with us, and ensuring effective operational management and internal administration of our business and the exercise of our rights. In limited circumstances, we may rely on other legal bases for processing your personal information, including when necessary to comply with a legal obligation or where you provide your consent for processing.

Cross-Border Transfer of Information

Certain personal information may be transferred to and processed in the US and other countries where we have facilities or in which we engage service providers. The laws in the U.S. regarding personal information may be different from the laws of your state or country. We implement appropriate safeguards to protect your personal information as required by relevant law, including supplemental measures, if we transfer your personal information outside of the EEA, UK, or Switzerland.

RIGHT OF ACCESS, RIGHT TO DATA PORTABILITY, RIGHT TO REQUEST CORRECTION, AND RIGHT TO REQUEST DELETION OF INFORMATION

You have the right to request that we:

- Give you access to, and a copy of your personal information we hold in our systems;
- Correct or update inaccurate or incomplete personal information we have about you;
- Delete all or some of the personal information we have about you (e.g., if it is no longer needed to provide Services to you).

To submit a request to exercise your rights, please complete the form available at www.xfinity.com/privacy/requests. We may have a reason under the law why we do not have to comply with your request, or may comply with it in a more limited way than you anticipated. If we do, we will explain that to you in our response. Please note that, in order to verify your identity, we may require you to provide us with information prior to accessing any records containing information about you. In certain circumstances, we may not collect sufficient identifiers to match information in our records with your request.

RIGHT TO OBJECT, WITHDRAW CONSENT, AND RESTRICT PROCESSING

You have the right to request that we:

- Stop using, and ensure that all third parties stop using, some or all of your personal information (e.g., if we no longer have a legal basis to process it);
- Stop contacting you with promotional messages.

You can exercise these rights by visiting the Xfinity Preferences Page (www.xfinity.com/privacy/your-privacy-choices) and making the appropriate selections in the Settings menu of your relevant Comcast/Xfinity issued devices.

RIGHT TO OPT OUT OF AUTOMATED PROCESSING

You have the right to opt-out of automated processing where such processing would produce legal or other similarly significant effects. However, we do not use personal information of residents of the EEA, Switzerland, and United Kingdom to make automated decisions about you that would have these effects.

RIGHT TO LODGE A COMPLAINT

You have the right to lodge a complaint with your local data protection authority about our use of your personal information.

CHANGES TO THIS PRIVACY POLICY

We may change this Privacy Policy over time as our business needs and those of our customers change. If we make material changes to this Privacy Policy that increase our rights to use personal

information that we have previously collected about you, we will notify you through written, electronic, or other means so that you can make any necessary decisions about your ongoing use of our Services.

HOW TO CONTACT US WITH QUESTIONS ABOUT THIS PRIVACY POLICY

- **Send Us a Message:** Comcast_Privacy@comcast.com

Be sure to include your name and address, your Comcast account number (if applicable), and a daytime telephone number where we can reach you.

MORE INFORMATION ABOUT SOME OF THE TERMS AND PHRASES USED IN THE POLICY

Below you can find illustrative examples and more information about the terms used in the policy that have ⓘ next to them.

Personal Information: Includes any information that is linked or reasonably linkable to you.

Products, services, networks, and platforms: Examples of when this policy applies include: Xfinity® TV and Streaming, Xfinity Internet, xFi and Xfinity Advanced Security, Xfinity Voice, Xfinity Stream app, Xfinity WiFi service, Xfinity Home, Xfinity Mobile, Xfinity Flex, XClass TV, Comcast Business Services, Effectv, Xumo, Xumo TV, Xumo Play.

Other products, services, websites, and applications: For example, if you use the Peacock app on your X1 or Xfinity Mobile phone, NBCUniversal's privacy policy will apply to the information collected through that app.

Third parties: Third parties are other companies that collect or maintain information about you and share it with us, such as credit bureaus who share information with us when you sign up for service and consent to a credit check.

Respond to your requests: In order to provide better customer service, we keep track of when you contacted us, what the issue was and what is the best way to get in contact with you.

Tailor our services: We collect data from third parties to better understand your interests and provide personalized offers.

Photographs: For example, we may take a picture of your porch or doorstep with the equipment we deliver to you or aerial photographs of our network to assess network safety and compliance.

Video selection and viewing activity: When you use the video services we directly provide, such as Xfinity TV and the Xfinity Stream app, we know what video selection you made in order to deliver it to you. When you access content from third-party applications on the X1, Flex, XClass or Xumo TV platform, we will only know that you accessed that application, not what you do within those video selections unless you have allowed the sharing of this information.

To help us authenticate you: Some of our services can only be provided in certain geographic areas and require us to know that you are physically located at your service address in order to use them or access information.

Information provided when you integrate other services with our Services: For example, if you download or use another company's tools or features that are compatible with our Services, that other company will collect information about your use of those tools and features and may share additional information with us.

DNS: The address book of the Internet is known as DNS, or Domain Name System. It's how people navigate the Internet. Millions of Comcast customers look up billions of addresses online every day. We delete the DNS queries generated by our Internet customers every 24 hours except in very specific cases where we need to research a security or network performance issue, protect against security threats, or comply with a valid legal request. You may decide to keep that information in your account longer when you enable certain features, such as our advanced security services that allow you to see the websites that are blocked for up to 30 days. But we've never used that data for any sort of marketing or advertising – and we have never sold it to anyone.

Network traffic activity: Where you go on the Internet is your business, not ours. We limit our use of customer network traffic activity to assess how the network is performing; understand trends; stay ahead of capacity demands; build, test, and improve our products and services; and for fraud and security purposes. We do that with a sample of network data and we only connect our customer's network activity to particular individuals when necessary for security or fraud purposes, or required by law.

Xfinity Mobile: We don't sell, and have never sold, your location data when you use our Xfinity Mobile service.

Mobile apps: If you are using a mobile device to access our Services, we may need to know the location of your mobile device or other device in which you have installed one of our applications for certain functionality, such as connecting you to a nearby Xfinity WiFi Hotspot. We will request your consent to collect and use precise geolocation information before we do so. You can prohibit the collection of this information through your device's settings (see "Your Choices") but doing so may limit certain functions and features of our Services.

Demographic: Information like gender, age, and census records.

Interest: Information that indicates your interest in things like sports, travel, or cooking.

Purchase: Information from loyalty program or public records.

Facebook: If you interact with our Services on a device through which you also interact with social networks or if you interact with us through a social media function such as a plug-in (for example, a Facebook "like" button) then you may be permitting us to have on-going access to some information from your social network profile (such as your name, email address, your friend list, photo, age, gender, location, birthday, social networking ID, current city, the people/sites you follow, and so forth). If you don't want a social network to collect the information about you as described above, or you don't want a social network to share it with us and other third parties, please review the privacy settings and instructions of the applicable social network before you interact with our Services.

Measurement and analytics reports for us and others: We and service providers who work on our behalf may combine and use data from our business records – including account information, video activity data, and other usage data – with data from third parties to create measurement and analytics reports. These reports are de-identified or aggregated and do not contain any information that personally identifies you.

We use these reports for many of the purposes described in the Privacy Policy, such as for improving the Services, creating and delivering more personalized advertising on behalf of Comcast and other third parties, determining whether and how an advertiser's messages are viewed, and analyzing the effectiveness of certain advertisements on the Comcast Services and other platforms and services. We also use these reports to work with academic or research groups, and for other uses that help us develop and fund improvements in services and infrastructure. We may share these reports with programmers, advertisers, or others. To learn about the choices you have with respect to our use of your information for these purposes, visit the Xfinity Privacy Preferences Center (www.xfinity.com/privacy/your-privacy-choices).

Opt-in or opt-out settings: For example, if we share personal information that does not personally identify you with others for their own use, we will first give you the choice to opt out of such sharing. In other instances, you may want us to share your name, physical address, or email address with another company, such as when you are signing up for a third-party service through one of our platforms, such as the X1, Flex, XClass or Xumo TV platform. In that instance, we will make sure you give us clear direction to do so, before we pass that information on.

Another company: For example, when you are signing up for a third-party service through our X1 or Flex, you may ask us to share contact information to help you register or log on. Or if you were interested in a product you saw advertised on television and wanted to share your contact information so that the product provider could send you more information, we might present that option to you.

Non-Xfinity video app: For example, when you use Peacock on the X1, Flex, XClass or Xumo TV platform.

Another company's platform or device: For example, when you use the Xfinity Stream app from devices operated by other companies, such as an Apple or Android device.

Vary: For example, the CCPA puts name and social security number in the same category. We may use your name to send you marketing materials for our products, but we will not use your Social Security Number for marketing or advertising.

Customer personal information: (1) Personally identifying information about a broadband customer, including but not limited to the customer's name, billing information, social security number, billing address and demographic data; and (2) Information from a customer's use of broadband Internet access service.

Política de Privacidad de Comcast Xfinity

Vigente a partir del 1.º de enero de 2023

Sabemos que le importa su privacidad y la protección de su [información personal](#). Sabemos también que tenemos la responsabilidad de ser transparentes acerca de cómo protegemos su información. Diseñamos esta Política de privacidad con ese fin precisamente. En ella se explican los tipos de información personal que recopilamos y cómo recogemos, utilizamos, mantenemos, protegemos y compartimos dicha información. Esta Política de privacidad también le informa sobre los derechos y opciones que tiene con respecto a su información personal.

Parte de lo que afirmamos en nuestra Política de privacidad es requerido por ley y en ocasiones podrá parecer largo y complicado, pero nos hemos esforzado en tratar de que sea fácil de entender y de ofrecerle ejemplos siempre que sea posible. El Centro de privacidad de Xfinity (<https://es.xfinity.com/privacy>) incluye más información sobre:

- Cómo revisar y administrar su información personal y la actividad de su cuenta
- Cómo administrar sus preferencias, que comprende la configuración de sus preferencias de marketing y publicidad, y la restricción de ciertos usos o divulgaciones
- Cómo puede protegerse mejor en línea

Usted puede revisar esta Política de privacidad y la información del Centro de privacidad de Xfinity en cualquier momento. Si aún tiene dudas, puede [contactarnos](#) para obtener más información.

CUÁNDO CORRESPONDE ESTA POLÍTICA DE PRIVACIDAD

Esta Política de privacidad corresponde a la información que recopilamos cuando usted utiliza o interactúa con entidades comerciales, [productos, servicios, redes y plataformas](#), incluso nuestros sitios web, aplicaciones móviles y otros servicios y dispositivos donde se hace referencia a esta política. Estos pueden incluir servicios de la marca Xfinity, servicios de la marca Comcast y otros productos y servicios que ofrecemos. La presente Política de privacidad también corresponde cuando usted interactúa con nosotros de cualquier otro modo. En este documento nos referiremos a todos ellos como nuestros "Servicios". Corresponde además a la información acerca de usted que recopilamos de terceros.

Esta Política de privacidad **no** corresponde a [otros productos, servicios, sitios web y aplicaciones](#) (móviles o de televisión) que usted pueda utilizar o con los que pueda interactuar a través de las plataformas de Xfinity.

Obtenga más información sobre los casos en que corresponde la Política de privacidad

Dado que esta Política de privacidad describe las prácticas de privacidad de todos nuestros Servicios, es posible que ciertas partes de ella no correspondan en su caso. Por ejemplo, si no se suscribe a Xfinity Voice (servicio de telefonía residencial) o a Xfinity Mobile, no recopilaremos información sobre los detalles de sus llamadas. Del mismo modo, si no se suscribe a Xfinity Home, no recopilaremos información sobre los eventos de seguridad de su hogar.

Algunos de los Servicios podrían tener prácticas de seguridad adicionales que se describirán de distintas maneras como, por ejemplo, un contrato separado para servicios de Comcast Business. En la medida que existiera una superposición entre esta Política de privacidad y la política de privacidad específica de un Servicio, prevalecerá la política de privacidad o el contrato específicos del Servicio en lo que respecta al mismo.

Esta Política **no** corresponde a los productos, servicios, sitios web y aplicaciones que no son de Xfinity pero que usted podría utilizar a través de las plataformas Xfinity y, por lo tanto, nosotros no somos responsables de las prácticas de las empresas que proporcionan esas ofertas. Por ejemplo, si usted se suscribe a Xfinity Internet y visita un sitio web de noticias o de compras, corresponderá la política de privacidad de ese sitio web. Si usa una de nuestras plataformas para acceder a un servicio de *streaming* de otra empresa, la política de privacidad de ese servicio de *streaming* corresponderá a la información que el servicio recopile sobre su actividad dentro de la aplicación. Del mismo modo, si conecta el termostato inteligente de su hogar a su servicio de seguridad y automatización de Xfinity Home, la política de privacidad de la empresa del termostato inteligente corresponderá a la información que el termostato recopile. Para obtener más información sobre cómo estos productos, servicios, sitios web y aplicaciones ajenos a Xfinity utilizan su información, consulte sus políticas de privacidad.

LA INFORMACIÓN PERSONAL QUE RECOPIAMOS Y CÓMO LA RECOPIAMOS

Recopilamos su información personal con el fin de proporcionarle nuestros Servicios. Esto puede incluir información que no lo identifica personalmente, como números de equipo, direcciones IP y números de cuenta. También puede incluir información que sí lo identifique personalmente, como su nombre, dirección y número de teléfono. Llamamos "información de identificación personal" o "PII" a cualquier información que lo identifique.

Si usted permite que otras personas utilicen sus Servicios, también recopilaremos información personal sobre ellas. Si usted utiliza nuestros Servicios a través de la cuenta de otra persona, recopilaremos información sobre usted, pero es posible que esta no nos identifique quién es usted. También podemos recopilar información acerca de usted de [terceros](#).

Recopilamos esta información para ofrecerle nuestros Servicios, comunicarnos con usted, [responder a sus solicitudes](#) y [adaptar nuestros Servicios](#) a sus necesidades e intereses.

Obtenga más detalles sobre la información que recopilamos, junto con ejemplos de la misma

Qué información recopilamos

- **Información de contacto:** información que usamos para mantenernos en contacto con usted, como su nombre completo y su número de teléfono
- **Información sobre la cuenta:** información que usamos para identificarlo y/o con el fin de proveerle o mantener su cuenta y Servicios. Esta información podría incluir información biométrica, como grabaciones de audio y escanes faciales, cuando se usa como forma de identificación
- **Estadísticas e inferencias:** información relacionada con su hogar, su cuenta o el uso que hace de los Servicios, así como nuestras predicciones acerca de las cosas que podrían o no ser de su agrado o interés
- **Información de facturación:** información disponible en sus estados de cuenta y otros recibos de pago, incluidas sus transacciones financieras
- **Información demográfica y sobre sus intereses:** información que obtenemos de otras compañías para adaptar mejor nuestros servicios de programación, marketing y publicidad a usted
- **Información sobre actividad en los servicios:** información relacionada con el uso que hace de nuestros Servicios

En algunos casos, California exige que usemos nombres diferentes para describir las categorías de información que recopilamos. Para obtener más información acerca de estas categorías, consulte la sección "Información adicional sobre otras leyes y derechos individuales" de esta Política de privacidad.

Cómo recopilamos información personal

Recopilamos información personal sobre usted de distintas formas.

1. Directamente de usted, cuando abre una cuenta, interactúa con nuestro servicio de atención al cliente o interactúa con nosotros en nombre de su empresa. Por ejemplo:

- Información de contacto, que puede incluir su nombre, su dirección postal, su dirección de correo electrónico y su número de teléfono
- Credenciales para iniciar sesión en nuestros Servicios, como su nombre de usuario y su contraseña
- Información relativa a sus preferencias con respecto a su experiencia con los Servicios, como su configuración y otra información que nos proporcione para permitir la personalización del contenido
- Información biométrica, como grabaciones de audio para espectrogramas de voz y escanes faciales, que generamos durante el proceso de verificación de identidad
- Registros de comunicaciones, como los registros de sus llamadas y conversaciones de chat con nuestros representantes de atención al cliente
- Información que usted proporcione al interactuar con nosotros en nuestras páginas de las redes sociales, tableros de mensajes y otros foros, incluidos su nombre de usuario, sus imágenes de perfil y sus comentarios, así como información acerca de nosotros que comparte públicamente
- [Fotografías](#) o imágenes de su propiedad
- Información de pago, como información sobre su tarjeta de crédito o débito, u otra información financiera de su cuenta
- Su número de seguro social
- Su licencia de conductor, tarjeta de identificación estatal u otra forma de identificación
- Documentos legales, como documentación relativa a la autorización para actuar en nombre de otra persona

2. Cuando usa nuestros Servicios o interactúa con ellos. Por ejemplo:

- [Actividad de selección y visualización de videos](#) de su hogar y en los dispositivos
- Comandos de voz y grabaciones de audio registrados a través de dispositivos activados por voz que son parte de los Servicios, como Voice Remote o nuestro control remoto basado en aplicaciones
- Información de geolocalización (que indica dónde se encuentra en un determinado momento en función de su dirección de servicio) [para ayudarnos a autenticar](#) su acceso a ciertos servicios de nuestra plataforma
- Direcciones IP, identificadores de dispositivos y direcciones de red de los equipos cuando los dispositivos se conectan a nuestros Servicios y otra información del dispositivo, incluida la

información sobre los Dispositivos proporcionada por otras empresas desde las que utiliza nuestros Servicios

- Información sobre la actividad de los usuarios en nuestros sitios web y aplicaciones, que se recopila mediante cookies y otras tecnologías (Aviso sobre cookies: <https://es.xfinity.com/privacy/policy/cookie/notice>) e información proporcionada por otras empresas cuando usted integra sus servicios con nuestros Servicios
- Búsquedas en servidores de nombre de dominio (DNS) y actividad de tráfico de red cuando usa Servicios nuestros como Xfinity Internet, Xfinity Mobile o Xfinity WiFi
- Información de geolocalización, que indica dónde se encuentra su dispositivo en un momento determinado, cuando usa Xfinity Mobile o habilita esa función en nuestras aplicaciones móviles
- Información general sobre su ubicación, como la ciudad o el código postal que se correlaciona con la ubicación de un punto de acceso al servicio de WiFi o con el alquiler de la dirección IP de su dispositivo cuando usa Xfinity Internet o Xfinity WiFi
- La cantidad, configuración técnica, tipo, características, historial de llamadas y frecuencia de su uso de los servicios de voz (conocida como información de red específica del cliente o CPNI)
- Grabaciones de video y audio (si ha activado estas funciones) cuando usa el servicio de seguridad y automatización de Xfinity Home

3. De terceros, tales como:

- Agencias de informes crediticios y otras entidades que proveen puntajes crediticios, verificación de identidad, prevención de fraudes y otros servicios similares
- Propietarios de inmuebles que proveen información de contacto y de otro tipo
- Organismos gubernamentales que proporcionan registros públicos
- Proveedores de datos sobre consumidores que ofrecen información demográfica, sobre intereses, sobre compras y de otro tipo, que usamos para adaptar nuestro marketing y comunicaciones a sus intereses
- Proveedores de aplicaciones de terceros que usted utiliza en dispositivos regidos por esta política de privacidad
- Redes sociales y otros datos disponibles públicamente como en Facebook
- Empresas de publicidad en red que podrían compartir información sobre las iniciativas de marketing y los anuncios que ha visto o en los que ha hecho clic

No permitimos deliberadamente que otros, con el paso del tiempo, recopilen información de identificación personal sobre sus actividades en línea y en los sitios web de terceros cuando utiliza nuestros Servicios en línea. Para obtener más información sobre cookies y otras tecnologías de rastreo en línea, visite nuestro Aviso sobre cookies (<https://es.xfinity.com/privacy/policy/cookie/notice>). Para controlar sus preferencias, visite el Centro de preferencias de privacidad de Xfinity (<https://es.xfinity.com/privacy/your-privacy-choices>). También puede utilizar un navegador que le ofrezca la posibilidad de utilizar el Control de privacidad global para comunicarnos sus preferencias de privacidad cuando visite nuestros sitios web. Tenga en cuenta que esto no afectará la manera en que procesamos su información cuando interactúa con nuestros productos y servicios. En algunos de nuestros Servicios, como Xumo TV, también podemos utilizar tecnologías para intentar identificar el uso de diferentes dispositivos por parte de una misma persona.

Debido a que aún no se han establecido definiciones ni reglas para una norma de "No rastrear", ni se ha establecido si las señales del caso deben ser habilitadas por el usuario, Comcast aún no responde a señales de "No rastrear" enviadas desde los navegadores.

CÓMO Y CUÁNDO USAMOS LA INFORMACIÓN, INCLUSO PARA FINES DE MARKETING Y PUBLICIDAD

Utilizamos la información que recopilamos para proporcionarle nuestros Servicios y comunicarnos con usted. También la usamos para mejorar nuestros Servicios, desarrollar nuevos productos y servicios, ofrecer experiencias personalizadas para el consumidor (incluido el marketing y la publicidad personalizados para nuestros propios productos y servicios y los de terceros), investigar robos y otras actividades ilegales, y garantizar un entorno seguro en línea.

Podemos combinar información a través de todos nuestros sistemas, plataformas y bases de datos. Eso incluye la combinación de la información que recibimos de terceros y la información sobre el uso que usted hace de nuestros Servicios. También podremos combinar información sobre su uso de un determinado Servicio con la que obtenemos de su uso de otro Servicio.

Obtenga más información sobre el uso que hacemos de su información y vea ejemplos

Para ofrecer los Servicios

- Establecer su cuenta y administrarla
- Estimar los riesgos crediticio y de pago
- Prestar los Servicios
- Facturar
- Autenticar el acceso a su cuenta, incluso verificación de identidad
- Administrar la red y los dispositivos en que se basan nuestro servicio y sistemas, y otras operaciones y mantenimientos
- Brindar asistencia técnica
- Asistir en las actualizaciones de hardware y software para los dispositivos y sistemas

Para comunicarnos con usted

- Responder a sus preguntas
- Personalizar las comunicaciones y su experiencia
- Enviarle anuncios y encuestas relacionados con el servicio

Para entender cómo usa nuestros Servicios y mejorarlos

- Entender el uso de nuestros Servicios actuales
- Identificar y desarrollar nuevos productos y servicios
- Crear informes sobre mediciones y estadísticas para nosotros y para terceros

Para ofrecer recomendaciones y presentar material publicitario pertinente

- Comercializar los servicios
- Recomendarle películas o programas de televisión
- Mostrarle qué productos y servicios creemos que podrían ser de interés para usted
- Ayudar a terceros anunciantes y programadores a ofrecer anuncios más pertinentes en nuestros Servicios y otros servicios y plataformas

Para investigar casos de robo u otras actividades ilegales, para garantizar un entorno en línea seguro y para proteger la salud y la seguridad

- Detectar el uso no autorizado o indebido de los Servicios
- Proteger a nuestros clientes contra el uso fraudulento, abusivo o ilegítimo de los Servicios
- Proteger nuestros derechos, a nuestro personal y nuestra propiedad
- Cumplir con las leyes vigentes
- Proteger la salud y la seguridad de nuestros clientes, empleados, contratistas o el público en general

CUÁNDO Y CON QUIÉN COMPARTIMOS INFORMACIÓN

Usted tiene el control de sus datos. No vendemos, ni hemos jamás vendido a nadie ninguna información que lo identifique a usted o a otros. Esto incluye información sobre su uso de Internet, video o detalles de llamadas. Cuando participe en ofertas que requieran la divulgación de datos que lo identifiquen, solo los divulgaremos si usted lo indica y lo autoriza.

Compartimos la información personal con otros cuando sea necesario para proporcionarle nuestros Servicios, incluso con agencias de informes crediticios. También compartimos información personal con otros:

- Cuando usted nos instruya a hacerlo, incluso para autorizar a otros usuarios en su cuenta
- Cuando sea requerido por la ley o para responder a un proceso legal
- Para proteger nuestras propiedades o derechos, o la seguridad de nuestros empleados, clientes u otros individuos

Solicitaremos su consentimiento antes de compartir su información personal con otras compañías para sus propias actividades de comercialización y publicidad. Dependiendo del tipo de información personal divulgada, esto podría realizarse a través de una opción de inclusión o exclusión.

También podremos compartir información personal que no lo identifique con terceros para sus propios fines de comercialización y publicidad, de lo cual usted puede optar por excluirse. Esto ocurre principalmente cuando interactúa con aplicaciones móviles y sitios web nuestros que contienen cookies de terceros u otros rastreadores publicitarios. Para obtener más detalles sobre esto, lea nuestro Aviso sobre cookies (<https://es.xfinity.com/privacy/policy/cookie/notice>).

Obtenga más información acerca de cuándo y con quién compartimos información

La familia de empresas de Comcast

Si Comcast comparte la información personal que recopila sobre usted con otras empresas de Comcast, como las empresas de la marca NBCUniversal, para utilizarla para sus propios fines, primero le daremos la opción de aceptar o rechazar que se comparta dicha información en el Centro de preferencias de privacidad de Xfinity (<https://es.xfinity.com/privacy/your-privacy-choices>).

Titulares de cuentas y otros usuarios autorizados

Podríamos divulgar información sobre la cuenta de un cliente y su uso de un Servicio al titular principal de la cuenta, una vez autenticado debidamente. El titular principal de la cuenta también podría permitir a otros ver información de la cuenta.

Proveedores de servicios

Con el fin de proporcionar y apoyar los servicios, a veces recurrimos a otras empresas en carácter de proveedores de servicios para transmitir, recopilar, procesar o almacenar información en nuestro nombre. Exigimos a estos proveedores que traten la información que compartimos con ellos como información confidencial y que la utilicen únicamente para prestarnos sus servicios. Estos proveedores incluyen:

- **Proveedores de facturación y cobro**, como procesadores de pagos y organizaciones que nos ayudan a evaluar su situación crediticia y de pagos
- **Proveedores contables, de auditoría e impositivos**
- **Proveedores de seguros**
- **Proveedores de servicios profesionales**, como firmas que ofrecen servicios de consultoría, nos ayudan a mejorar nuestra programación, prestan servicios legales o suministran recursos y asistencia para proyectos específicos
- **Proveedores de servicios estadísticos**, como entidades que analizan el tráfico hacia nuestros sitios web y dentro de ellos, analizan cómo se usan nuestros Servicios, y ayudan a identificar clientes potenciales y comunicarse con ellos
- **Empresas de comercialización, publicidad y ventas** que nos ayudan a crear y llevar adelante programas de comercialización, publicidad y ventas, incluso el procesamiento de pedidos, así como servicios de impresión, correo y comunicaciones electrónicas
- **Proveedores de seguridad**, como las empresas que colaboran con la verificación de incidentes de seguridad y cómo responder a ellos, notificaciones de servicio, prevención de fraudes, verificación y gestión de identidad y autenticaciones
- **Proveedores informáticos**, como empresas que nos ayudan con el diseño, alojamiento y mantenimiento de sitios web, el almacenamiento de datos y software, y las operaciones de red
- **Servicios de atención al cliente**, lo que incluye servicios relacionados con nuestros centros de llamadas y servicios de instalación, mantenimiento y reparación

Terceros

No vendemos, ni hemos jamás vendido a nadie ninguna información que lo identifique personalmente. Aunque la ley federal lo permite, no divulgamos su nombre ni su dirección a organizaciones no gubernamentales, como entidades benéficas o empresas, para sus propios fines de comercialización.

En ocasiones, usted podía pedirnos que compartamos información que lo identifica personalmente con otra empresa®. En tal caso, nos aseguraremos de que nos dé instrucciones claras acerca de qué quiere que compartamos y con quién antes de hacerlo.

La divulgación de información a terceros podría incluir:

Empresas de redes sociales

Su interacción con ciertas partes de nuestros Servicios podría hacer que se publique información en sus redes sociales. Por ejemplo, usted podría hacer clic en un botón "me gusta" de Facebook, lo que publicaría que "le gusta" uno de nuestros Servicios en su cuenta de Facebook. En las partes de nuestros sitios web que cuentan con funciones de redes sociales, una red social podía recopilar información acerca de usted. Por ejemplo, si una página contiene un botón "me gusta" de Facebook, Facebook podría recopilar datos acerca de su visita a esa página, incluso si no hace clic en el botón "me gusta". Para controlar la divulgación de esta información, revise la política de privacidad de la red social correspondiente o cierre sesión en la red social antes de usar nuestros Servicios.

Socios de publicidad en línea

Podríamos usar cookies u otro tipo de tecnología para mostrarle anuncios personalizados cuando visita otros sitios web, los que podrían incluir anuncios basados en los productos y servicios que vio en nuestros Servicios. También permitimos a nuestros socios, incluidos anunciantes y proveedores de servicios, a usar cookies y tecnologías de seguimiento similares cuando usted usa nuestros Servicios. Para obtener más información acerca del uso de cookies y otras tecnologías en nuestros Servicios en línea, consulte el Aviso sobre cookies (<https://es.xfinity.com/privacy/policy/cookie/notice>).

Empresas de estadísticas y medición de audiencias

También colaboramos con socios comerciales que nos ayudan a medir y analizar cómo los clientes utilizan nuestros Servicios. En el caso de video, esto incluye evaluar qué programas son más populares, cuántas personas miran un programa hasta el final, si se miran las publicidades, y qué programación y contenido de video es conveniente ofrecer a través de los Servicios. También incluye determinar cómo prefieren los clientes ver ciertos tipos de programación cuando utilizan nuestros Servicios (por ejemplo, si les gusta ver ciertos programas en vivo o si prefieren verlos por demanda, en dispositivos móviles o en línea). Nuestros socios comerciales pueden compilar esta información en informes con estadísticas combinadas y anónimas que luego se distribuyen comercialmente (por ejemplo, un informe de evaluación que indique qué porcentaje de la audiencia vio un determinado programa en vivo y qué porcentaje lo vio por demanda). Xfinity Stream incluye el software de medición propiedad de Nielsen, que habilita la contribución del usuario a la investigación del mercado, tal como el índice de audiencia de televisión de Nielsen. Visitando www.nielsen.com/digitalprivacy, los usuarios pueden acceder a más información sobre el software de medición y conocer sus opciones con respecto a las mediciones de Nielsen.

Aplicaciones que no son de Xfinity y empresas asociadas

Algunos Servicios le permiten interactuar directamente con una tecnología proporcionada por otras empresas. Esto puede ser mediante el uso de una aplicación de video que no sea de Xfinity® disponible a través de nuestros Servicios, o el acceso a nuestros Servicios a través de la plataforma o el dispositivo de otra empresa®. Cuando usted usa nuestros Servicios vinculados con una tecnología proporcionada por otra empresa, nos está indicando que interactuemos con esa empresa y esa empresa puede recopilar información sobre usted y nuestros Servicios. Esta Política de Privacidad no regula las prácticas de privacidad de otras empresas. Para obtener más información sobre el uso que esas empresas hacen de su información, consulte sus respectivas políticas de privacidad. Para obtener más información sobre las aplicaciones que no son de Xfinity y que son compatibles con nuestros Servicios de video, ingrese en <https://my.xfinity.com/privacy/providers>. Ciertas aplicaciones también podrían ejecutarse con tecnología proporcionada por Metrological, una empresa independiente de Comcast que no está sujeta a esta Política de privacidad y cuyas prácticas de privacidad se describen en www.metrological.com/privacypolicy.

Agencias de informes del consumidor

Divulgamos información que lo identifica personalmente a agencias de informes del consumidor que podrían estar sujetas a otras leyes, incluida la Ley de informes crediticios imparciales. Estas divulgaciones pueden incluir información que ayude a validar su identidad, como su nombre, domicilio actual y anterior, información de contacto, número de Seguro Social, identificadores emitidos por el gobierno, su historial de pagos y estado de cuenta, y otra información de identificación.

Autoridades de seguridad pública

Si tiene nuestro servicio Xfinity Voice, Comcast divulgará su nombre e información de contacto a autoridades de seguridad pública como los servicios 911/E911 y otros servicios de emergencia relacionados.

Servicios de información sobre abonados, asistencia e identificación de llamadas

Podríamos enviar su nombre, dirección y número de teléfono a editores para que los imprimen en directorios y los publiquen en directorios en línea. Una vez que esa información se imprima o se publique en Internet, estará fuera de nuestro control y cualquier persona – incluidos los agregadores de datos – podrá ordenarla, recombinarla y distribuirla nuevamente en diferentes formatos y para diferentes fines, incluidos fines de comercialización. Por un costo adicional, puede optar por tener un número no publicado, lo que significa que Comcast no proporcionará su nombre, dirección ni número de teléfono para que se publiquen en la guía telefónica ni en directorios en línea. También puede optar por publicar su número pero escoger la opción "omitir dirección", lo que significa que no proporcionaremos su dirección postal para su publicación en la guía telefónica ni en directorios en línea. Si contrata el servicio por Internet, seleccione la opción "*non-published*" (no publicado), de lo contrario, llame a 1-800-XFINITY para adherirse a la opción.

También podríamos distribuir su número de teléfono, nombre y dirección a los proveedores de servicios de información sobre abonados (411). Si tiene un número no publicado, Comcast no distribuirá su número a través de tales servicios. Comcast de todos modos podría compartir su nombre y su dirección con el proveedor del servicio 411 si la ley lo exige (pero el proveedor no estará autorizado a compartir su número no publicado).

Nota: aunque la opción de número no publicado excluye su nombre, dirección y número de teléfono de los directorios impresos y en línea sobre los que Comcast tiene control, un número de teléfono no publicado igual podría formar parte de bases de datos que están fuera del control de Comcast. Esto podría ocurrir, por ejemplo, si su número de teléfono o su dirección actuales se habían publicado anteriormente bajo su nombre, o si usted proporcionó esta información a organismos gubernamentales u otras empresas. Una forma de proteger su privacidad podría ser que solicite la asignación de un

nuevo número de teléfono (con el que su nombre no haya estado asociado anteriormente). También puede optar por activar el bloqueo de la identificación de llamadas o seleccionar la opción "no llamar". La identificación de llamadas proporciona su nombre y número de teléfono a la persona que llama, incluso si tiene un número no publicado. El bloqueo de la identificación de llamadas a nivel de línea bloquea automáticamente la identificación de todas las llamadas que realice desde su número de teléfono registrado. Para activar este bloqueo, llame al 1-800-XFINITY. El bloqueo de la identificación de llamada a nivel de llamada individual solo bloquea su nombre y su número de teléfono en llamadas individuales. Para activar este bloqueo, marque *86 antes de cada llamada que desee bloquear.

Potenciales compradores de nuestra empresa

En caso de una fusión, compra o venta potencial o efectiva de la totalidad o parte de nuestros activos, la información sobre usted y su suscripción se compartirá o transferirá, en la mayoría de los casos, como parte de la transacción. Esto incluye información que lo identifica personalmente. Si esta Política se modifica a causa de tal transacción, consulte la sección "Cambios a esta Política de privacidad", más adelante.

Divulgación a organismos gubernamentales y otras entidades cuando lo exija la ley o sea necesario para proteger a Comcast y otros

En ocasiones, la ley podría exigirnos que divulguemos información sobre usted a terceros. Esto podría ocurrir con o sin su consentimiento y con o sin aviso, de conformidad con los términos de procedimientos legales válidos tales como una citación, una orden judicial o una orden de allanamiento.

Si usted se suscribe a nuestro servicio de Xfinity Video, Comcast podría verse obligada a divulgar información que lo identifique personalmente a una entidad gubernamental en respuesta a una orden judicial. En tal caso, la Ley sobre el servicio de cable (Cable Act) exige que se le dé la oportunidad de presentarse en un proceso judicial para disputar toda demanda hecha en respaldo de la orden judicial y que la entidad gubernamental ofrezca evidencia clara y convincente de sospechas razonables de que usted ha estado involucrado en actividades criminales y que la información que se procura conformaría evidencia de importancia en el caso. Para obtener más información, consulte "Sus derechos y nuestras limitaciones según las leyes federales".

Si usted se suscribe a los Servicios Xfinity Internet, Voice, Mobile o seguridad y automatización de Xfinity Home, Comcast podría verse obligada a divulgar información que lo identifique personalmente a una entidad gubernamental en respuesta a una citación, una orden judicial o una orden de allanamiento, en función del tipo de información que se procure. Es posible que los términos del proceso judicial nos prohíban notificarlo sobre tal divulgación.

Una entidad no gubernamental, tal como un litigante civil, únicamente puede solicitar información que lo identifique personalmente o información sobre el uso que hace de los Servicios Xfinity Video, Internet o Voice con el respaldo de una orden judicial y, de acuerdo con los términos de la Ley sobre el servicio de cable, tenemos la obligación de notificarlo sobre tal orden judicial. Si Comcast se ve obligada a divulgar información que lo identifique personalmente a un tercero privado en respuesta a una orden de un tribunal civil relacionada con estos u otros Servicios, le notificaremos antes de tal divulgación a menos que la ley nos prohíba hacerlo.

También podríamos divulgar información que lo identifique personalmente de conformidad con la ley y sin su consentimiento cuando ello sea necesario para proteger a nuestros clientes, a nuestros empleados o nuestra propiedad; en situaciones de emergencia; o para afirmar nuestros derechos en virtud de nuestros términos de servicio y nuestras políticas.

CÓMO PROTEGEMOS SU INFORMACIÓN

A fin de evitar el acceso, utilización o divulgación no autorizados de cualquier información personal que recopilamos y guardemos, seguimos las prácticas estándares de la industria para asegurar dicha información. Esas prácticas de seguridad incluyen salvaguardias técnicas, administrativas y físicas, que pueden variar según el tipo de la información y cuan delicada o confidencial sea. Si bien tomamos muy en serio la responsabilidad de salvaguardar su información personal, ninguna medida de seguridad es 100% efectiva y no podemos garantizar que estas prácticas eviten todos los intentos no autorizados de acceder a su información, o de utilizarla o divulgarla. Comcast también toma medidas adicionales para aumentar la seguridad y fiabilidad de las comunicaciones de los clientes. No leamos sus emails entrantes ni salientes, archivos adjuntos, correo de video, chats privados ni mensajes instantáneos. No obstante, nosotros (junto con nuestros proveedores de servicios) utilizamos herramientas de software y hardware para ayudar a prevenir y bloquear correos electrónicos "no deseados" (*spam*), virus, spyware y otras comunicaciones y programas dañinos o no deseados que se envíen y reciban por el correo electrónico de Comcast.net y los Servicios de Comcast. Para ayudar a protegerle a usted y a los Servicios contra estas comunicaciones y programas dañinos o no deseados, estas herramientas pueden escanear automáticamentemente sus correos electrónicos, correos de video, mensajes instantáneos, archivos adjuntos y otros archivos y comunicaciones. No utilizamos estas herramientas para comercialización ni publicidad.

POR CUÁNTO TIEMPO CONSERVAMOS SU INFORMACIÓN

Conservamos su información personal durante diferentes períodos de tiempo según el tipo de información y los requisitos comerciales y legales. Por ejemplo, si es un cliente, guardamos información que lo identifique personalmente mientras esté suscrito a uno o más de nuestros Servicios. Si cancela su suscripción a un Servicio, es posible que sigamos necesitando esa información para requisitos comerciales y legales, como para protegernos contra el fraude, calcular impuestos o responder a solicitudes legales. Otra información se elimina automáticamente después de un determinado período de tiempo, a menudo establecido por ley, a menos que la ley nos obligue a mantenerla por más tiempo, como en el caso de un litigio pendiente. Destruimos, desidentificamos o anonimizamos la información cuando ya no se necesita en forma identificable.

OPCIONES QUE TIENE PARA CONTROLAR NUESTRO USO DE LA INFORMACIÓN PERSONAL

Tiene muchas opciones con respecto a la forma en que nos comunicamos con usted y cómo usamos o compartimos su información. Estas opciones se pueden controlar en el Centro de preferencias de privacidad de Xfinity (<https://es.xfinity.com/privacy/your-privacy-choices>). Si cambia de opinión, puede actualizar sus preferencias en cualquier momento.

Obtenga más información sobre sus opciones de privacidad

Para su conveniencia, creamos el Centro de preferencias de privacidad de Xfinity (<https://es.xfinity.com/privacy/your-privacy-choices>), donde usted puede controlar:

- cómo tratamos la información personal vinculada a su cuenta para determinados usos relacionados con la medición de la audiencia, la analítica y los anuncios publicitarios personalizados de productos y servicios de terceros en función de sus intereses
- si utilizamos su información personal sensible para recomendaciones personalizadas, publicidad y marketing
- sus preferencias relativas a las cookies que nuestro sitio web almacena en su navegador cuando lo visita
- sus preferencias relativas a las comunicaciones, ofertas y notificaciones que le enviamos

Puede averiguar más sobre las opciones disponibles y configurar sus preferencias. Si cambia de parecer, puede regresar en cualquier momento para actualizarlas. Algunas de las opciones están limitadas al uso por parte nuestra de cierta información del cliente, por lo cual podría tener que iniciar sesión en su cuenta.

Entendemos que, en ocasiones, podría querer hablar con un representante de Comcast que le ayude con sus decisiones. Puede llamar a Comcast al 1-800-XFINITY y pedirnos que incluyamos su nombre en las listas internas de "no llamar", "no enviar correo" o "no visitar" de la empresa.

Si está suscrito al servicio de voz de Xfinity, es posible que cuando interactúe con uno de nuestros representantes de atención al cliente, por ejemplo, en una llamada, en nuestras oficinas o durante una sesión de chat en línea, le pidamos su consentimiento verbal para el uso de su información de red específica del cliente o "CPNI" con el fin de revisar su cuenta y ofrecerle otros productos y servicios. Si usted da su consentimiento, Comcast podrá utilizar su CPNI solo mientras dure la llamada telefónica o la conversación con el fin de ofrecerle otros servicios. Si usted se niega o restringe su aprobación para que utilicemos su CPNI, no se verá afectado el modo en que le proporcionamos los servicios a los que se ha suscrito, ni en el presente ni en el futuro.

Es posible que haya otras preferencias de privacidad disponibles en los dispositivos que utiliza para acceder a los Servicios.

CÓMO ACCEDER A LA INFORMACIÓN EN NUESTROS REGISTROS Y CORREGIRLA

Como parte de nuestro compromiso con la transparencia, damos acceso a nuestros clientes a la información personal que tenemos sobre ellos. Si se suscribe a sus Servicios, puede ver y corregir su información de identificación personal a través de los servicios de su cuenta en línea.

Algunos estados pueden concederle derechos adicionales, como los descritos en la sección "Información adicional sobre otras leyes y derechos individuales" de esta Política de privacidad.

Todas las personas también pueden solicitar el acceso y la corrección de determinados datos personales, así como la eliminación de ciertos datos personales a través de nuestro Centro de privacidad, ingresando en www.xfinity.com/privacy/requests.

Obtenga más información sobre cómo acceder a la información de cliente que lo identifica personalmente

Si se suscribe a un Servicio Xfinity, puede corregir o actualizar su información visitando <https://es.xfinity.com> o poniéndose en contacto con nosotros como se indica más adelante. Si es cliente de Xfinity Home, también puede corregir o actualizar su información de contacto y emergencia desde la Xfinity Home app. Corregiremos nuestros registros después de verificar que los cambios solicitados sean pertinentes.

Si se suscribe a los servicios Xfinity TV, Internet o Voice y quiere ver su propia información que lo identifica personalmente (que no sea su información de red específica del cliente o CPNI), puede hacerlo en su oficina local de Comcast. Para ello, envíe un correo electrónico a Comcast_Privacy@comcast.com o llame al 1-800-XFINITY y concédanos un tiempo razonable para encontrar la información (y, de ser necesario, prepararla para que la examine) y para programar una cita durante el horario comercial normal. Deberá identificarse debidamente y únicamente se le permitirá examinar la información en su propia cuenta, no la de otras.

Si solicita por escrito una copia de su CPNI relacionada con los Servicios Xfinity Voice o Mobile, le enviaremos la información pertinente por correo a la dirección que figura en su cuenta o a otra persona

que usted autorice, si creemos razonablemente que la solicitud es válida. Sin embargo, los abonados de nuestros Servicios Xfinity Voice y Mobile deben saber que, en general, no proporcionamos registros de llamadas entrantes ni salientes, ni otros registros que no proporcionemos habitualmente como parte de nuestras actividades comerciales (por ejemplo, como parte de una factura) o que estén disponibles únicamente en nuestros archivos, excepto mediante un proceso legal válido, como una orden judicial. Además, no podremos corregir errores que pudiera haber en los nombres, las direcciones o los números de teléfono de los clientes que aparezcan (o se hayan omitido) en los directorios de nuestros proveedores, hasta tanto no se publique la siguiente versión de tales directorios. Tampoco podríamos tener control sobre la información que figure en los directorios o en las listas de servicios de información telefónica de editores o proveedores que no sean de nuestra propiedad. Siempre que la ley lo permita, Comcast se reserva el derecho de cobrarle una tarifa razonable por obtener y fotocopiar los documentos o información que usted solicite.

SUS DERECHOS Y NUESTRAS LIMITACIONES SEGÚN LAS LEYES FEDERALES

La Ley federal sobre el servicio de cable impone limitaciones a nuestra recopilación y divulgación de información que lo identifique personalmente cuando se suscribe a Servicios que emplean la infraestructura del sistema de cable de Comcast. La Ley de comunicaciones impone restricciones a nuestro uso y divulgación de su CPNI cuando usa Servicios que se consideran servicios de telecomunicaciones.

Obtenga más información sobre sus derechos y nuestras limitaciones en virtud de las leyes federales

La Ley de Cable y la Información de Identificación Personal

Esta Política de privacidad está diseñada para cumplir con la Sección 631 de la Ley de Política de Comunicaciones por Cable de 1984, según enmendada, (la "Ley de Cable"). La Ley de Cable permite que Comcast use el sistema de cable para recopilar información de identificación personal sobre usted. La información de identificación personal es información que lo identifica a usted específicamente, no incluye información no identificativa, anónima, agregada u otro tipo de datos que no lo identifican a usted. Podemos recopilar información que lo identifique personalmente cuando sea necesario para prestarle servicios de cable u otros servicios y para detectar una recepción o utilización no autorizada de tales servicios. Con su previa autorización por escrito o electrónica, también podremos utilizar el sistema de cable para recopilar información de identificación personal sobre usted para otros fines. La Ley de Cable también permite a Comcast divulgar información de identificación personal si tal divulgación es necesaria para proporcionar o conducir una actividad legítima de negocios relacionada con el servicio de cable u otros servicios que le suministramos, si lo requiere la ley o un proceso legal o si está limitada a su nombre y dirección, sujetos a su consentimiento con opción de exclusión. La frecuencia de cualquier divulgación de información de identificación personal varía de acuerdo con nuestras necesidades y actividades comerciales, según lo descrito en esta Política.

Si usted cree que ha sido perjudicado por una acción nuestra en violación de la Ley de Cable o de otra ley aplicable, le pedimos que nos contacte directamente en Comcast_Privacy@comcast.com para resolver su consulta o inquietud. También puede afirmar las limitaciones que nos impone la Ley de Cable, según correspondan a su información de identificación personal, por medio de una querrela civil para cubrir daños y perjuicios, honorarios de abogados y costos de litigación. También podría tener otros derechos y recursos de conformidad con las leyes federales y otras leyes también pertinentes. Esta Política de privacidad no sustituye, acrecienta ni modifica ningún acuerdo de arbitraje que lo obligue como suscriptor a uno o más de los Servicios.

La Ley de Comunicaciones y CPNI

La Sección 222 de la Ley de Comunicaciones de 1934, según enmendada (la "Ley de Comunicaciones"), dispone protecciones adicionales de privacidad para información sobre la cantidad, configuración técnica, tipo, destino, ubicación y monto de su utilización de los servicios de telecomunicaciones, incluyendo los servicios de Xfinity Voice y Mobile, y la información sobre esos servicios que contiene su factura por los mismos. Esa información se conoce como información de red específica del cliente o CPNI. La CPNI no incluye su nombre, dirección o número de teléfono, que en la Ley de Comunicaciones se define como "información de la lista de suscriptores". Sin embargo, se considera de otra forma que esos datos conforman información de identificación personal.

Si usted es cliente del servicio de Xfinity Voice o Mobile, u otro Servicio que esté sujeto a esos requisitos, tiene el derecho, y Comcast la obligación, conforme a la Ley de Comunicaciones y otras leyes aplicables, de proteger la confidencialidad de su CPNI. Además, las regulaciones de la FCC disponen opciones y protecciones adicionales de privacidad con respecto a la utilización y el intercambio de CPNI que corresponden específicamente a nuestros servicios de Voice y Mobile y que describimos en esta Política.

INFORMACIÓN ADICIONAL SOBRE OTRAS LEYES Y DERECHOS INDIVIDUALES

AVISO DE CALIFORNIA EN EL MOMENTO DE LA RECOPIACIÓN

La ley de California les otorga a los residentes de ese estado el derecho a recibir ciertos avisos sobre la recopilación, el uso y la compartición de la "información personal"; el derecho a acceder, eliminar y corregir determinada información personal que recopilamos sobre ellos; nos prohíbe "vender" o "compartir" cierta Información Personal; y limita nuestro uso de la información personal sensible, según como la define la ley y como se describe en las categorías que se detallan a continuación. Estos derechos se aplican a todos los residentes de California, independientemente de si usted es un cliente, un contacto comercial o un miembro de la fuerza laboral. Como residente de California, tiene derecho a no recibir un trato discriminatorio por ejercer sus derechos de privacidad.

La Ley de Privacidad del Consumidor de California define "Información personal" como "información que identifica a un determinado consumidor u hogar, se relaciona con este, lo describe, o podría asociarse o vincularse razonablemente con él, de forma directa o indirecta".

Para ejercer estos derechos, usted o su agente autorizado pueden enviar una solicitud ingresando en www.xfinity.com/privacy/requests o llamándonos al 1-844-963-0138. Para excluirse de la publicidad dirigida y de la venta o compartición de información personal, así como para establecer preferencias sobre nuestro uso de la información personal sensible, visite la Página de preferencias de Xfinity (<https://es.xfinity.com/privacy/your-privacy-choices>) y haga las selecciones correspondientes en el menú Configuración de sus dispositivos relevantes, incluido X1, Flex, XClass y Xumo TV.

Los residentes del estado de California también tienen derecho a solicitar información sobre terceros a los que la compañía ha revelado ciertas categorías de información personal durante el año anterior para fines de marketing directo de terceros en virtud de la ley de California "Shine the Light" (Cal. Código civil §1798.83). Según esta ley, información personal se refiere a "cualquier información que, cuando se divulga, identificó o describió a un individuo, o pudo asociarse con él". No divulgamos este tipo de información personal a terceros para sus propios fines y le permitimos excluirse de la divulgación de información personal no identificable. Sin embargo, si usted es residente de California y desea realizar más consultas, envíe un correo electrónico a Comcast_Privacy@comcast.com.

Si reside en California, obtenga más información sobre sus derechos y cómo puede ejercerlos

Recopilación, uso y conservación de la información personal

La sección general de esta Política de privacidad describe, en categorías fáciles de entender, los tipos de información personal que recopilamos, cómo la recopilamos y cómo la usamos. La Ley de Privacidad del Consumidor de California (California Consumer Privacy Act, CCPA) exige que divulguemos la información personal que hemos recopilado sobre nuestros clientes en las siguientes categorías. Algunas de las categorías incluyen tipos muy diferentes de información en la misma categoría, por lo que cierta información personal puede incluirse en varias categorías. Como usamos y durante cuánto tiempo conservamos la información de cada categoría puede variar según la categoría y no todos los tipos de información de una misma categoría se usarán para todos los fines que se enumeran.

La ley de California exige que brindemos información sobre los criterios que usamos para determinar el tiempo durante el que conservamos la Información personal. Utilizamos los siguientes criterios para determinar el tiempo durante el que conservamos la información personal:

- El fin comercial para el que la información se usa y el tiempo durante el que la información se necesita para alcanzar esos objetivos;
- Si debemos conservar la información para cumplir con obligaciones legales o compromisos contractuales, o si se necesita de otra forma para investigar robos u otras actividades ilegales, para garantizar un entorno virtual seguro o para proteger la salud y la seguridad;
- El impacto de la privacidad de la conservación continua en el consumidor, incluidas sus expectativas probables a la luz de la sensibilidad de la información y nuestros Compromisos de privacidad;
- La manera en que la información se conserva y fluye por nuestros sistemas, y cómo administrar mejor el ciclo de vida a la luz del volumen y la complejidad de los sistemas de nuestra infraestructura.

Los datos individuales de la información personal, como los enumerados arriba, pueden existir en distintos sistemas que se usan para diferentes fines comerciales y legales. Se puede aplicar un período de conservación máximo diferente a cada caso de uso de la información. Ciertos datos individuales también pueden guardarse junto con otros datos individuales, por lo que el fin para el que ese conjunto de información se usa puede determinar el período de conservación máximo.

Categorías	Ejemplos	Fuente	Finalidad de la recopilación y uso
Identificadores	Nombre, alias, dirección postal, identificador personal único, identificador en línea, dirección del protocolo de Internet, dirección de correo electrónico, nombre de la cuenta, número de seguro social, número de licencia de conductor, número de pasaporte y otros identificadores similares	Directamente de usted, cuando la provee (por ejemplo, al abrir una cuenta) De nuestros sistemas, cuando generamos la información y se la asignamos (p. ej., su número de cuenta o su dirección IP de terceros) De terceros	Para ofrecer o proveer nuestros Servicios Para mejorar nuestros Servicios actuales y crear productos, servicios o características nuevos Para fines de comercialización y publicidad Para personalizar nuestros Servicios

Categorías	Ejemplos	Fuente	Finalidad de la recopilación y uso
Otras categorías de información enumeradas en el estatuto de Registros de clientes de California (Cód. Civ. de California § 1798.80(e))	Un nombre, firma, número de seguro social, características o descripción físicas, dirección, número de teléfono, número de licencia de conductor o de tarjeta de identificación estatal, educación, empleo, número de cuenta bancaria, número de tarjeta de crédito, número de tarjeta de débito u otra información financiera. Parte de la información personal incluida en esta categoría podría superponerse con otras categorías	Directamente de usted, cuando la provee (por ejemplo, al abrir una cuenta o pagar por los Servicios que recibe) De terceros	Para ofrecer o proveer nuestros Servicios Para mejorar nuestros Servicios actuales y crear productos, servicios o características nuevos Para fines de comercialización y publicidad Para personalizar nuestros Servicios
Características de clasificación protegidas en virtud de las leyes federales o de California	Edad (40 años o más), nacionalidad de origen, estado civil, sexo, condición de veterano o militar	Directamente de usted, cuando la provee (por ejemplo, al registrarse en una oferta para veteranos) De terceros que hacen inferencias relativas a su hogar, tal como el estado civil o los rangos etarios de las personas de su hogar	Para ofrecer o proveer nuestros Servicios Para mejorar nuestros Servicios actuales y crear productos, servicios o características nuevos Para fines de comercialización y publicidad Para personalizar nuestros Servicios
Información comercial	Registros de propiedad personal, productos o servicios comprados, obtenidos o evaluados u otros antecedentes o tendencias de compra o consumo	De usted, cuando realiza transacciones con nosotros De terceros	Para ofrecer o proveer nuestros Servicios Para mejorar nuestros Servicios actuales y crear productos, servicios o características nuevos Para fines de comercialización y publicidad Para personalizar nuestros Servicios
Información biométrica	Características genéticas, fisiológicas, conductuales y biológicas, o patrones de actividad usados para extraer una plantilla u otro identificador o información que permita identificarlo, como huellas dactilares, imágenes del rostro, escaneos de la geometría de las manos o del rostro, espectrogramas de la voz, escaneos del iris o la retina, forma de pulsar teclas, el andar u otros patrones físicos, y datos sobre el sueño, la salud o el ejercicio	Directamente de usted cuando nos la proporciona, por ejemplo, cuando trata de autenticar su identidad De nuestros sistemas, cuando opta por incluirse en ciertas características de nuestros Servicios, como seguridad de Xfinity Home, que podrían recopilar información y generar inferencias sobre patrones físicos con el fin de proveer los Servicios y las características aplicables que ha seleccionado	Para ofrecer o proveer nuestros Servicios Para verificar su identidad Para mejorar nuestros Servicios actuales y crear productos, servicios o características nuevos Para proteger la salud y la seguridad de nuestros clientes, empleados, contratistas o el público en general
Información sobre la actividad en Internet u otra red electrónica	Historial de navegación, historial de búsquedas e información relativa a su interacción con uno de nuestros sitios web, aplicaciones o anuncios en Internet	De nuestros sistemas, cuando usa nuestros Servicios o interactúa con ellos De terceros. Para obtener más información sobre estos terceros, consulte nuestro Aviso sobre cookies (https://es.xfinity.com/privacy/policy/cookie/notice)	Para ofrecer o proveer nuestros Servicios Para mejorar nuestros Servicios actuales y crear productos, servicios o características nuevos Para personalizar nuestros Servicios y para fines de comercialización y publicidad, cuando usted usa nuestros sitios web, como es.xfinity.com o ComcastBusiness.com , o nuestras apps (consulte nuestro Aviso sobre cookies) No usamos la información recopilada de nuestra red de banda ancha a través de la provisión de Xfinity Internet o Xfinity Mobile para estos fines
Información de geolocalización	Ubicación física precisa y movimientos	De nuestros sistemas, cuando usa Servicios que recopilan esta información (como Xfinity Mobile o las apps y los sitios web de Xfinity Mobile) o interactúa con ellos	Para ofrecer o proveer nuestros Servicios Para mejorar nuestros Servicios actuales Para personalizar nuestros Servicios y para fines de comercialización y publicidad; no usamos la información recopilada a partir de nuestra provisión de Xfinity Internet o Xfinity Mobile para estos fines
Datos sensoriales	Información de audio, electrónica, visual, térmica, olfativa o similar	De nuestros sistemas, cuando utiliza ciertas características de nuestros productos y servicios que podrían recopilar información y hacer inferencias acerca de patrones físicos, como las características de seguridad de Xfinity Home, o cuando usa el Voice Remote para acceder a Servicios que ha seleccionado y las características aplicables	Para proveer nuestros Servicios Para mejorar nuestros Servicios actuales y crear productos, servicios o características nuevos
Inferencias deducidas a partir de otra información personal	Perfil que refleja las preferencias, características, tendencias psicológicas, predisposiciones, conducta, actitudes, inteligencia, destrezas y aptitudes de una persona	De nuestros sistemas, a través de una serie de procesos informáticos	Para ofrecer o proveer nuestros Servicios Para mejorar nuestros Servicios actuales y crear productos, servicios o características nuevos Para fines de comercialización y publicidad Para personalizar nuestros Servicios
Información personal sensible	Número de Seguro Social, licencia de conducir, tarjeta de identificación del estado o número de pasaporte; información para el inicio de sesión de una cuenta, número de cuenta financiera, número de tarjeta de débito o número de tarjeta de crédito en combinación con el código de seguridad o acceso requerido, la contraseña o las credenciales que permiten el acceso a una cuenta; geolocalización precisa; raza o etnia, creencias religiosas o filosóficas o pertenencia sindical; contenido del correo postal, de los correos electrónicos o de los mensajes de texto; datos genéticos e información biométrica; información recopilada y analizada sobre la salud, la vida sexual o la orientación sexual del consumidor; cierta información personal incluida en esta categoría puede superponerse con otras categorías. No recopilamos todos estos ejemplos de información personal sensible ni tampoco usamos todos los tipos de información personal sensible para los fines que se detallan a continuación.	Directamente de usted cuando nos la proporciona, como cuando crea una cuenta o paga sus Servicios De nuestros sistemas cuando usa o interactúa con Servicios que recopilan esta información o cuando acepta ciertas características de nuestros Servicios De terceros que hacen inferencias sobre su grupo familiar	Para ofrecer o proveer nuestros Servicios Para mejorar nuestros Servicios actuales y crear productos, servicios o características nuevos Para fines de comercialización y publicidad Para personalizar nuestros Servicios Para verificar la identidad y proteger la salud y la seguridad de nuestros clientes, empleados, contratistas o el público en general

Divulgación a terceros para fines comerciales

Para todas las categorías enumeradas que se mencionaron anteriormente, limitamos las divulgaciones de información personal para fines comerciales a los proveedores de servicios, según como se describen en la sección "Cuándo y con quién compartimos información".

Compartición y venta de información personal y derecho de exclusión

La CCPA exige a las compañías que incluyan ciertas divulgaciones sobre su derecho de exclusión respecto de la "venta" o "compartición". No vendemos a nadie información que lo identifica y no vendemos a sabiendas la información personal de consumidores menores de 16 años. Para excluirse de la venta o compartición de información no identificatoria, visite la Página de preferencias de Xfinity (<https://es.xfinity.com/privacy/your-privacy-choices>) y haga las selecciones correspondientes en el menú Configuración de sus dispositivos relevantes, incluido X1, Flex, XClass TV y Xumo TV. Tenga en cuenta que su derecho de exclusión no se aplica a los datos que compartimos con proveedores de servicios con quienes trabajamos y que tienen la obligación de usarlos exclusivamente en nuestro nombre. A continuación, encontrará los tipos de información "vendidos" y las categorías de terceros que reciben información. Esta información por sí misma no lo identifica.

Identificadores para compañías afiliadas, redes de anuncios publicitarios, proveedores de servicios estadísticos, redes sociales y compañía de medición de audiencia.

Información sobre la actividad en Internet u otra red electrónica para compañías afiliadas, redes de anuncios publicitarios, proveedores de servicios estadísticos, redes sociales y compañía de medición de audiencia.

Inferencias deducidas a partir de otra información personal para redes de anuncios publicitarios.

Derecho a conocer la información recopilada y solicitar su corrección o eliminación

Los residentes de California tienen el derecho de solicitar que les informemos qué información personal recopilamos, usamos y vendemos, así como el derecho de solicitar que eliminemos cierta información personal que hemos recopilado acerca de ellos. Si conservamos información personal que no es exacta, los residentes de California tienen derecho a solicitar que la corrijamos. Para ejercer sus derechos, usted o su agente autorizado pueden enviar una solicitud ingresando en www.xfinity.com/privacy/requests o llamándonos al 1-844-963-0138.

Para su seguridad y para garantizar que ningún tercero no autorizado pueda acceder a su información personal, le pediremos que verifique su identidad antes de atender sus solicitudes. Si actualmente es cliente o todavía tiene acceso a su cuenta, le pediremos que se autentique a través de su cuenta de Xfinity. Si no tiene una cuenta con nosotros, deberá proporcionarnos una dirección de correo electrónico y un número de teléfono móvil para iniciar el proceso de verificación. También podría tener que presentar una identificación válida, con foto, emitida por el gobierno. Si solicita acceso en nombre de otra persona, deberá verificar su identidad y demostrar que cuenta con la autorización del individuo a cuya información personal desea acceder.

En la respuesta a su solicitud de acceso, podríamos omitir cierta información, como información que podría afectar la privacidad de otros o interferir con exigencias legales. Del mismo modo, podría haber motivos por los que no podamos atender sus solicitudes de eliminación, como la necesidad de conservar su información personal para brindarle un servicio o para cumplir con una obligación legal. En determinados casos, es posible que no recopilamos suficientes identificadores que hagan coincidir la información de nuestros registros con su solicitud.

Derecho a restringir el uso de información personal sensible

Los residentes de California tienen el derecho a solicitar que restrinjamos nuestro uso de la información personal sensible. Puede limitar nuestro uso y divulgación de su información personal sensible para fines de recomendaciones personalizadas, marketing y publicidad a través de la Página de preferencias de Xfinity (<https://es.xfinity.com/privacy/your-privacy-choices>).

Derecho a recibir información relativa a la participación en programas para compartir datos a cambio de incentivos económicos

Podríamos organizar promociones ocasionalmente y pedirle que nos comparta información personal a cambio de descuentos. Siempre le daremos avisos claros sobre este tipo de programas cuando se registre, y la participación siempre será voluntaria. Si cambia de parecer, siempre podrá excluirse y el hecho de no participar no afectará su uso de nuestros Servicios.

Para consultar la cantidad de solicitudes que recibimos a lo largo del tiempo, cómo cumplimos con esas solicitudes y la cantidad media o mediana de días en la que respondemos a esas solicitudes, visite <https://es.xfinity.com/privacy/reports>.

INFORMACIÓN ADICIONAL SOBRE LOS DERECHOS DE PRIVACIDAD DE LOS RESIDENTES DE MAINE

En términos generales, la Ley de Maine sobre la Privacidad del Cliente en los Servicios de Acceso a Internet de Banda Ancha prohíbe que los proveedores de servicios de acceso a Internet de banda ancha (en adelante, los "Proveedores") usen, divulguen, vendan o permitan el acceso a la "información personal del cliente" sin su consentimiento expreso y afirmativo, el cual puede revocarse en cualquier momento.

Sin embargo, este consentimiento no será necesario para la recopilación, la conservación, el uso, la divulgación, la venta o el acceso a la información personal del cliente cuando estas actividades se requieran para los siguientes fines:

- Prestar el servicio del cual se ha obtenido dicha información o proveer los servicios necesarios para su prestación;
- Anunciar u ofrecer al cliente los servicios del proveedor relacionados con comunicaciones;
- Cumplir con una orden judicial legal;
- Iniciar, presentar, facturar y cobrar el pago de los servicios de acceso a Internet de banda ancha;
- Proteger a los usuarios de los servicios del proveedor o de los servicios de otros proveedores contra la suscripción o el uso fraudulento, abusivo o ilegal de tales servicios; o
- Proporcionar información de geolocalización sobre un cliente:
 - A un centro público de atención de llamadas de seguridad; un proveedor de servicios médicos de emergencia o de despacho de emergencia; un oficial de seguridad pública, cuerpo de bomberos o policía; o un centro hospitalario de emergencias o centro de traumatismos con el fin de responder a la llamada de un cliente para recibir servicios de emergencia; o
 - A un proveedor de servicios de información o de gestión de bases de datos con el único fin de ayudar en la prestación de servicios de emergencia en respuesta a una emergencia.

Ningún proveedor podrá negarse a prestar servicios a un cliente por no dar su consentimiento cuando se requiera. Tampoco podrá cobrar multas ni ofrecer descuentos en función de la decisión del cliente de otorgar o no su consentimiento.

El proveedor adoptará medidas razonables para proteger la información personal del cliente contra el uso, la divulgación o el acceso no autorizado, teniendo en cuenta la naturaleza y el alcance de las actividades del proveedor, la sensibilidad de los datos que recopila, la envergadura del proveedor y la viabilidad técnica de las medidas de seguridad.

Además, el proveedor podrá usar, divulgar, vender o permitir el acceso a información del cliente que no sea información personal, a menos que el cliente elija lo contrario.

Si usted es cliente de Xfinity, puede controlar la información de su cuenta y revisar su configuración de privacidad en <https://es.xfinity.com/privacy/your-privacy-choices>. Para examinar la política de privacidad de Xfinity en su totalidad, ingrese en <https://es.xfinity.com/privacy>. Para obtener más información sobre nuestros compromisos de privacidad, incluido nuestro compromiso de proteger su privacidad cuando utiliza nuestro servicio de Internet de banda ancha, ingrese en <https://es.xfinity.com/privacy/our-commitment>.

INFORMACIÓN ADICIONAL SOBRE LOS DERECHOS DE PRIVACIDAD DE LOS RESIDENTES DE VIRGINIA

La ley de Virginia les otorga a los residentes de ese estado el derecho a acceder, eliminar y corregir ciertos "datos personales" que recopilamos sobre ellos, así como a restringir el uso de esos datos personales para publicidad dirigida, limitar la "venta" de dichos datos personales y controlar nuestro uso de los datos personales considerados sensibles. Si es residente de Virginia, también tiene derecho a no recibir un trato discriminatorio por ejercer sus derechos de privacidad.

La Ley de Protección de Datos del Consumidor de Virginia define "Datos personales" como "toda información que está vinculada o puede vincularse razonablemente con una persona natural identificada o identificable". Cuando usamos el término "información personal" en nuestra Política de privacidad, incluye los datos personales que esta definición abarca.

Para ejercer sus derechos de acceso, eliminación y corrección, usted o su agente autorizado pueden **enviar una solicitud** ingresando en www.xfinity.com/privacy/requests o llamándonos al 1-844-963-0138. Para excluirse de la publicidad dirigida y de la venta o compartición de datos personales, así como para establecer preferencias sobre nuestro uso de los datos personales sensibles, visite la Página de preferencias de Xfinity (<https://es.xfinity.com/privacy/your-privacy-choices>) y haga las selecciones correspondientes en el menú Configuración de sus dispositivos relevantes, incluido X1, Flex, XClass TV y Xumo TV. Si rechazamos su solicitud, tiene derecho a apelar nuestra decisión. Puede solicitar otra revisión a través del panel de solicitudes (www.xfinity.com/privacy/requests).

INFORMACIÓN ADICIONAL SOBRE LOS DERECHOS DE PRIVACIDAD DE LOS RESIDENTES DEL EEE, SUIZA Y REINO UNIDO

El Reglamento General de Protección de Datos (General Data Protection Regulation, RGPD) de la UE y el Reglamento General de Protección de Datos de Reino Unido les otorgan a los residentes del EEE, Reino Unido y Suiza el derecho a recibir avisos sobre los fines para los que se procesan sus datos y nuestro fundamento legal para dicho procesamiento, las categorías de los destinatarios de su información personal, si la información personal se transferirá fuera de estas jurisdicciones y los criterios que usamos para determinar durante cuánto tiempo debemos conservar sus datos. También tiene derecho a recibir avisos sobre sus derechos. Estos derechos se aplican a todos los residentes de estos lugares, independientemente de si usted es un cliente, un contacto comercial o un miembro de la fuerza laboral.

El RGPD define "Datos personales" como "toda información que está vinculada o puede vincularse razonablemente con una persona natural identificada o identificable". Cuando usamos el término "información personal" en nuestra Política de privacidad, incluye los datos personales que esta definición abarca.

Si reside en el EEE, Suiza o Reino Unido, obtenga más información sobre sus derechos y cómo puede ejercerlos

DERECHO A SER INFORMADO

La sección general de esta Política de privacidad describe, en categorías fáciles de entender, los tipos de información personal que recopilamos, cómo la recopilamos y cómo la usamos. Para obtener información sobre nuestras prácticas de conservación, consulte la sección "Por cuánto tiempo conservamos su información" más arriba.

Fundamento legal para el procesamiento

Utilizamos diversos fundamentos legales para procesar su información personal. Principalmente, procesamos su información personal porque es necesario para ejecutar nuestro acuerdo de prestación de Servicios con usted o porque el procesamiento es necesario para nuestros intereses legítimos, toda vez que dichos intereses no anulan sus derechos y libertades fundamentales relacionados con la privacidad de los datos. Cuando utilizamos el interés legítimo como fundamento legal, nuestro interés legítimo es necesario para promocionar nuestro negocio, mejorar los servicios que le ofrecemos, así como su experiencia cuando interactúa con nosotros y garantizar una gestión operativa eficaz y la administración interna de nuestra compañía, además del ejercicio de nuestros derechos. En casos limitados, podemos utilizar otros fundamentos legales para procesar su información personal, incluso cuando sea necesario para cumplir con una obligación legal o cuando brinda su consentimiento para el procesamiento.

Transferencia transfronteriza de información

Determinada información personal puede transferirse a Estados Unidos y otros países, o procesarse en ellos, en los que tenemos establecimientos o en los que nos involucramos con proveedores de servicios. La legislación de Estados Unidos sobre información personal puede ser diferente a la legislación de su estado o país. Implementamos resguardos adecuados para proteger su información personal según lo exigido por la legislación relevante, incluidas las medidas complementarias, si transferimos su información personal fuera del EEE, Reino Unido o Suiza.

DERECHO DE ACCESO, DERECHO A LA PORTABILIDAD DE DATOS Y DERECHO A SOLICITAR LA CORRECCIÓN O ELIMINACIÓN DE LA INFORMACIÓN

Tiene derecho a solicitarnos que hagamos lo siguiente:

- Le demos acceso a su información personal que conservamos en nuestros sistemas y una copia de ella;
- Corrijamos o actualicemos la información personal inexacta o incompleta que tenemos sobre usted;
- Eliminemos toda la información personal o parte de ella que tenemos sobre usted (por ejemplo, si ya no es necesaria para prestarle los Servicios a usted).

Para enviar una solicitud a fin de ejercer sus derechos, tenga a bien completar el formulario disponible en www.xfinity.com/privacy/requests. Podemos tener un motivo de conformidad con la ley por el que no tenemos que cumplir con su solicitud o por el que podemos cumplir con ella de una manera más limitada que la que usted anticipó. De ser así, se lo explicaremos en nuestra respuesta. Tenga en cuenta que, para verificar su identidad, es posible que le pidamos que nos brinde información antes de acceder a los registros que contienen información sobre usted. En determinados casos, es posible que no recopilamos suficientes identificadores que hagan coincidir la información de nuestros registros con su solicitud.

DERECHO A OBJETAR, RETIRAR EL CONSENTIMIENTO Y RESTRINGIR EL PROCESAMIENTO

Tiene derecho a solicitarnos que hagamos lo siguiente:

- Dejemos de usar, y garanticemos que todos los terceros dejen de usar, parte o la totalidad de su información personal (por ejemplo, si ya no tenemos un fundamento legal para procesarla);
- Dejemos de contactarlo con mensajes promocionales.

Puede ejercer estos derechos visitando la Página de preferencias de Xfinity (<https://es.xfinity.com/privacy/your-privacy-choices>) y haciendo las selecciones correspondientes en el menú Configuración de sus dispositivos relevantes entregados por Comcast/Xfinity.

DERECHO DE EXCLUSIÓN DEL PROCESAMIENTO AUTOMATIZADO

Tiene derecho a excluirse del procesamiento automatizado cuando dicho procesamiento produciría efectos legales u otros efectos igualmente significativos. No obstante, no usamos la información personal de los residentes del EEE, Suiza y Reino Unido para tomar decisiones automatizadas sobre usted que tendrían estos efectos.

DERECHO A PRESENTAR UNA RECLAMACIÓN

Tiene derecho a presentar una reclamación ante su autoridad de protección de datos local sobre nuestro uso de su información personal.

CAMBIOS A ESTA POLÍTICA DE PRIVACIDAD

Podremos cambiar esta Política de privacidad con el tiempo a medida que cambien nuestras necesidades comerciales y las de nuestros clientes. Si hacemos cambios sustanciales, que amplíen nuestros derechos de uso de la información personal que hemos recopilado previamente sobre usted, le notificaremos por escrito, electrónicamente o a través de otros medios para que pueda tomar las decisiones necesarias sobre su uso continuo de nuestros Servicios.

CÓMO CONTACTARNOS CON PREGUNTAS ACERCA DE ESTA POLÍTICA DE PRIVACIDAD

- **Envíenos un mensaje a:** Comcast_Privacy@comcast.com

Asegúrese de incluir su nombre y dirección, su número de cuenta de Comcast (si corresponde), y un número de teléfono donde podemos contactarle durante el día.

MÁS INFORMACIÓN ACERCA DE ALGUNOS TÉRMINOS Y FRASES UTILIZADOS EN ESTA POLÍTICA

A continuación, encontrará ejemplos ilustrativos y más información acerca de los términos utilizados en esta política que tienen el símbolo ⓘ a su lado.

Información personal: incluye toda información que esté vinculada o pueda vincularse razonablemente con usted.

Productos, servicios, redes y plataformas: algunos ejemplos sobre cuándo corresponde esta política son: Xfinity® TV y Streaming, Xfinity Internet, xFi y Xfinity Advanced Security, Xfinity Voice, Xfinity Stream app, servicio de Xfinity WiFi, Xfinity Home, Xfinity Mobile, Xfinity Flex, XClass TV, Servicios de Comcast Business, Effectv, Xumo, Xumo TV y Xumo Play.

Otros productos, servicios, sitios web y aplicaciones: por ejemplo, si utiliza la aplicación Peacock en su teléfono X1 o Xfinity Mobile, la política de privacidad de NBCUniversal responderá a la información que se recopile a través de esa aplicación.

Terceros: se refiere a otras empresas que recopilan o conservan información acerca de usted y la comparten con nosotros, como agencias crediticias que comparten información con nosotros cuando usted se registra en un servicio y presta su consentimiento para una evaluación crediticia.

Responder a sus solicitudes: para brindarle mejor atención, llevamos un registro de las oportunidades en las que nos contactó, cuál fue el asunto y cuál es la mejor forma de comunicarnos con usted.

Adaptar nuestros servicios: recopilamos datos de terceros para entender mejor sus intereses y acercarle ofertas personalizadas.

Fotografías: por ejemplo, podremos tomar una fotografía de su porche o entrada junto con el equipo que le entregamos o fotografías aéreas de nuestra red con el fin de evaluar la seguridad y conformidad de la misma.

Actividad de selección y visualización de videos: cuando usa los servicios de video que ofrecemos directamente, como Xfinity TV y la Xfinity Stream app, sabemos qué video seleccionó para poder entregárselo. Cuando accede al contenido de aplicaciones de terceros en la plataforma de X1, Flex, XClass o Xumo TV, solo sabremos que usted ha accedido a dicha aplicación, no lo que usted hace dentro de dichas selecciones de video, a menos que usted haya permitido compartir esta información.

Para ayudarnos a autenticarlo: algunos de nuestros servicios solo se ofrecen en ciertas regiones geográficas, por lo cual, para usar esos servicios o acceder a información relacionada, necesitamos saber que se encuentra físicamente en su dirección de servicio.

Información proporcionada cuando usted integra otros servicios con nuestros Servicios: por ejemplo, si usted descarga o utiliza las herramientas o funciones de otra empresa que son compatibles con nuestros Servicios, dicha empresa recopilará información sobre su uso de esas herramientas y funciones, y podría compartir información adicional con nosotros.

DNS: el "directorio de direcciones" de Internet se conoce como "Domain Name System", Sistema de Nombres de Dominio o DNS. Así es como las personas navegan en Internet. Millones de clientes de Comcast consultan miles de millones de direcciones en Internet todos los días. Eliminamos las consultas DNS generadas por nuestros clientes de Internet cada 24 horas, excepto en casos muy específicos, cuando necesitemos investigar un problema de seguridad o rendimiento de la red, protegernos contra amenazas de seguridad o atender una solicitud legal legítima. Usted puede decidir mantener esa información en su cuenta durante más tiempo al habilitar ciertas características, como nuestros servicios avanzados de seguridad que le permiten ver los sitios web bloqueados durante un máximo de 30 días. Sin embargo, nunca hemos usado esta información para ningún tipo de comercialización o publicidad ni la hemos vendido a terceros.

Actividad de tráfico de red: qué sitios visita en Internet es asunto suyo, no nuestro. Limitamos el uso de nuestra parte de la actividad de tráfico de red de los clientes para estudiar datos de la red con el fin de evaluar su rendimiento; entender tendencias; anticipar la demanda y desarrollar, probar y mejorar nuestros productos y servicios; y con fines de fraude y seguridad. Hacemos esto con una muestra de datos de la red y solo relacionamos la actividad de la red de nuestros clientes con personas concretas cuando es necesario por motivos de seguridad o fraude, o cuando lo exige la ley.

Xfinity Mobile: no vendemos ni jamás hemos vendido información sobre su ubicación cuando usa nuestro servicio Xfinity Mobile.

Aplicaciones móviles: si usa un dispositivo móvil para acceder a nuestros Servicios, podríamos necesitar conocer la ubicación de su dispositivo móvil u otro dispositivo en el que haya instalado una de nuestras aplicaciones para ciertas funciones, como conectarlo a un punto de acceso de Xfinity WiFi cercano. Antes de hacerlo, le pediremos su consentimiento para recopilar y usar información de geolocalización precisa. Usted puede usar las opciones de configuración de su dispositivo para negarse a la recopilación de esta información (consulte la sección "Sus opciones") pero, si lo hace, ciertas funciones y características de los Servicios podrían verse limitadas.

Información demográfica: información como el sexo, la edad y los registros censuales.

Información sobre intereses: información que indica sus intereses en temas como deportes, viajes o cocina.

Información sobre compras: información proveniente de programas de fidelidad o registros públicos.

Facebook: si interactúa con nuestros Servicios mediante un dispositivo con el que también interactúa con redes sociales, o si interactúa con nosotros mediante una función de una red social como un complemento (por ejemplo, un botón "me gusta" de Facebook), podría autorizarnos a tener acceso continuo a cierta información de su perfil en dicha red social (como su nombre, su dirección de correo electrónico, su lista de amigos, su foto, su edad, su sexo, su ubicación, su cumpleaños, su ID en la red social, su ciudad actual, las personas y los sitios que sigue, etc.). Si no quiere que una red social recopile información como la mencionada sobre usted o no quiere que la comparta con nosotros y otros terceros, examine la configuración de privacidad y las instrucciones de la red social correspondiente antes de interactuar con nuestros Servicios.

Medición e informes estadísticos para nosotros y para terceros: nosotros y los proveedores de servicios que operan en nuestro nombre podríamos combinar y usar información de nuestros registros comerciales (incluida información sobre cuentas, datos sobre la actividad de video y otra información sobre el uso) con información de terceros con el fin de crear informes de mediciones y estadísticas. Estos informes están anonimizados o combinados y no contienen ninguna información que lo identifique personalmente.

Usamos estos informes para muchos de los fines descritos en la Política de privacidad, como para mejorar los Servicios, crear y ofrecer publicidad más personalizada en nombre de Comcast y otros terceros, determinar si los mensajes de un anunciante se visualizan y cómo, y analizar la efectividad de ciertos anuncios en los Servicios de Comcast y en otros servicios y plataformas. También usamos estos informes para trabajar con grupos académicos o de investigación y para otros usos que nos ayudan a desarrollar y financiar mejoras en los servicios y la infraestructura. Podríamos compartir estos informes con programadores, anunciantes u otros. Para obtener más información sobre las opciones que tiene en relación con el uso de su información con estos fines, consulte el Centro de preferencias de privacidad de Xfinity (<https://es.xfinity.com/privacy/your-privacy-choices>).

Configuración de opciones de inclusión o exclusión: por ejemplo, si compartimos con otros información personal que no lo identifica personalmente para uso de tales terceros, primero le daremos la opción de excluirse. En otros casos, usted podría querer que compartamos su nombre, dirección física o dirección de correo electrónico con otra empresa (por ejemplo, cuando se suscribe a un servicio de un tercero a través de una de nuestras plataformas, como la X1, Flex, XClass o Xumo TV). En tales casos, nos aseguraremos de que nos dé instrucciones claras antes de compartir esa información.

Otra empresa: por ejemplo, cuando se suscribe a un servicio de un tercero a través de nuestra X1 o Flex, podría pedirnos que compartamos información de contacto para ayudarlo a registrarse o iniciar sesión. O bien, si le interesara un producto que vio anunciado en televisión y quisiera compartir su información de contacto para que el proveedor del producto le envíe más información, podríamos brindarle esa opción.

Aplicación de video que no es de Xfinity: por ejemplo, cuando utiliza Peacock en la plataforma X1, Flex, XClass o Xumo TV.

Plataforma o dispositivo de otra empresa: por ejemplo, cuando utiliza la Xfinity Stream app desde dispositivos operados por otras empresas, como un dispositivo Apple o Android.

Variar (de una categoría a otra): por ejemplo, la CCPA coloca el nombre y el número de seguro social en la misma categoría. Podríamos usar su nombre para enviarle material de comercialización sobre nuestros productos, pero no usaremos su número de seguro social para fines de comercialización ni publicidad.

Información personal del cliente: (1) Información de identificación personal de un cliente de banda ancha, incluidos, entre otros, el nombre del cliente, información de facturación, el número del seguro social, la dirección de facturación y datos demográficos; e (2) Información sobre el uso del servicio de acceso a Internet de banda ancha por parte de un cliente.



Account Number

Billing Date
Jan 08, 2024

Services From
Jan 15, 2024 to Feb 14, 2024

Page
1 of 3

SAMPLE -SUBSCRIBER BILL

Hello **XXXXXXXX**,

Thank you for choosing Xfinity.

Your bill at a glance

For XXXXXXXXXXXXXXXXXXXXXXXXXXXX

Previous balance		\$158.54
Credit card payment - thank you	Dec 15	-\$158.54
Balance forward		\$0.00
Regular monthly charges	Page 3	\$155.27
Taxes, fees and other charges	Page 3	\$7.76
New charges		\$163.03

Amount due Jan 22, 2024 \$163.03

Your bill explained

- Your bill reflects price changes we notified you about last month.
- This page gives you a quick summary of your monthly bill. A detailed breakdown of your charges begins on page 3.
- Any payments received or account activity after Jan 08, 2024 will show up on your next bill. View your most up-to-date account balance at xfinity.com/myaccount.

Need help?

Visit xfinity.com/customersupport or see page 2 for other ways to contact us.

Detach the bottom portion of this bill and enclose with your payment

Please write your account number on your check or money order

Do not include correspondence with payment



676 ISLAND POND RD
MANCHESTER NH 03109

XXXXXXXX MA XXXXX

Account number

Payment due

Jan 22, 2024

Please pay

\$163.03

Amount enclosed

\$

Make checks payable to Comcast
Do not send cash

Send payment to
COMCAST
P.O. BOX 70219
PHILADELPHIA PA 19176-0219

Move in a minute

Transfer your services in a few simple steps.

It's easy to schedule your move in just about a minute. On the way, you'll stay connected with our WiFi hotspots.

Learn more at xfinity.com/moving.



You're in control of your Xfinity account

You can easily view and update your Xfinity account from anywhere.


- **Mobile:** Go to xfinity.com/apps to download the free Xfinity app
- **Online:** Sign into xfinity.com
- **X1 or Flex TV box:** Open the Xfinity My Account app from the Apps menu





Contact us


We're here to help.

 **Chat**
Visit xfinity.com/chat

 **Social**
Tweet us @XfinitySupport

 **App**
Download the Xfinity app at xfinity.com/apps or in your app store

 **Phone**
Call 1-800-xfinity (1-800-934-6489)

 **Store**
At your nearest Xfinity store
find one at xfinity.com/storelocator

Additional information


Moving?


Visit xfinity.com/moving today to help you stay connected to all of your Xfinity services.

Accessibility:

If you are hearing impaired, call 711. For issues affecting customers with disabilities, call 1-855-270-0379, chat live at support.xfinity.com/accessibility, email accessibility@comcast.com, fax 1-866-599-4268 or write to Comcast at 1701 JFK Blvd., Philadelphia, PA 19103-2838 Attn: M. Gifford.

Ways to pay

 **Looking to shorten your to-do list?**
Set up automatic monthly payments and never worry about remembering to pay your bill again. Enrolling is fast, easy, and free at xfinity.com/autopay.

 **Hello paperless billing, goodbye clutter**
With paperless billing, you can pay and view your bill online. It's faster, easier and helps cut down the clutter, not the trees! Visit xfinity.com/ecobill to go green.

Additional billing information

Other ways to pay

Visit xfinity.com/myaccount and use the Xfinity app



Account Number

Billing Date
Jan 08, 2024Services From
Jan 15, 2024 to Feb 14, 2024Page
3 of 3**Regular monthly charges** **\$155.27****Your Xfinity package** **\$67.27**

TV: Extra \$67.27
Includes Limited Basic and Expanded Basic (Kids & Family, Entertainment, Sports & News).

Add ons **\$21.95**

Showtime \$12.00
HD Technology Fee \$9.95

Equipment & services **\$20.00**

TV Box + Remote \$20.00
Qty 2 @ \$10.00 each

Service fees **\$46.05**

Broadcast TV Fee \$31.10
Regional Sports Fee \$14.95

Taxes, fees and other charges **\$7.76****Other charges** **\$7.70**

Regulatory Cost Recovery \$0.14
Franchise Costs \$0.44
Franchise Fee \$7.12

Taxes & government fees **\$0.06**

Sales Tax \$0.06

What's included?

TV: 125+ Channels

Visit xfinity.com/myaccount for more details**Additional information**

Franchise Authority: MA Department of Telecommunications and Cable Consumer Division, 1000 Washington St., Boston, MA 02118-6500; consumer.complaints@mass.gov; 617-305-3531 or 800-392-6066. For residential customers, if you are not satisfied with our resolution of a problem with your video service, or if you have a complaint regarding our video prices, you may contact the MA DTC at the above address. FCC Community ID: MA0056.

The Regulatory Cost Recovery fee is neither government mandated nor a tax, but is assessed by Comcast to recover certain federal, state, and local regulatory costs.

TV Update: Effective December 12, 2023, Crossings TV HD will be added to Expanded Basic and Entertainment channel 3131 and will require an X1 TV Box or a compatible customer owned device with Xfinity Internet to view. HD programming requires the HD Technology Fee.

You have 120 days from the date of this bill to dispute any charges included on this bill.

Recent and Upcoming Programming Changes: Information on recent and upcoming programming changes can be found at xfinity.com/programmingchanges/ or by calling 866-216-8634.

SAMPLE-WORK ORDER

XX/XX/XXXX 12:31

Job Receipt (xxxxxx)

WoNum: [REDACTED]

Job Number: [REDACTED]

SchdDate: XX/XX/XXX

Account: [REDACTED]

Phone #:

Customer: [REDACTED]

Address: [REDACTED]

Services:

Install Codes: \$39.99 2P TV-XI INS

\$20.00 2P TV-XI INS

\$0.00 1 TV INS \$0

\$0.00 X1 FAILEDSIK

\$0.00 FSIK XI-XV

Tech: XXXXX

Equip at Location: [REDACTED]

Equip Added:

Equip Removed:signature:

Payments:

Deposits:

Cust Satisfaction:

This notice is required by the Rules of the Federal Communications Commission. Comcast Digital Voice service (CDV) may have the 911/E911 limitations listed below. I understand and agree to the following: In order for my 911 to be properly directed to emergency services, Comcast must have my correct service address. If I move CDV to a different address without Comcast's approval, 911 calls may be directed to the wrong emergency authority, may transmit the wrong address, and/or CDV (including 911) may fail altogether. CDV uses the electrical power in my home. If there is an electrical power outage, 911 calling may be interrupted if the battery back-up in the associated multimedia terminal adapter is not installed, fails or is exhausted after several hours. Calls, including calls to 911, may not be completed if there is a problem with the network facilities, including network congestion, network/equipment/power failure, or another technical problem. Prior to changing my address, or if I have any 911-related questions, I will call 1-800-Comcast. Comcast will need several business days to update my service address in the E911 system. USE OF CDV AFTER DELIVERY OF THIS DOCUMENT CONSTITUTES YOUR ACKNOWLEDGEMENT OF THE E911 NOTICE ABOVE. By signing below, I represent that I am at least 18 years old; I am the owner of, or tenant in, the premises at the above address and that the installation, repair or other work provided has been satisfactorily completed. If this work order relates to the initial installation of services, I acknowledge receipt of the Comcast Welcome Kit which contains the Comcast Residential Customer Agreement, the Comcast Cable Subscriber Policy Notice and other important information about the services. I agree to be bound by the Comcast Customer Agreement which constitutes the agreement between Comcast and me for the services as well as any applicable Comcast acceptable use policies. If other non-installation work was provided, I agree to be bound by the current Comcast Customer Agreement as well as any applicable Comcast acceptable use policies. I authorize Comcast to obtain a credit report from a consumer credit agency in connection with the provision of the services I am receiving. IF I SUBSCRIBE TO COMCAST DIGITAL VOICE, I ACKNOWLEDGE MY RECEIPT AND UNDERSTANDING OF THE E911 NOTICE ABOVE.

Signature: _____

Easton, MA

Holbrook, Lakeville, Raynham & Stoughton, MA

XFINITY TV¹

XFINITY TV SERVICES²

Limited Basic³

Easton	\$11.50
Lakeville and Stoughton	\$14.00
Holbrook	\$11.00
Raynham	\$10.25

Choice TV Select⁴ Includes Limited Basic, Streampix, 20 hour DVR Service, HD Programming, Streaming to 2 devices, and Broadcast TV Fee	\$43.50
- with TV Box (Flex upgrade)	\$53.50

Choice TV⁴² Includes Limited Basic, Streampix, HD Programming, and 20 hour DVR Service	\$35.00
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Popular TV^{5,6} Includes Limited Basic, Sports & News, Kids & Family, Entertainment, Streampix, HD Programming, and 20 hours DVR Service	\$70.00
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Ultimate TV⁶ Includes Popular TV and Ultimate TV Tier	\$90.00
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Genre Packs⁷

Kids & Family Includes 10 kid and family-friendly channels including Disney Channel, Nickelodeon, Hallmark, and TLC	\$10.00
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Entertainment Includes over 20 entertainment channels including A&E, AMC, Lifetime, Food Network, FX, TNT, Discovery, Animal Planet, OVN, USA, and HGTV	\$17.00
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Sports & News Includes 18 sports and news channels including CNBC, CNN, ESPN, Golf, MSNBC, and Weather Channel	\$30.00
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More Sports & Entertainment⁸ Includes over 10 sports and entertainment channels including NFL RedZone, and CBS Sports Network	\$9.95
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Xfinity TV Latino⁹ Includes up to 40 Spanish language channels including Galavisión, Cine Latino, Discovery en Espanol, Viendo Movies, and VME Kids	\$10.00
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Ultimate TV Tier⁹ Over 55 channels including Africa Channel, Disney Jr., MLB Network, Nat Geo Wild, Paramount, and Smithsonian	\$20.00
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Deportes⁹ Includes over 5 Spanish language channels including ESPN Deportes, Fox Deportes, and Universo	\$5.00
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HBO⁹ Includes access to HBO Channels and HBO On Demand	\$15.99
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Max⁹ Includes access to the Max app, HBO Channels and HBO On Demand	\$15.99
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Showtime⁹	\$12.00
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Starz⁹	\$9.99
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Cinemax⁹	\$12.00
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The Movie Channel⁹	\$12.00
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MGM+¹⁰	\$5.99
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Playboy⁹	\$15.00
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Hustler⁹	\$19.99
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Juicy⁹	\$19.99
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Penthouse⁹	\$19.99
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TEN⁹	\$19.99
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Vivid⁹	\$19.99
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XTSY⁹	\$19.99
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Netflix, MGM+, and DVR¹¹ Includes Netflix Standard HD Plan, MGM+, and 150 hour DVR Service	\$31.48
- with Netflix Premium UHD Plan upgrade add	\$4.50

HBO, MGM+, and DVR¹¹ Includes HBO, MGM+, and 150 hour DVR Service	\$31.98
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Netflix, HBO, Showtime, and DVR¹¹ Includes Netflix Standard HD Plan, HBO, MGM+, Showtime, and 150 hour DVR Service	\$59.47
- with Netflix Premium UHD Plan upgrade add	\$4.50

Broadcast TV Fee¹²

Easton and Raynham	\$25.95
Holbrook, Lakeville and Stoughton	\$28.25

Franchise Costs¹³

Easton	\$0.92
Holbrook	\$0.82
Lakeville	\$0.75
Raynham	\$0.67
Stoughton	\$0.89

Regional Sports Fee¹⁴

Easton and Raynham	\$14.40
Holbrook, Lakeville and Stoughton	\$14.95

DVR Service¹⁵ (150 hours)	\$10.00
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Premium DVR Service¹⁶ (300 hours)	\$20.00
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Additional DVR Service¹⁷ (150 hours)	\$10.00
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HD Technology Fee¹⁸	\$9.95
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Service to Additional TV with TV Adapter¹⁹	\$10.00
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INTERNATIONAL SELECTIONS²⁰

ART: Arabic	\$9.99
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TV Globo: Brazilian	\$19.99
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Brazilian 2 Pack Includes TV Globo and SporTV	\$24.99
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Brazilian 3 Pack Includes TV Globo, SporTV, and Record TV	\$29.99
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Mandarin 2 Pack Includes Phoenix Info News and Phoenix North America	\$6.99
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Mandarin 4 Pack Includes CTI Zhong Tian, CCTV4, Phoenix Info News, and Phoenix North America	\$19.99
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Filipino 2 Pack Includes GMA Pinoy w/ GMA Video On Demand and GMA Life	\$14.99
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Filipino 3 Pack Includes GMA Pinoy w/ GMA Video On Demand, GMA Life, and TFC	\$22.99
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TV5MONDE: French With Cinema On Demand	\$9.99
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Antenna: Greek	\$14.99
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The Israeli Network	\$19.99
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Rai Italia: Italian	\$9.99
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Italian 2 Pack Includes Rai Italia and Mediaset	\$14.99
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TV JAPAN (Not available for new subscriptions)	\$24.99
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SIC: Portuguese	\$9.99
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Portuguese 2 Pack Includes RTP1 and SIC	\$14.99
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Russian: Impact TV	\$6.99
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Russian: TV1000 Kino	\$9.99
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Russian: RTN	\$14.99
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Russian: RTVI	\$14.99
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Russian 2 Pack Includes RTN and TV1000 Kino	\$19.99
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Russian 3 Pack Includes RTN, RTVI and TV1000 Kino	\$24.99
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Willow: Cricket Add-on With any International package	\$6.99
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Willow: Cricket	\$14.99
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Zee TV: Hindi	\$14.99
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Hindi 2 Pack Includes Zee TV and SET	\$24.99
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Hindi Pack Includes Zee TV, SET, and TV Asia	\$26.99
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Hindi Plus Pack Includes Zee TV, SET, TV Asia, and Willow	\$32.99
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SBTN: Vietnamese	\$14.99
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TVB Jade: Cantonese	\$10.99
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Record TV: Brazilian	\$14.99
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ABP News: Hindi	\$7.99
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Refer to the last page for additional information. For information about Xfinity policies and terms of service, go to xfinity.com/policies.

TFC: Filipino \$11.99

PAY-PER-VIEW AND ON DEMAND SUBSCRIPTION SERVICES

Pay-Per-View and On Demand Movies and Events^{21,22} (per title or event) Prices Vary

A&E Crime Central On Demand ²³	\$4.99
Acorn TV On Demand ²²	\$6.99
Air 2 Air On Demand ²³	\$4.99
ALLBLK On Demand ²²	\$5.99
All Nations Network On Demand ²³	\$4.99
AMC+ On Demand ²²	\$8.99
Anime Network On Demand ²²	\$6.99
Black&SexyTV On Demand ²³	\$4.99
BFI Player Classics On Demand ²³	\$5.99
Brown Sugar On Demand ²³	\$3.99
ZenLIFE by Stingray On Demand ²³	\$5.99
Carnegie Hall+ On Demand ²³	\$7.99
CineFest On Demand ²³	\$4.99
Cinemoi On Demand ²³	\$2.99
Cohen Media Channel On Demand ²³	\$4.99
Midnight Pulp On Demand ²³	\$5.99
Conspiracy TV On Demand ²³	\$4.99
Craftsy On Demand ²³	\$7.99
CultFlix On Demand ²³	\$4.99
Curious World On Demand ²³	\$3.99
CuriosityStream On Demand ²²	\$4.99
Da Vinci Kids On Demand ²³	\$7.99
Daily Burn On Demand ²³	\$14.99
Dekkoo On Demand ²³	\$9.99
Disney Story Central On Demand ²²	\$4.99
DJAZZ On Demand ²³	\$6.99
Docurama On Demand ²³	\$4.99
DOGTV On Demand ²²	\$4.99
Dove Channel On Demand ²³	\$4.99
Echoboom Sports On Demand ²³	\$5.99
Fandor On Demand ²³	\$3.99
Fearless On Demand ²³	\$7.99
Filipino On Demand ²²	\$7.99
Filipino On Demand ²² (with a Filipino international selection)	\$5.99
FitFusion On Demand ²²	\$6.99
FlixFling On Demand ²³	\$7.99
Fuel TV+ On Demand ²³	\$4.99
Fox Nation On Demand ²²	\$5.99
Gaia On Demand ²²	\$11.99
Gaiam TV Fit & Yoga On Demand ²²	\$7.99
Fun And Moving On Demand ²³	\$6.99
Gravitas Movies On Demand ²³	\$4.99
Great American Living On Demand ²³	\$4.99
The Great Courses Signature On Demand ²³	\$7.99
Grokker Yoga Fitness On Demand ²²	\$6.99
Hallmark Movies Now On Demand ²³	\$5.99
here! TV On Demand ²²	\$7.99
HISTORY Vault On Demand ²²	\$4.99
Hitz ^{22,24}	\$12.00
Hi-YAH! On Demand ²³	\$2.99
Hopster On Demand ²³	\$6.99
IMPACT Wrestling Channel On Demand ²³	\$7.99
InSightTV On Demand ²³	\$4.99
The Jewish Channel On Demand ²²	\$6.99

Kidstream Karaoke On Demand ²²	\$4.99
Kidz Bop+ On Demand ²³	\$4.99
Kocowa On Demand ²³	\$6.99
kweliTV On Demand ²³	\$5.99
Lifetime Movie Club On Demand ²²	\$4.99
Lion Mountain TV On Demand ²³	\$3.99
MagellanTV On Demand ²²	\$4.99
Marquee TV On Demand ²³	\$8.99
MHz Choice On Demand ²³	\$7.99
Minuteve On Demand ²³	\$1.99
Music Choice Karaoke On Demand ²³	\$6.99
Music Choice Holiday On Demand ²³	\$2.99
Music Choice Relax On Demand ²³	\$5.99
MyOutdoorTV On Demand ²³	\$9.99
One Day University On Demand ²³	\$7.99
Music Choice Lo-Fi On Demand ²³	\$5.99
Outside TV Features On Demand ²³	\$1.99
OUTtv On Demand ²³	\$3.99
Passionflx On Demand ²³	\$5.99
PlayKids On Demand ²³	\$6.99
PREMO On Demand ²³	\$5.99
Pro Guitar Lessons On Demand ²³	\$4.99
Qwest TV On Demand ²³	\$4.99
The Reading Corner On Demand ²³	\$3.99
Real Vision On Demand ²³	\$14.99
Revry On Demand ²³	\$6.99
Screambox On Demand ²³	\$6.99
Sport Now Insight On Demand ²³	\$4.99
Ryan and Friends Plus On Demand ²³	\$3.99
Skillshare On Demand ²³	\$6.99
Stingray Classica On Demand ²²	\$6.99
Stingray Karaoke On Demand ²²	\$6.99
Stingray Qello On Demand ²³	\$7.99
Streampix ²⁵	\$4.99
Sweat Factor On Demand ²³	\$4.99
TheSurfNetwork Classics On Demand ²³	\$5.99
Topic On Demand ²³	\$5.99
True Royalty On Demand ²³	\$5.99
TumbleBooks TV On Demand ²²	\$4.99
UP Faith and Family On Demand ²²	\$5.99
Viaplay On Demand ²³	\$5.99
Walter Presents On Demand ²³	\$6.99
UK Stand-Up Comedy On Demand ²³	\$4.99
WHAM On Demand ²³	\$2.99
WildBrain On Demand ²³	\$5.99
Yippee Kids TV On Demand ²³	\$7.99
ZooMoo On Demand ²³	\$2.99
Too Much for TV On Demand ²²	\$14.99
Arouse On Demand ^{22,26}	\$19.99
Buku TV On Demand ^{22,26}	\$19.99
Evil Angel On Demand ^{22,26}	\$19.99
Falcon On Demand ^{22,26}	\$19.99
Girlfriends Films On Demand ^{22,26}	\$19.99
Homegrown Amateur On Demand ^{22,26}	\$19.99
Mature Lust On Demand ^{22,26}	\$19.99
Urban Fantasy On Demand ^{22,26}	\$19.99
Vixen On Demand ^{22,26}	\$19.99
Wicked On Demand ^{22,26}	\$19.99

Zero Tolerance On Demand ^{22,26}	\$19.99
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SPORTS PACKAGES²⁷

MLB Extra Innings	Call 1-800-XFINITY for pricing
NHL Center Ice	Call 1-800-XFINITY for pricing
NBA League Pass	Call 1-800-XFINITY for pricing

XFINITY INTERNET^{1,28}

Connect	\$68.00
Connect More	\$90.00
Fast	\$105.00
Superfast	\$110.00
Gigabit	\$115.00
Gigabit Extra	\$120.00
Gigabit x10 ^{29,30}	\$300.00

XFINITY HOME

Self Protection ³¹	\$10.00
Pro Protection ³¹	\$55.00
Pro Protection Plus ³²	\$65.00

XFINITY VOICE^{1,33}

Xfinity Voice	\$30.00
Additional Line with Features	\$10.00

XFINITY DISCOUNTS³⁴

2 Product Discount	\$20.00
3 Product Discount	\$40.00
4 Product Discount	\$60.00
Autopay and Paperless Billing Discount (Credit or Debit Card)	\$5.00
Autopay and Paperless Billing Discount (Bank Account)	\$10.00

XFINITY EQUIPMENT

TV Box ³⁵	\$10.00
TV Box + Remote ³⁶	\$10.00
TV Adapter (Limited Basic — Primary TV)	\$0.00
TV Adapter (Limited Basic — 1st and 2nd Additional TVs)	\$0.00
TV Adapter (Limited Basic — 3rd Additional TV and above)	\$0.50
CableCARD (first card in device)	\$0.00
Modem Rental	\$15.00
Unreturned or Damaged Equipment Fees ³⁷ (per piece, per occurrence)	Replacement Cost

INSTALLATION AND REACTIVATION

(PER OCCURRENCE UNLESS NOTED)

Professional Installation ^{38,39}	\$100.00
Self Installation Plus ⁴⁰	\$39.99
In-Home Service Visit ⁴¹	\$100.00
Gigabit x10 Installation ³⁹	up to \$500.00
Xfinity Home Pro Protection Installation ³⁹	\$100.00

Reactivation – TV, Internet, Voice and/or Home Security ⁴³	\$12.00
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MISCELLANEOUS

(PER OCCURRENCE UNLESS NOTED)

Returned Payment Item (each)	\$25.00
Late Fee	5% of overdue balance
Agent Assisted Payment For payment made by phone with a Customer Care Representative	\$5.99
Getting Started Kit Shipping and Handling	\$15.00
Getting Started Kit Shipping and Handling (Priority Shipping)	\$29.95
Accessory Shipping and Handling	\$5.95

- ¹ Certain services available separately or as a part of other levels of service. Viewing Xfinity TV services on a television requires a TV Box, TV Adapter, CableCARD or compatible customer owned device with Xfinity Internet. Xfinity services are 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 Cost Recovery, 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 your Xfinity TV service includes a TV Box and you are using a compatible customer owned device, please call 1-800-XFINITY for pricing information or visit www.xfinity.com/equipmentpolicy. © 2024 Comcast. All rights reserved.
- ² Requires Limited Basic, X1 TV Box with Xfinity Internet.
- ³ Requires TV Box, TV Adapter, or compatible customer owned device with Xfinity Internet service. Limited Basic does not qualify for Multi Product discount or Autopay and Paperless Billing discount.
- ⁴ Requires Xfinity Connect More Internet service, Flex, and Flex Streaming TV Box. Available for ordering through the Flex Streaming Box only. Not eligible for Multi Product Discounts.
- ⁵ Requires TV Box, CableCARD, or compatible customer owned device with Xfinity Internet service. Up to 20 hours DVR service available with either X1 TV Box with Xfinity Internet service or compatible customer owned device with Xfinity Internet service.
- ⁶ For Easton, Holbrook, Lakeville and Raynham customers: For Popular TV and Ultimate TV services a discount of \$2.00 off available to qualifying customers. Age and income restrictions apply. Call 1-800-XFINITY for more information.
- ⁷ Requires Choice TV or Choice TV Select.
- ⁸ Requires Popular TV.
- ⁹ Requires Limited Basic.
- ¹⁰ Requires Limited Basic, HD Technology Fee and TV Box, CableCARD, or compatible customer owned device with Xfinity Internet.
- ¹¹ Requires Ultimate TV or Ultimate TV Tier.
- ¹² Applies to Limited Basic and services that contain Limited Basic.
- ¹³ Franchise Costs are costs associated with providing public, educational and/or government access facilities and equipment and/or other related costs in your community.
- ¹⁴ Applies to Popular TV, Ultimate TV, Sports & News, and More Sports & Entertainment.
- ¹⁵ Requires Popular TV and TV Box or compatible customer owned device.
- ¹⁶ Requires Xfinity TV Latino, More Sports & Entertainment, Choice TV or Choice TV Select with Entertainment, Kids & Family or Sports & News, or Popular TV or higher, Connect or higher, TVBox or compatible customer owned equipment.
- ¹⁷ Requires Premium DVR Service.
- ¹⁸ Required for HD programming if HD programming is not included with service except for Limited Basic only customers.
- ¹⁹ Includes TV Adapter and remote. Digital service tier on additional TV corresponds to digital service tier on primary outlet. Does not include access to On Demand content, premium channels or channel numbers above 1000 unless otherwise noted on the channel lineup. Not available to customers with Limited Basic only.
- ²⁰ Requires Limited Basic, X1 TV Box with Xfinity Internet.
- ²¹ 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.
- ²² Requires Limited Basic and Xfinity Internet.
- ²³ Requires Limited Basic with X1 TV Box and Xfinity Internet service.
- ²⁴ Requires Limited Basic TV service and a compatible Xfinity TV Box or customer owned device.
- ²⁵ Requires Limited Basic and a TV Box, CableCARD or compatible customer owned device to receive Streampix on television.
- ²⁶ One month minimum purchase required. Not available in all areas.
- ²⁷ Requires Limited Basic, HD Technology Fee, X1 TV Box, or compatible customer owned device with Xfinity Internet. Sports packages will automatically renew at the start of each season at that season's full-season early-bird rate, provided Comcast still carries the package. Subscription will automatically be billed in 4 total payments. Call 1-800-XFINITY to cancel subscription within 30 days of first charge to bill. Charges are non-refundable after 30 days of first charge to bill. 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.
- ²⁸ Compatible modem required. For more information regarding Xfinity Internet go to <http://www.xfinity.com/internet-service>.
- ²⁹ May require additional installation fees.
- ³⁰ Requires two year contract. Monthly rental of Gigabit x10 compatible modem/router additional. Professional installation fees additional. Gigabit x10 does not qualify for Comcast 30 day money-back guarantee, Multi Product Discount or Autopay and Paperless Billing Discount.
- ³¹ Equipment required at an additional cost. For additional information go to <http://www.xfinity.com/homesecurity>.
- ³² Includes Pro Protection and 24/7 Video Recording for up to 6 cameras. Equipment required at an additional cost. For more information on 24/7 Video Recording go to <http://www.xfinity.com/videoencoding>.

- ³³ Requires compatible modem. For more information regarding Xfinity Voice pricing, go to www.xfinity.com/corporate/about/phonetermsandservice/comcastdigitalvoice/cdvrstatepricing.
- ³⁴ Multi Product Discount, Autopay, and Paperless Billing Discount do not apply to certain Xfinity TV, Xfinity Internet, and Xfinity Home services, including but not limited to: Limited Basic, Choice TV Select, Ultimate TV Tier, Internet Essentials, Gigabit x10, Self Protection, and services purchased under a bulk service agreement.
- ³⁵ Channel lineup for additional televisions with TV Box, TV Adapter, CableCARD, or compatible customer-owned device will be the same as primary television, except a TV Adapter will not receive movie channels, Pay-Per-View, Video On Demand content or interactive program guide.
- ³⁶ Channel lineup for additional televisions with TV Box, TV Adapter, CableCARD, or compatible customer-owned device will be the same as primary television, except for TV Adapter will not receive movie channels, Pay-Per-View, Video On Demand content or interactive program guide.
- ³⁷ Contact 1-800-XFINITY for questions regarding equipment replacement charges.
- ³⁸ Includes standard installation of Xfinity TV, Xfinity Internet and/or Xfinity Voice and installation of additional outlets and wireless networking set-up if requested at time order is placed. Does not include installations of Xfinity Home Pro Protection or Xfinity Gigabit 6.
- ³⁹ Standard installation includes installation of service line up to 125 feet from existing Comcast plant for the primary outlet only. Comcast does not perform custom installations including installations which require in-wall wiring, wiring in extensive drop ceilings, basements, or crawl spaces.
- ⁴⁰ Includes delivery of up to a total of four Getting Started Kits for Xfinity TV, Xfinity Internet, or Xfinity Voice and a network signal test. Requires prior successful service activation for Xfinity TV, Internet or Voice at service address within last 2 years. Does not include installation or relocation of outlets or in-home wiring, equipment installation, setup or troubleshooting, or installation of Xfinity Home, Xfinity Gigabit x10 Internet, or Flex.
- ⁴¹ Applies to installation, relocation, and activation of additional outlets as well as upgrade/downgrades of service after initial installation of service and in-home visits. Does not cover installation or in-home visits for Xfinity Home Pro Protection.
- ⁴² Requires TV Box, CableCARD, or compatible customer owned device. Cannot be combined with Sports & News and Kids & Family, Sports & News and Entertainment, Xfinity Voice or Xfinity Home services.
- ⁴³ Flat fee applies to reactivation of Xfinity services listed, regardless of the number of services being reactivated. No in-home service visit required.

Xfinity Home License Numbers:

AL: 001484, 001504; AR: 12-030; AZ: ROC 280515, BTR 18287-0; CA: CSLB 974291, ACO 7118; CT: ELC 0189754-C5; DE: FAL-0299, FAC-0293, SSPS 11-123; FL: EF0000921, EF20001002, EF0001095; GA: LVU406303, LVU406264, LVU406190, LVU406354; IL: PACA 127-001503; LA: F1691; MA: SS-001968; MD: 21PLU-SS1128; ME: LM50017039; MI: 3601206217; MN: TS674412; NC: 2335-CSA; NJ: Burglar and Fire Alarm Business Lic. # 348F00047700; NM: 373379; NY: licensed by the N.Y.S. Department of State 12000305421; OH: LIC# 53-89-1732; OR: CCB 192945; SC: BAC-13497, FAC-13440; TN: ACL 1597, ACL 1604; TX: ACR-1672104,-1818, B16922, B02571; UT: 8226921-6501; VA: 2705145289, DCJS 11-7361; VT: ES-02366; WA: COMCABS892DS; WASHINGTON, DC: ECS 902687, BBL 602512000005; WV: WV049211.

MS: 15018010

Valid 5/1/23. See www.xfinity.com/home-security for current list.

87731000: 1930;1980;2000;2010;2030

Middleborough, MA

Lakeville, Marion, Mattapoisett, Rochester & Wareham, MA

LIMITED BASIC

2 WGBH (PBS)
 3 HSN
 4 WBZ (CBS)
 5 WCVB (ABC)
 6,1006 WLNE (ABC)
 7 WHDH
 8-9 Local Access²
 10 WBTS (NBC)
 11 WSBE (PBS)
 12 WLVI (CW)
 13 WFXT (FOX)
 14 WSBK (MyNetwork)
 15 WBPX (ION)
 16 WGBX (PBS)
 17,3487 WUNI (Univision)
 18,1050 WWJE (IND)
 19,3484 WNEU (Telemundo)
 20 WMFP (IND)
 21,3488 WUTF (Unimas)
 22,26 Local Access
 23,1657 Daystar
 24 WWDP (IND)
 25 QVC
 44 C-SPAN
 48 NECN
 56 EWTN
 57,183,1067 Jewelry TV
 58 WDPX
 86 QVC²
 87 QVC³
 88,1049 HSN2
 92 RESERVED FOR VIDEO
 94,3217 RTPi (Portuguese)
 99,1011 WJAR (NBC)
 190 Leased Access
 229 TBN
 247 C-SPAN2
 268,1669 CatholicTV
 501-550 Music Choice
 787,1037 QVC2 HD²
 801,1044 WGBX HD (PBS)
 802,1002 WGBH HD (PBS)
 803,1068 WBPX HD (ION)
 804,1004 WBZ HD (CBS)
 805,1005 WCVB HD (ABC)
 806,1025 WFXT HD (FOX)
 807,1007 WHDH HD
 808,1056 WLVI HD (CW)
 810,1010 WBTS HD (NBC)
 812,1034 QVC HD
 813,1062 WMFP HD (IND)
 814,1038 WSBK HD (MyNetwork)
 815,1060,3304 WNEU HD (Telemundo)
 816,1066,3310 WUNI HD (Univision)
 817,1027,3307 WUTF HD (Unimas)
 818,1046 WWDP HD (IND)
 819,1036 WSBE HD (PBS)
 840,1127 NECN HD

904,1053 QVC3 HD²
 906,1015 HSN HD
 1032 Jewelry TV HD²
 1058 WDPX HD
 1070-1072 Local Access²
 1075-1076 Local Access²
 1095-1099 Leased Access
 1128 C-SPAN HD²
 1129 C-SPAN2 HD²
 1146 WGBH World (PBS)
 1147 WGBX Kids (PBS)
 1148 WGBX Create (PBS)
 1150 WSBE Learn (PBS)
 1165 WBZ Start TV
 1166 WBZ Dabl
 1171 WBTS-CoziTV
 1172 WBTS-LX
 1174 WHDH ThisTV (IND)
 1177 WLVI Buzzr
 1180 WCVB (MeTV)
 1186 WFXT CometTV
 1187 WFXT Laff TV
 1192,3320 WNEU TeleXitos
 1195,3315 WUTF LATV
 1550-1599 Music Choice
 1661 TBN HD²
 1668 EWTN HD²

KIDS & FAMILY
 (INCLUDED WITH POPULAR TV)

28 MTV
 38 TLC
 70 Disney Channel
 71 Nickelodeon
 72 Freeform
 73 Hallmark Channel
 210 National Geographic Channel
 218 Universal Kids
 235 UP
 821,1473 National Geographic HD
 824,1715 Disney Channel HD
 825,1728 Nickelodeon HD
 826,1742 Freeform HD
 827,1606 MTV HD
 867,1450 TLC HD
 907,1458 Hallmark Channel HD
 908,1457 UP HD
 927,1707 Universal Kids HD
 1721 Primo TV HD²
 1722 Kids Street HD²

ENTERTAINMENT
 (INCLUDED WITH POPULAR TV)

27 truTV
 29 VH1
 30 FX
 31 TBS
 32 HGTV
 33 TNT
 34 E!
 35 USA Network
 36 Lifetime

37 A&E
 39 Discovery
 53 Bravo
 54 Food Network
 59 AMC
 61 Comedy Central
 62 Syfy
 63 Animal Planet
 64 TV Land
 66 History
 67 Travel Channel
 68 BET
 180 Cleo
 199 Hallmark Movies & Mysteries
 214 TV One
 215 WE tv
 216 Oxygen
 226 OWN (Oprah Winfrey Network)
 241 BBC America
 252 Investigation Discovery
 256 FX
 267 GSN
 270 LMN
 279 Great American Family
 784,1488 Travel Channel HD
 788,1456 LMN HD
 790,1459 Hallmark Movies & Mysteries HD
 794,1463 Bravo HD
 799,1428 WE tv HD
 823,1449 Discovery HD
 828,1612 MTV Live HD
 829,1607 VH1 HD
 830,1409 FX HD
 831,1434 TBS HD
 832,1492 HGTV HD
 833,1404 TNT HD
 834,1466 E! HD
 835,1403 USA Network HD
 836,1455 Lifetime HD
 837,1402 A&E HD
 854,1484 Food Network HD
 857,1464 OWN HD (Oprah Winfrey Network)
 858,1435 Comedy Central HD
 859,1405 AMC HD
 862,1411 Syfy HD
 863,1471 Animal Planet HD
 872,1478 History HD
 902,1430 truTV HD
 905,1625 BET HD
 909,1444 Investigation Discovery HD
 912,1626 TV One HD
 920,1418 BBC America HD
 921,1465 Oxygen HD
 924,1410 FXX HD
 1425 GSN HD²
 1426 TV Land HD²
 1437 Comedy.TV HD²
 1446 Justice Central.TV HD²

1461 Great American Family HD²
 1483 Recipe.TV HD²
 1623 AFRO HD²
 1624 Cleo HD²
 1627 ASPIRE HD²
 1636 GriotTV HD²
 1637 Revolt HD²

SPORTS & NEWS
 (INCLUDED WITH POPULAR TV)

40 MSNBC
 41 FOX News Channel
 42 CNN
 43 HLN
 45 Bloomberg TV
 46 CNBC
 47 The Weather Channel
 49 ESPN
 50 ESPN2
 51 NESN
 52 NBC Sports Boston
 69 Golf Channel
 84 NESN+
 85,1256 NBC Sports Boston Overflow
 124 NewsNation
 139 ACC Network
 249 C-SPAN3
 250 FOX Sports 1
 266 Tennis Channel
 284 FOX Business Network
 789,1123 FOX Business Network HD
 795,1121 CNBC HD
 838,1224 Tennis Channel HD
 839,1243 MotorTrend Network
 841,1110 FOX News Channel HD
 842,1111 CNN HD
 843,1112 HLN HD
 844,1122 Bloomberg TV HD
 847,1102 The Weather Channel HD
 848,1223 Golf Channel HD
 849,1205 ESPN HD
 850,1206 ESPN2 HD
 851,1250 NESN HD
 852,1251 NBC Sports Boston HD
 894,1255 NESN+ HD
 901,1113 MSNBC HD
 925,1208 FOX Sports 1 HD
 1115 Newsmax TV HD²
 1116 NewsNation HD²
 1130 C-SPAN3 HD²
 1325 ACC Network HD
 1684 Jewish Broadcasting Service HD²

ULTIMATE TV

55 Paramount Network
 60 Cartoon Network
 137 SEC Network (National)
 176 Ovation

182 POP
 189 BBC News
 191,1709 BabyFirst Americas
 193 Smithsonian Channel
 196,1685 Jewish Life Television (JLTV)
 198 ReelzChannel
 201 SundanceTV East
 211 Hallmark Drama¹
 212 IFC
 220,1727 Nicktoons²
 221 Discovery Family Channel
 222 Disney XD
 223 Nick Jr.
 224 TeenNick
 227 Science
 228 Nick 2
 230 Discovery Life
 232 Nat Geo WILD
 233 Destination America
 236,1682 The Impact Network
 239 Cooking Channel
 240 Magnolia Network
 242 VICE
 243 fyi
 244 Disney Junior
 248 ESPNews
 253 American Heroes Channel
 254 FOX Sports 2
 255,1236 Outdoor Channel
 257 NBA TV
 258,1238 Pursuit Channel
 259 NHL Network
 260,1246 FanDuel TV
 261 CBS Sports Network
 262 MLB Network
 263 ESPNU
 265 NFL Network
 272,1615 Nick Music
 273 MTV2
 274 BET Her
 275,1630 BET Soul
 276,1619 CMT Music
 277,1614 MTV Classic
 278 FX Movie Channel
 280,1633 BET Jams
 281 Logo
 330 ScreenPix
 331 ScreenPix Action
 332,1789 ScreenPix Westerns
 333 ScreenPix Voices
 366 FLIX East
 666,3378 HITN
 705,3486 NBC Universo
 708,3482 FOX Deportes
 710,3485 TUDN
 711,3380 MTV TR3s
 719,3483 Galavision
 792,1716 Disney XD HD
 796,1210 ESPNews HD
 797,1486 fyi HD
 798,1438 IFC HD

822,1217 NHL Network HD
 853,1215 NFL Network HD
 855,1412 Paramount Network HD
 856,1303 CBS Sports Network HD
 860,1734 Cartoon Network HD
 866,1451 Science HD
 900,1301 ESPNU HD
 910,1436 VICE HD
 911,1487 Destination America HD
 913,1218 NBA TV HD
 914,1219 MLB Network HD
 915,1462 Ovation HD
 922,1472 Nat Geo WILD HD
 923,1209 FOX Sports 2 HD
 928,1321 SEC Network HD (National)
 1117 BBC News HD²
 1118 124 News HD²
 1228,3360 Zona Futbol HD²
 1229,3359 TUDN HD²
 1230,3353 FOX Deportes HD²
 1232,3387 NBC Universo HD²
 1414 fuse HD²
 1427 POP HD²
 1429 ReelzChannel HD²
 1439 Logo HD²
 1440 SundanceTV HD East²
 1460 Hallmark Drama HD²
 1477 Smithsonian Channel HD²
 1480 American Heroes Channel HD²
 1485 Cooking Channel HD²
 1493 Magnolia Network HD²
 1497 Discovery Life HD²
 1613 AXS TV²
 1628 BET Her HD²
 1629 The Africa Channel²
 1639 MTV2 HD²
 1701 Disney Jr. HD²
 1702 Nick Jr. HD²
 1714 Discovery Family Channel HD²
 1729 NICK 2 HD²
 1740 TeenNick HD²
 1766 FX Movie Channel HD²
 1771 FLIX East HD²
 1786 ScreenPix HD²
 1787 ScreenPix Action HD²
 1788 ScreenPix Voices HD²
 3375 Galavision HD²
 3491 Zona Futbol¹

DEPORTES

678,3355 Latin American Sports
 705,3486 NBC Universo
 708,3482 FOX Deportes
 710,3485 TUDN
 720,1231,3351,3481 ESPN Deportes
 1228,3360 Zona Futbol HD²
 1229,3359 TUDN HD²
 1230,3353 FOX Deportes HD²
 1232,3387 NBC Universo HD²
 3491 Zona Futbol¹

XFINITY TV LATINO

641,3347 TBN Enlace
 642,3418 Telefe
 643,3419 TeleFormula

644,3383 Pasiones
 645,3422 TV Chile
 646,3412 Nuestra Tele
 647,3388 Video Rola
 649,3425 TVE Internacional
 650,3424 TV Venezuela
 651,3385 Kanal Drama
 657,3415 SUR Peru
 658,3340 Vme Kids
 659,3416 SUR TV
 660,3382 Once Mexico
 661,3410 Multimedios
 662,3493 Mexicanal
 664,3384 RC Novelas
 666,3378 HITN
 667,3445 Cinema Dinamita
 668,3345 EWTN en Espanol
 669,3344 ESNE TV
 670,3407 Ecuavisa
 673,3492 Caracol TV
 675 Sony Cine
 678,3355 Latin American Sports
 704,3414 Supercanal
 705,3486 NBC Universo
 706 Discovery en Espanol
 707,3441 Cinelatino
 708,3482 FOX Deportes
 709,3396 CNN en Espanol
 710,3485 TUDN
 711,3380 MTV TR3s
 712 ViendoMovies
 713,3442 Cine Mexicano
 716 History en Espanol
 717,3428 WAPA America
 718,3420 Telemicro Internacional
 719,3483 Galavision
 720,1231,3351,3481 ESPN Deportes
 722,3331 BabyFirst Americas - Spanish
 723,3405 Centroamerica TV
 725 Discovery Familia
 727,3490 UniMás Alt
 728,3489 Univision Alt
 757,3423 TV Dominicana
 1228,3360 Zona Futbol HD²
 1229,3359 TUDN HD²
 1230,3353 FOX Deportes HD²
 1232,3387 NBC Universo HD²
 3308 UniMás Alt HD²
 3311 Univision Alt HD²
 3335 Discovery Familia HD²
 3371 Discovery en Espanol HD²
 3375 Galavision HD²
 3377 History en Espanol HD²
 3404 Caracol HD²
 3409 Mexicanal HD²
 3443 Sony Cine HD²
 3447 ViendoMovies HD²
 3491 Zona Futbol¹

MORE SPORTS & ENTERTAINMENT PACKAGE

83 INSP
 126,1445 Crime & Investigation
 127,1479 Military History Channel
 136 Sportsman Channel
 194 Pac-12 Network
 213 TCM

248 ESPNNews
 255,1236 Outdoor Channel
 257 NBA TV
 259 NHL Network
 260,1246 FanDuel TV
 261 CBS Sports Network
 262 MLB Network
 263 ESPNU
 264 NFL RedZone
 265 NFL Network
 269 BTN
 282 CMT
 796,1210 ESPNNews HD
 822,1217 NHL Network HD
 853,1215 NFL Network HD
 856,1303 CBS Sports Network HD
 864,1608 CMT HD
 882,1313 BTN HD
 899,1216 NFL RedZone HD
 900,1301 ESPNU HD
 903,1755 TCM HD
 913,1218 NBA TV HD
 914,1219 MLB Network HD
 1237 Sportsman Channel HD²
 1329 Pac-12 Network HD²
 1431 INSP HD²
 1638 FM HD²

PREMIUM CHANNELS

(EPIX CHANNEL INCLUDED WITH SIGNATURE+ DOUBLE PLAY PACKAGE AND SIGNATURE+ MORE TRIPLE PLAY PACKAGE; HBO MAX, SHOWTIME, EPIX AND THE MOVIE CHANNEL INCLUDED WITH SUPER+ DOUBLE PLAY PACKAGE; HBO MAX, SHOWTIME, EPIX, HITZ AND THE MOVIE CHANNEL AND SUPER+ MORE TRIPLE PLAY PACKAGE)
 301 HBO East
 302 HBO2 East
 303 HBO Signature East
 304,1808 HBO Family East
 305,1810 HBO Comedy East
 307 HBO Latino East
 322 MGM+ East
 323,1871 MGM+ HD (East)
 324 MGM+ Hitz
 325 MGM+ Marquee
 328 MGM+ Drive-In
 335 STARZ East
 336 STARZ ENCORE East
 337,1775 STARZ ENCORE Action East
 338,1784 STARZ ENCORE Westerns East
 339,1777 STARZ ENCORE Black East
 341 CINEMAX East
 361 Showtime East
 362 Showtime 2 East
 363,1846 Showtime Showcase East
 364 Showtime Extreme East
 366 FLIX East
 381 The Movie Channel East
 382 The Movie Channel Xtra East
 435,1888 Penthouse Block
 450,1887 Playboy Latino
 451,1886 Playboy

452,1893 Juicy
 453,1889 Vivid TV
 457,1894 TEN+
 458,1891 XTSY
 459,1890 Hustler TV
 771,1806 HBO Signature HD East
 773,1814,3455 HBO Latino HD East
 785,1773 STARZ ENCORE East HD
 868,1820 CINEMAX HD East
 870,1802 HBO HD East
 871,1804 HBO2 HD East
 874,1406,1816 AMC+ HD²
 875,1868 STARZ East HD
 877,1840 Showtime HD East
 878,1842 Showtime 2 HD East
 880,1848 Showtime Extreme HD
 883,1860 The Movie Channel HD East
 884,1862 The Movie Channel Xtra East HD
 1771 FLIX East HD²
 1822 MoreMAX East
 1824 ActionMAX East
 1826 ThrillerMax East
 1873 MGM+ Hitz HD²
 1874 MGM+ Marquee HD²
 1875 MGM+ Drive-In HD²

INTERNATIONAL SELECTIONS³

3101 Willow Plus HD
 3102 TV Asia HD
 3103 ZeeTV HD
 3106 SET HD
 3108 ABP News
 3135 CCTV4
 3137 Phoenix Info News
 3138 CTI Zhong Tian Channel
 3139 Phoenix NA
 3150 TVB Jade
 3180 TV JAPAN HD
 3185 Saigon Broadcasting Television Network
 3194 The Filipino Channel HD
 3195 GMA Pinoy TV
 3196 GMA Life TV
 3210 SporTV
 3212 RecordTV Europa HD
 3213 TV Globo HD
 3216 SIC International
 3225 RTVI (Russian)
 3226 RTN (Russian)
 3227 Russian Kino
 3230 Impact TV
 3245 ART Network
 3250 The Israeli Network
 3265 TV5 Monde HD
 3275 Antenna TV
 3280 RAI International HD
 3281 Mediaset Italia
 3285 Willow Plus
 3286 TV Asia
 3287 ZeeTV
 3289 SET
 3290 TV JAPAN
 3292 RecordTV
 3293 TV Globo
 3294 TV5 Monde

3295 RAI International
 3296 The Filipino Channel

PAY-PER-VIEW

399,800,1201 IN DEMAND PPV HD
 401 IN DEMAND PPV
 402 IN DEMAND PPV 7
 913,1218 NBA TV HD
 3001 MLB EI - Arizona Diamondbacks
 3002 MLB EI - Atlanta Braves
 3003 MLB EI - Baltimore Orioles
 3004 MLB EI - Boston Red Sox
 3005 MLB EI - Chicago Cubs
 3006 MLB EI - Chicago White Sox
 3007 MLB EI - Cincinnati Reds
 3008 MLB EI - Cleveland Indians
 3009 MLB EI - Colorado Rockies
 3010 MLB EI - Detroit Tigers
 3011 MLB EI - Houston Astros
 3012 MLB EI - Kansas City Royals
 3013 MLB EI - Los Angeles Angels
 3014 MLB EI - Los Angeles Dodgers
 3015 MLB EI - Miami Marlins
 3016 MLB EI - Milwaukee Brewers
 3017 MLB EI - Minnesota Twins
 3018 MLB EI - New York Mets
 3019 MLB EI - New York Yankees
 3020 MLB EI - Oakland Athletics
 3021 MLB EI - Philadelphia Phillies
 3022 MLB EI - Pittsburgh Pirates
 3023 MLB EI - San Diego Padres
 3024 MLB EI - San Francisco Giants
 3025 MLB EI - Seattle Mariners
 3026 MLB EI - St. Louis Cardinals
 3027 MLB EI - Tampa Bay Rays
 3028 MLB EI - Texas Rangers
 3029 MLB EI - Toronto Blue Jays
 3030 MLB EI - Washington Nationals
 3034 NBA LP - Atlanta Hawks
 3035 NBA LP - Boston Celtics
 3036 NBA LP - Brooklyn Nets
 3037 NBA LP - Charlotte Hornets
 3038 NBA LP - Chicago Bulls
 3039 NBA LP - Cleveland Cavaliers
 3040 NBA LP - Dallas Mavericks
 3041 NBA LP - Denver Nuggets
 3042 NBA LP - Detroit Pistons
 3043 NBA LP - Golden State Warriors
 3044 NBA LP - Houston Rockets
 3045 NBA LP - Indiana Pacers
 3046 NBA LP - Los Angeles Clippers
 3047 NBA LP - Los Angeles Lakers
 3048 NBA LP - Memphis Grizzlies
 3049 NBA LP - Miami Heat
 3050 NBA LP - Milwaukee Bucks
 3051 NBA LP - Minnesota Timberwolves
 3052 NBA LP - New Orleans Pelicans

3053 NBA LP - New York Knicks
 3054 NBA LP - Oklahoma City Thunder
 3055 NBA LP - Orlando Magic
 3056 NBA LP - Philadelphia 76ers
 3057 NBA LP - Phoenix Suns
 3058 NBA LP - Portland Trailblazers
 3059 NBA LP - Sacramento Kings
 3060 NBA LP - San Antonio Spurs
 3061 NBA LP - Toronto Raptors
 3062 NBA LP - Utah Jazz
 3063 NBA LP - Washington Wizards
 3067 NHL CI - Anaheim Ducks
 3068 NHL CI - Arizona Coyotes
 3069 NHL CI - Boston Bruins
 3070 NHL CI - Buffalo Sabres
 3071 NHL CI - Calgary Flames
 3072 NHL CI - Carolina Hurricanes
 3073 NHL CI - Chicago Blackhawks
 3074 NHL CI - Colorado Avalanche
 3075 NHL CI - Columbus Blue Jackets
 3076 NHL CI - Dallas Stars
 3077 NHL CI - Detroit Red Wings
 3078 NHL CI - Edmonton Oilers
 3079 NHL CI - Florida Panthers
 3080 NHL CI - Los Angeles Kings
 3081 NHL CI - Minnesota Wild
 3082 NHL CI - Montreal Canadiens
 3083 NHL CI - Nashville Predators
 3084 NHL CI - New Jersey Devils
 3085 NHL CI - New York Islanders
 3086 NHL CI - New York Rangers
 3087 NHL CI - Ottawa Senators
 3088 NHL CI - Philadelphia Flyers
 3089 NHL CI - Pittsburgh Penguins
 3090 NHL CI - San Jose Sharks
 3091 NHL CI - Seattle Kraken
 3092 NHL CI - St. Louis Blues
 3093 NHL CI - Tampa Bay Lightning
 3094 NHL CI - Toronto Maple Leafs
 3095 NHL CI - Vancouver Canucks
 3096 NHL CI - Vegas Golden Knights
 3097 NHL CI - Washington Capitals
 3098 NHL CI - Winnipeg Jets

ON DEMAND

1,1000,1882 Xfinity Presents¹
 184,640,1883,3300 Xfinity Latino Presenta¹
 342,1817,1880 Hitz¹
 343,1818,1881 Hitz 2¹
 344,1819 Hitz 3¹
 403,460,1884,3349 PARENTAL¹
 434,1885 Adult On Demand¹
 888,1622 Xfinity Black Experience¹

1751 Free Movies On Demand¹
 1801 HBO On Demand¹
 1867 STARZ On Demand¹
 3370,3400 Xfinity Latino Presenta¹
 3440,3450,3480 PARENTAL¹

XFINITY INSTANT TV LATINO

(NO LONGER AVAILABLE FOR NEW SUBSCRIPTIONS)

644,3383 Pasiones
 658,3340 Vme Kids
 667,3445 Cinema Dinamita
 675 Sony Cine
 706 Discovery en Espanol
 707,3441 Cinelatino
 709,3396 CNN en Espanol
 712 ViendoMovies
 713,3442 Cine Mexicano
 716 History en Espanol
 719,3483 Galavision
 722,3331 BabyFirst Americas - Spanish
 725 Discovery Familia
 3335 Discovery Familia HD²
 3371 Discovery en Espanol HD²
 3375 Galavision HD²
 3377 History en Espanol HD²
 3443 Sony Cine HD²
 3447 ViendoMovies HD²

DIGITAL ECONOMY

(NO LONGER AVAILABLE FOR NEW SUBSCRIPTIONS)

34 E!
 35 USA Network
 36 Lifetime
 37 A&E
 39 Discovery
 41 FOX News Channel
 42 CNN
 45 Bloomberg TV
 46 CNBC
 59 AMC
 61 Comedy Central
 62 Syfy
 63 Animal Planet
 64 TV Land
 66 History
 68 BET
 73 Hallmark Channel
 189 BBC News
 193 Smithsonian Channel
 199 Hallmark Movies & Mysteries
 210 National Geographic Channel
 241 BBC America
 284 FOX Business Network
 789,1123 FOX Business Network HD
 790,1459 Hallmark Movies & Mysteries HD
 795,1121 CNBC HD
 821,1473 National Geographic HD
 823,1449 Discovery HD
 834,1466 E! HD
 835,1403 USA Network HD
 836,1455 Lifetime HD
 837,1402 A&E HD
 841,1110 FOX News Channel HD
 842,1111 CNN HD

844,1122 Bloomberg TV HD
 858,1435 Comedy Central HD
 859,1405 AMC HD
 862,1411 Syfy HD
 863,1471 Animal Planet HD
 872,1478 History HD
 905,1625 BET HD
 907,1458 Hallmark Channel HD
 920,1418 BBC America HD
 1117 BBC News HD²
 1426 TV Land HD²
 1477 Smithsonian Channel HD²
 1627 ASPIRE HD²

FAMILY TIER

(NO LONGER AVAILABLE FOR NEW SUBSCRIPTIONS)

32 HGTV
 43 HLN
 47 The Weather Channel
 54 Food Network
 70 Disney Channel
 71 Nickelodeon
 210 National Geographic Channel
 218 Universal Kids
 221 Discovery Family Channel
 222 Disney XD
 224 TeenNick
 227 Science
 240 Magnolia Network
 792,1716 Disney XD HD
 821,1473 National Geographic HD
 824,1715 Disney Channel HD
 825,1728 Nickelodeon HD
 832,1492 HGTV HD
 843,1112 HLN HD
 847,1102 The Weather Channel HD
 854,1484 Food Network HD
 866,1451 Science HD
 927,1707 Universal Kids HD
 1740 TeenNick HD²

STARTER LATINO TV

(NO LONGER AVAILABLE FOR NEW SUBSCRIPTIONS)

28 MTV
 29 VH1
 30 FX
 31 TBS
 32 HGTV
 33 TNT
 38 TLC
 40 MSNBC
 43 HLN
 49 ESPN
 50 ESPN2
 51 NESN
 52 NBC Sports Boston
 53 Bravo
 67 Travel Channel
 69 Golf Channel
 71 Nickelodeon
 72 Freeform
 84 NESN+
 85,1256 NBC Sports Boston Overflow
 124 NewsNation
 139 ACC Network
 214 TV One
 215 WE tv

218 Universal Kids
 226 OWN (Oprah Winfrey Network)
 236,1682 The Impact Network
 267 GSN
 270 LMN
 784,1488 Travel Channel HD
 788,1456 LMN HD
 794,1463 Bravo HD
 799,1428 WE tv HD
 825,1728 Nickelodeon HD
 826,1742 Freeform HD
 827,1606 MTV HD
 828,1612 MTV Live HD
 829,1607 VH1 HD
 830,1409 FX HD
 831,1434 TBS HD
 832,1492 HGTV HD
 833,1404 TNT HD
 839,1243 MotorTrend Network
 843,1112 HLN HD
 848,1223 Golf Channel HD
 849,1205 ESPN HD
 850,1206 ESPN2 HD
 851,1250 NESN HD
 852,1251 NBC Sports Boston HD
 857,1464 OWN HD (Oprah Winfrey Network)
 867,1450 TLC HD
 894,1255 NESN+ HD
 901,1113 MSNBC HD
 912,1626 TV One HD
 927,1707 Universal Kids HD
 1325 ACC Network HD

ECONOMY PLUS

LATINO TV

(NO LONGER AVAILABLE FOR NEW SUBSCRIPTIONS)

28 MTV
 29 VH1
 30 FX
 32 HGTV
 38 TLC
 40 MSNBC
 43 HLN
 53 Bravo
 67 Travel Channel
 71 Nickelodeon
 72 Freeform
 124 NewsNation
 214 TV One
 215 WE tv
 218 Universal Kids
 226 OWN (Oprah Winfrey Network)
 236,1682 The Impact Network
 267 GSN
 270 LMN
 784,1488 Travel Channel HD
 788,1456 LMN HD
 794,1463 Bravo HD
 799,1428 WE tv HD
 825,1728 Nickelodeon HD
 826,1742 Freeform HD
 827,1606 MTV HD
 828,1612 MTV Live HD
 829,1607 VH1 HD
 830,1409 FX HD
 832,1492 HGTV HD

839,1243 MotorTrend Network
 843,1112 HLN HD
 857,1464 OWN HD (Oprah Winfrey Network)
 867,1450 TLC HD
 901,1113 MSNBC HD
 912,1626 TV One HD
 927,1707 Universal Kids HD

SELECTO

(NO LONGER AVAILABLE FOR NEW SUBSCRIPTIONS)

704,3414 Supercanal
 705,3486 NBC Universo
 706 Discovery en Espanol
 707,3441 Cinelatino
 708,3482 FOX Deportes
 709,3396 CNN en Espanol
 710,3485 TUDN
 711,3380 MTV TR3s
 712 ViendoMovies
 713,3442 Cine Mexicano
 716 History en Espanol
 717,3428 WAPA America
 718,3420 Telemicro Internacional
 719,3483 Galavision
 720,1231,3351,3481 ESPN Deportes
 1228,3360 Zona Futbol HD²
 1229,3359 TUDN HD²
 1230,3353 FOX Deportes HD²
 1232,3387 NBC Universo HD²
 3371 Discovery en Espanol HD²
 3375 Galavision HD²
 3377 History en Espanol HD²
 3447 ViendoMovies HD²
 3491 Zona Futbol¹

EXPANDED BASIC

(NO LONGER AVAILABLE FOR NEW SUBSCRIPTIONS)

27 truTV
 28 MTV
 29 VH1
 30 FX
 31 TBS
 32 HGTV
 33 TNT
 34 E!
 35 USA Network
 36 Lifetime
 37 A&E
 38 TLC
 39 Discovery
 40 MSNBC
 41 FOX News Channel
 42 CNN
 43 HLN
 45 Bloomberg TV
 46 CNBC
 47 The Weather Channel
 49 ESPN
 50 ESPN2
 51 NESN
 52 NBC Sports Boston
 53 Bravo
 54 Food Network
 59 AMC
 61 Comedy Central
 62 Syfy
 63 Animal Planet

64 TV Land	843,1112 HLN HD
66 History	844,1122 Bloomberg TV HD
67 Travel Channel	847,1102 The Weather Channel HD
68 BET	848,1223 Golf Channel HD
69 Golf Channel	849,1205 ESPN HD
70 Disney Channel	850,1206 ESPN2 HD
71 Nickelodeon	851,1250 NESN HD
72 Freeform	852,1251 NBC Sports Boston HD
73 Hallmark Channel	854,1484 Food Network HD
84 NESN+	857,1464 OWN HD (Oprah Winfrey Network)
85,1256 NBC Sports Boston Overflow	858,1435 Comedy Central HD
124 NewsNation	859,1405 AMC HD
139 ACC Network	862,1411 Syfy HD
180 Cleo	863,1471 Animal Planet HD
199 Hallmark Movies & Mysteries	867,1450 TLC HD
210 National Geographic Channel	872,1478 History HD
214 TV One	894,1255 NESN+ HD
215 WE tv	901,1113 MSNBC HD
216 Oxygen	902,1430 truTV HD
218 Universal Kids	905,1625 BET HD
226 OWN (Oprah Winfrey Network)	907,1458 Hallmark Channel HD
235 UP	908,1457 UP HD
241 BBC America	909,1444 Investigation Discovery HD
249 C-SPAN3	912,1626 TV One HD
250 FOX Sports 1	920,1418 BBC America HD
252 Investigation Discovery	921,1465 Oxygen HD
256 FXX	924,1410 FXX HD
266 Tennis Channel	925,1208 FOX Sports 1 HD
267 GSN	927,1707 Universal Kids HD
270 LMN	1115 Newsmax TV HD ²
279 Great American Family	1116 NewsNation HD ²
284 FOX Business Network	1130 C-SPAN3 HD ²
784,1488 Travel Channel HD	1325 ACC Network HD
788,1456 LMN HD	1425 GSN HD ²
789,1123 FOX Business Network HD	1426 TV Land HD ²
790,1459 Hallmark Movies & Mysteries HD	1437 Comedy.TV HD ²
794,1463 Bravo HD	1446 Justice Central.TV HD ²
795,1121 CNBC HD	1461 Great American Family HD ²
799,1428 WE tv HD	1483 Recipe.TV HD ²
821,1473 National Geographic HD	1623 AFRO HD ²
823,1449 Discovery HD	1624 Cleo HD ²
824,1715 Disney Channel HD	1627 ASPIRE HD ²
825,1728 Nickelodeon HD	1636 GriotV HD ²
826,1742 Freeform HD	1637 Revolt HD ²
827,1606 MTV HD	1684 Jewish Broadcasting Service HD ²
828,1612 MTV Live HD	1721 Primo TV HD ²
829,1607 VH1 HD	1722 Kids Street HD ²
830,1409 FX HD	
831,1434 TBS HD	
832,1492 HGTV HD	
833,1404 TNT HD	
834,1466 E! HD	
835,1403 USA Network HD	
836,1455 Lifetime HD	
837,1402 A&E HD	
838,1224 Tennis Channel HD	
839,1243 MotorTrend Network	
841,1110 FOX News Channel HD	
842,1111 CNN HD	

¹Requires designated Xfinity TV service, X1 TV Box or compatible customer owned device and Xfinity Internet Service.

²Requires designated Xfinity TV service, X1 TV Box or compatible customer owned device and Xfinity Internet Service. Requires HD Technology Fee.

³Requires designated Xfinity TV service, X1 TV Box or compatible customer owned device and Xfinity Internet Service.

A subscription to Limited Basic is required to receive video services unless otherwise indicated. TV Box, TV Adapter, CableCARD or compatible customer owned device is required to receive video services. Channel lineup for outlets with TV Adapters is same as the primary outlet with the following exceptions: premium channels are not available and only the following HD channels with channel numbers above 1000 are available: The Weather Channel, Fox News, CNN, HLN, MSNBC, CNBC, Bloomberg, Fox Business, CSPAN, CSPAN2, CSPAN 3, and your local news stations. Except for Limited Basic only customers, HD programming requires subscription to HD Technology Fee and HD compatible equipment. Channel lineup subject to change. Additional restrictions may apply. See Services and Pricing card for additional information. © 2024 Comcast. All rights reserved.

For more information visit xfinity.com/support/local-channel-lineup.

**AGENDA ITEM #19
FEBRUARY 12, 2024**

**EXECUTIVE SESSION PURSUANT TO M.G.L C.30A SEC. 21(A)(3)
TO DISCUSS STRATEGY WITH RESPECT TO COLLECTIVE
BARGAINING, SPECIFICALLY WITH THE PBA LOCAL 185 IF AN
OPEN MEETING MAY HAVE A DETRIMENTAL EFFECT ON THE
BARGAINING POSITION OF THE PUBLIC BODY AND THE CHAIR
SO DECLARES AND PURSUANT TO M.G.L C.30A SEC. 21(A)(2)TO
CONDUCT STRATEGY SESSIONS IN PREPARATION FOR
NEGOTIATIONS WITH NON-UNION PERSONNEL AND NOT TO
RETURN TO OPEN SESSION**