



California Region
3011 Triad Drive
Livermore, CA 94551-9559

December 1, 2024

IT Department Tony Barrera
City of South San Francisco
400 Grand Ave., PO Box 711
So. San Francisco, CA. 94080

RE: Important Information—Price Changes

Dear IT Department Tony Barrera:

At Comcast, we are committed to delivering the products and services that matter most to our customers in your community, as well as exciting experiences they won't find anywhere else. We are also focused on making our Xfinity network stronger in order to meet our customers' current needs and future demands.

As we continue to invest in our network, products, and services, the cost of doing business rises. While we absorb some of these costs, these cost increases can affect service pricing. As a result, starting January 1, 2025, prices for certain services and fees will be increasing. Please see the enclosed Customer Notice for more information.

We are also making changes to the format of our bills. Beginning on December 10, 2024, customer bills will show the total (or "all-in") price for video packages—including service charges and programming-related fees (such as Broadcast TV and/or Regional Sports Fees, if applicable) which used to appear separately. This way, customers will see the total cost of video services all in one place. We also will continue to itemize certain fees so that customers can also see a breakdown of those costs.

We know you may have questions about these changes. If I can be of any further assistance, please contact me at WSTCAL_FranchiseOperationsCalifornia@comcast.com.

Sincerely,

A handwritten signature in blue ink, appearing to read "Mitzi Givens-Russell".

Mitzi Givens-Russell
Director External Affairs
Comcast California

Attachment: Customer Notice

Important information regarding our Xfinity services and pricing

Effective January 1, 2025

Xfinity TV	Current	New
Limited Basic (Includes Broadcast TV Fee)	\$56.65	\$60.15
Choice TV Select	\$43.50	\$48.00
Choice TV Select - with TV Box (Flex upgrade)	\$53.50	\$60.00
Choice TV (Includes Broadcast TV Fee)	\$56.70	\$60.20
Popular TV (Includes Broadcast TV Fee and Regional Sports Fee)	\$104.20	\$109.20
Ultimate TV (Includes Broadcast TV Fee and Regional Sports Fee)	\$122.70	\$127.70
Genre Packs		
Sports & News (Includes Regional Sports Fee)	\$47.50	\$49.00

Xfinity TV Service Fees (Included in package price where noted)	Current	New
Broadcast TV Fee	\$26.70	\$30.20
Regional Sports Fee	\$17.50	\$19.00

Xfinity Internet	Current	New
Connect	\$67.00	\$72.00
Connect More	\$79.00	\$84.00
Fast	\$89.00	\$94.00
Superfast	\$99.00	\$104.00
Gigabit	\$109.00	\$114.00
Gigabit Extra	\$119.00	\$124.00
Gigabit x2	\$119.00	\$124.00

Xfinity Discounts	Current	New
Autopay and Paperless Billing Discount (Credit or Debit Card)	\$5.00	\$2.00

Xfinity Equipment	Current	New
TV Box (Includes Remote)	\$10.00	\$12.00
TV Adapter for Primary TV (Includes Remote)	\$10.00	\$12.00
TV Adapter (Limited Basic - Primary TV, Includes Remote)	\$0.00	\$0.50
TV Adapter (Limited Basic - 1st and 2nd Additional TVs, Includes Remote)	\$0.00	\$0.50

Important information regarding our Xfinity services and pricing

Effective January 1, 2025

Xfinity TV	Current	New
Limited Basic (Includes Broadcast TV Fee)		
Foster City, Hillsborough	\$41.45	\$44.95
Pacifica	\$41.95	\$45.45
Colma and Colma-Daly City	\$44.95	\$48.45
Burlingame, Millbrae	\$46.20	\$49.70
Brisbane, Daly City	\$46.45	\$49.95
Portions of Burlingame	\$48.20	\$51.70
Choice TV Select	\$43.50	\$48.00
Choice TV Select - with TV Box (Flex upgrade)	\$53.50	\$60.00
Choice TV (Includes Broadcast TV Fee)	\$56.70	\$60.20
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