

CLARK COUNTY  
STAFF REPORT



DEPARTMENT: City/County Cable Television Office  
DATE: August 11, 2015  
REQUEST: ADOPT TELECOMMUNICATIONS COMMISSION BIENNIAL REPORT  
REGARDING FRANCHISE COMPLIANCE BY THE CABLE OPERATOR  
CHECK ONE:  Consent  Routine

**BACKGROUND:** The City/County Telecommunications Commission ("Commission") has prepared annual progress reports regarding franchise compliance by the cable television operator beginning with completion of the first year of the franchise term, January 1983. This is the first Biennial Report since a 10-year franchise agreement with Comcast was adopted in July 2013. The reports have been forwarded to the legislative bodies (Board of County Councilors and Vancouver City Council).

As noted in the attached Resolution, the Cable Communications Policy Act of 1984 (which is still in effect except as amended by the Act of 1992) requires that franchising authorities provide written notice of any franchise deficiencies and that the cable operators be given the opportunity to correct any violations, if such factors are to be considered during the franchise renewal process.

The Progress Reports prepared by the Commission clearly meet and exceed the requirements of the Act of 1984. Legal counsel advises staff, however, that the legislative bodies of the franchising authorities should take affirmative action in adopting the reports for the reviews to be binding on the cable operator at the time of renew.

As of the date of the Biennial Progress Report, the Commission finds Comcast in full compliance with the terms and conditions of the franchise. The number of customer complaints regarding Comcast's service, including but not limited to the company's high-speed Internet service, increased by 31% in 2013 from 2012, then decreased by 49% in 2014. The 2013-14 complaints regarded a number of issues, including rates, customer service and technical services.

**ACTION REQUESTED:** On August 11, 2015, Board accept and adopt the biennial report of the Commission (January 2013 – December 2014).

**POLICY/BUDGET IMPLICATIONS:** No direct budget impact. Clark County collected \$3,519,266 in franchise fees from Comcast during 2013-14 in addition to \$694,581 in PEG Capital Support Funds..

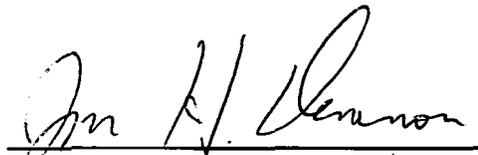
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**COMMUNITY OUTREACH:** The City/County Telecommunications Commission held public hearings on March 4, 2015 and July 1, 2015 regarding this issue.

Attachments: Board Resolution plus attachments

**DISTRIBUTION:**

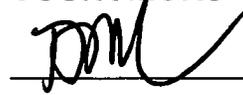
Christine Cook, Prosecuting Attorney's Office



James H. Demmon  
Cable TV Manager  
City/County Cable TV Office

Approved

**CLARK COUNTY BOARD OF  
COUNCILORS**



Aug. 11, 2015

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8-11-15

**RESOLUTION NO. 2015 - 08-04**

A RESOLUTION adopting the City/County Telecommunications Commission Progress Report regarding franchise compliance by the cable operator.

WHEREAS, the City/County Telecommunications Commission (“Commission”) has regularly reviewed the performance of the cable television franchise (currently Comcast of Washington V, LLC); and

WHEREAS, the Commission has documented its review and findings regarding compliance by the cable television operator with the provisions of the cable television franchise by submitting a progress report to the Board of County Councilors and the Vancouver City Council; and

WHEREAS, the Cable Communications Policy Act of 1984 (Public Law 98-549), Section 626(d)(1)(B), requires that franchise authorities, in this case Clark County and the City of Vancouver, provide cable operators with written notice and the opportunity to correct any franchise violations which may occur during the course of the franchise, if such violations are to be considered during the franchise renewal process; and

WHEREAS, court rulings indicate that the legislative bodies of the franchising authorities must formally accept and adopt written reports regarding compliance by the cable operator in order for such annual reviews, as prepared by the Commission, to be binding on the cable operator.

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NOW, THEREFORE,

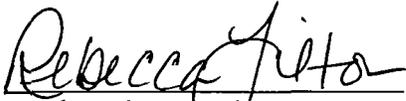
BE IT ORDERED AND RESOLVED BY THE BOARD OF COUNTY COUNCILORS OF CLARK COUNTY, STATE OF WASHINGTON, AS FOLLOWS:

Section 1. That the Board of Councilors of Clark County adopts, ratifies, and affirms the Progress Report on the Comcast Corporation Clark County/Vancouver Franchise Agreement submitted by the City/County Telecommunications Commission (January 2013 – December 2014), attached hereto as EXHIBIT A.

ADOPTED on this 11<sup>th</sup> day of August, 2015.

Attest:

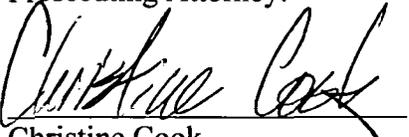
BOARD OF CLARK COUNTY COUNCILORS

  
Clerk to the Board

By:   
David Madore, Chair

Approved as to form only  
Anthony F. Golik  
Prosecuting Attorney:

By: \_\_\_\_\_  
Tom Mielke, Councilor

  
Christine Cook  
Deputy Prosecuting Attorney

By: \_\_\_\_\_  
Jeanne E. Stewart, Councilor

Attachments:

Exhibit "A" – Telecommunications Commission Resolution 2015-01

# Exhibit A

## City/County Telecommunications Commission

### RESOLUTION 2015 – 01

#### Regarding Adoption of the Biennial Progress Report on the Comcast Corporation Vancouver/Clark County Franchise Agreement

##### Section 1. Findings

- 1.1 Pursuant to Section 4.5 “Performance Evaluation Sessions” of the current cable television franchise agreement between The City of Vancouver (“City”), Clark County (“County”) and Comcast Corporation (“Comcast”), the City/County Telecommunications Commission (“Commission”) may conduct performance reviews of the cable operator to insure franchise compliance every two years.
- 1.2 Court rulings indicate that legislative bodies of the franchising authorities must formally accept and adopt written reports regarding franchise compliance by the cable operator in order for such reviews as prepared by the Commission to be binding on the cable operator.
- 1.3 As part of the review process, the Commission requested specific information from Comcast, via a letter dated January 15, 2015 (attached as EXHIBIT A), to reach the Commission no later than February 23, 2015.
- 1.4 Comcast provided the Commission with the requested information on February 23, 2015.
- 1.5 The Commission conducted a Public Review of Comcast’s performance during the regular March 4, 2015, meeting.
- 1.6 The Commission has reviewed and documented its findings of the information provided by Comcast in relation to their performance and franchise compliance and prepared a Biennial Progress Report for the years 2013-2014 (attached as EXHIBIT B).
- 1.7 Included in the Biennial Progress Report is a review of Commission activity during 2013-2014 and major work items for 2015.
- 1.8 As of the date of the Biennial Progress Report, the Commission finds Comcast in full compliance with the terms and conditions of the franchise.
- 1.9 The number of customer complaints fielded by the City/County Cable Television Office in 2013-2014, detailed in this report, regarding Comcast’s service, including but not limited to the company’s high-speed Internet service, increased to 148 (21 “other calls/correspondence”), compared to 139 in 2011-2012.

**NOW, THEREFORE BE IT RESOLVED:**

**Section 2.**

- 2.1 The Commission, through this Resolution, adopts the 2013-2014 Biennial Progress Report on the Comcast Corporation Vancouver/Clark County Franchise Agreement.
- 2.2 The Commission directs staff to forward finalized copies of the 2013-2014 Biennial Progress Report to the Vancouver City Council and the Board of County Councilors.
- 2.3 The Commission recommends that the Vancouver City Council and the Board of County Councilors adopt, ratify, and affirm the 2013-2014 Biennial Progress Report.

Approved (Date): July 1, 2015



**Chair, Robert Coletti, City/County Telecommunications Commission**

**Exhibits:**

**Exhibit A** – Formal notification from the City/County Cable Television Office to Comcast regarding the biennial review process, dated January 15, 2015

**Exhibit B** – Biennial Progress Report on the Comcast Corporation Vancouver/Clark County Franchise Agreement, submitted July 1, 2015

# CITY • COUNTY

## CABLE TELEVISION OFFICE

Exhibit A

January 15, 2015

**SENT VIA E-MAIL & USPS**

Tim Goodman  
Vice President of Government Affairs – Oregon/SW Washington  
Comcast Corporation  
9605 S.W. Nimbus Avenue, Building 12  
Beaverton, OR 97008-7198

RE: Comcast 2013-2014 Bi-Annual Franchise Performance Review

Dear Mr. Goodman:

The City of Vancouver and the Clark County Telecommunications Commission is conducting its bi-annual performance review of Comcast. In preparation for the review, we are requesting the following information itemized below. All information should be as of December 31, 2014, unless otherwise indicated or appropriate.

Please provide:

1. System plant mileage for the Vancouver and Clark County cable system and the number of homes passed. Please include the number of miles of subscriber cable plant. Please attach current maps detailing constructed areas, delineating the aerial and underground plant for each. Also, please include a map suitable for duplication and distribution to the Commission and the public.
2. Current rate schedules for cable services as of January 2015.
3. All print materials routinely given to customers or new residential subscribers.
4. Plans and timeline for further 2015 rate adjustments, including timing and level of service(s) affected.
5. Planned changes to the format or content of subscriber bills and any changes that occurred in customer billing format, cycle or content in 2013 or 2014.
6. Channel line-up indicating any service(s) that may have been changed since January 2013 and any channel line-up changes anticipated for 2015.
7. An overview of what programming is news and information specific to Vancouver/ Clark County and/or Washington State and any plans Comcast may have to expand or reduce local, regional or state programming in 2015. Also, please provide a summary of what changes in local, regional or state programming (increases or decreases) have been implemented during the past 24 months.

*Serving the citizens of Vancouver and Clark County since 1982*

8. Subscriber count, by programming service tier, as of January 1, 2015, including digital cable subscribers. Please provide information on projected digital subscriber growth for 2015 as well as churn rate for 2013 and 2014.
9. Average response time to customer complaints in 2013 and 2014. Please provide the response time from when the customer initially calls to complain until the repair is made. If these times are not currently tracked, please clarify what times are reported.
10. Average response time to requests for installation and cable service in both constructed and new construction areas in 2013 and 2014.
11. Average number and duration of outages during 2013 and 2014.
12. Information about the maintenance and upgrading of the technical quality of the cable system.
13. Number and locations of I-NET sites.
14. Actions taken by Comcast to comply with the Federal Cable Policy Act of 1984 and the Cable Act of 1992 in the areas of:
  - a. Equal Employment Opportunity
  - b. Security and privacy provisions
  - c. Leased Access
  - d. Parental Lock Box Devices
15. A list of all cable systems currently owned or being acquired by Comcast in the greater Vancouver/Portland metropolitan area, including subscriber numbers for each system. Please list any subsidiaries operated by Comcast that are part of the Vancouver/Clark County cable system.
16. An updated list of key Comcast personnel in the Vancouver/Portland metropolitan area, including key personnel that deal with the City/County Cable Office on franchise related issues (including those located in regional and/or the corporate Comcast offices). Please indicate their title, area(s) of responsibility and organizational relationship to TCI of Southern Washington/Comcast, Comcast's regional office in Portland, Oregon and Comcast's regional office in Washington State.
17. An overview of consolidation or planned consolidation of operations (systems, customer service centers, production, marketing, repairs, etc.) of Comcast systems or operations centers in the Vancouver/Portland metropolitan area that occurred in 2013 and 2014 or are anticipated for 2015.
18. The number of Comcast employees in the Vancouver/Portland metropolitan area.
19. A brief description of the emergency broadcasting capabilities of the cable system and how Comcast is linked with Vancouver/Clark County emergency service providers.

20. An update on Comcast Internet services in Vancouver/Clark County including installation, monthly charges and number of subscribers in Vancouver/Clark County.
21. An update on Comcast VOIP telephone services including installation, monthly charges and number of subscribers in Vancouver/Clark County.
22. Please provide any other information on services or activities including community activities and sponsorships, which you may wish to communicate to the Commission, particularly those which may have a direct impact on subscribers, including any reductions in service, delayed maintenance/expenditures or other changes Comcast may be making to address the current economic downturn.

The information provided by Comcast will serve as the basis of the Annual Performance Review, along with public testimony and Commission comments received at the March 4, 2015, Telecommunications Commission meeting. We anticipate the Commission will consider a draft of the Annual Report at the May 6, 2015, Commission meeting.

Accordingly, response to the Cable Television Office with the above requested information on or before February 23, 2015, will be greatly appreciated.

Your cooperation in this process is, as always, appreciated. Please contact Tracie Looney or me if you have any questions or need clarification on any issue.

Sincerely,

Jim Demmon, Cable TV Manager  
Vancouver/Clark County Cable Television Office

Cc: City of Vancouver/Clark County Cable Telecommunications Commission  
Alison Chinn, Assistant City Attorney, City of Vancouver  
Christine Cook, Clark County Prosecutor

**Report to the  
Board of County Councilors  
And  
Vancouver City Council  
From the  
City/County Telecommunications Commission**

**PROGRESS REPORT ON THE COMCAST CORPORATION  
VANCOUVER/CLARK COUNTY FRANCHISE AGREEMENT**

**July 2015**

**I. INTRODUCTION - BACKGROUND**

This is the Thirty-Second Report by the Vancouver/Clark County Telecommunications Commission ("Commission") reviewing the status of the franchise agreement with the cable television operator, Comcast of Washington V, LLC ("Comcast"). This is the first Biennial Report since a 10-year franchise agreement with Comcast was adopted in July 2013.

The 2013-14 Report is biennial, as agreed to in the franchise agreement. Previously performance reviews were conducted annually. However, the bulk of the report is consistent with the format for the previous evaluations of the cable operator's performance (1981-1986 Cox Cable; June 1986-1995 Columbia Cable; December 1995-1998 TCI; 1999-February 2003 AT&T Broadband; and February 2003 – Present, Comcast Corporation). The Commission's review focuses on calendar years 2013-14 although, as appropriate, more recent developments and issues are noted.

The Commission recognizes the importance of conducting reviews – not only as a franchise obligation, but also in light of changes in the marketplace, ever evolving technologies, population growth in the Vancouver and Clark County area and the requirements of the Federal Cable Act – to give an operator the opportunity to correct any franchise violations. The Commission understands that as a citizen advisory board it is responsible for the efficient and effective management and enforcement of the franchise. In addition, one of the most effective roles of the Commission through the years has been to inform various stakeholders, including the cable operator, Public, Education, and Government (PEG) access providers, elected officials, and cable subscribers, about the needs and issues of interest to the community. This report also summarizes the activities of the Commission during 2013-2014.

As noted in this report, Comcast's performance during the past two years has met all of the conditions of the City and County franchises. The number of customer complaints regarding Comcast's service, including but not limited to the company's high-speed Internet service, increased by 31% in 2013 from 2012, then decreased by 49% in 2014. The 2013-14 complaints regarded a number of issues, including rates, customer service and technical services. Review of the cable operator's overall performance as well as a status report regarding Commission activities are contained in this review.

## II. PURPOSE/GOALS

As set forth in the current franchise agreement with Comcast, Section 4.5, the Biennial Review is intended to assess the cable operator's performance as well as compliance with the terms and conditions of the franchise and compliance with state and federal laws and regulations during the previous two years. Evaluation of past performance by the cable operator(s) is of critical importance under federal law as the franchising authorities look to the future. In addition, the Report outlines the efforts and focus of the Commission during the previous two years and priorities for the current year.

## III. METHODOLOGY

Comcast's performance was evaluated by reviewing the following information pertaining to performance and related cable service information:

- A. Correspondence, phone calls, electronic mail and inquiries received by the City/County Cable Television Office ("Cable TV Office");
- B. Minutes and video records of Commission meetings;
- C. Formal exchange of correspondence between Comcast and the Cable TV Office;
- D. Press reports and the experience of other communities, especially in the Portland/Vancouver area, regarding the delivery of cable television services; and
- E. Call-in comments and testimony received from the public during regularly-scheduled Commission meetings where public testimony on Comcast's performance was solicited, the most recent being March 4, 2015.

Information requested by the Commission from Comcast specifically for the purpose of preparing this report is on file and available for review at the Cable TV Office.

## IV. FRAMEWORK FOR EVALUATION

The framework for evaluation has been governed by Section 4.5 "Performance Evaluation Sessions" of the franchise agreement. The agreement provides that evaluation "shall deal with the Grantee's [Comcast's] performance of the terms and conditions of the Franchise and compliance with state and federal laws and regulations."

In addition, findings and recommendations criteria presented to the Vancouver City Council and Clark County Board of Commissioners by the Commission in Resolution 2013 – 01, May 1, 2013, in recommending the proposed franchise agreement are also part of the framework for evaluation of Comcast's performance:

- A. Commitment to maintain current programmed PEG channels, with the capacity for up to two additional channels based on use by the community;

- B. Comcast's commitment to simultaneously carry three (3) of the existing PEG access channels in high-definition ("HD") and include up to twenty-four (24) hours of PEG access programming on Comcast's video-on-demand ("VOD") platform;
- C. Preserve PEG channel access to the lowest tier available to subscribers;
- D. Washington State and local programming identified as broad programming categories to be provided by the operator;
- E. Maintenance and potential increase, based on community needs and input, to capital funding support for public, education, and government access programming;
- F. Commitment to maintain I-NET for public agencies that supports high speed data, voice and video;
- G. Responsiveness to the special and unique qualities of Vancouver and Clark County.

V. **HIGHLIGHTS OF 2013-14 PERFORMANCE REVIEW**

The Report chronicles the eleventh and twelfth full years of service by Comcast as the cable operator. The Commission notes that the company has shown a strong commitment to the community. Examples of Comcast's ongoing commitment include:

- A. Launching two HD simulcast channels of PEG programming in 2014 and video-on-demand;
- B. Support for the Institutional Network (I-NET) serving the City, County, Fort Vancouver Regional Library District and Clark County Fire District 5's NW Regional Training Center;
- C. Providing \$9.95 a month Internet service and low-cost computer to households who have at least one child receiving free or reduced price school lunches;
- D. Extensive involvement in the Vancouver/Clark County community including continued sponsorship through 2014 of the Vancouver National Historic Reserve Trust, Vancouver Wine and Jazz Festival, Fort Vancouver Regional Library Trust, annual Comcast Cares Day projects, the American Red Cross of Southwest Washington and other community functions.

During the past two years, there have been changes in local and regional leadership at Comcast. Rodrigo Lopez continues overseeing operations in Vancouver and Clark County, as the Regional Vice President. Sanford Inouye, who served as Vice President of Government Affairs for Oregon/SW Washington and was the primary contact for the Cable TV Office and the Telecommunications Commission, retired at the end of 2013. Marc Farrar serves as the Vice President of External Affairs for Oregon/SW Washington, overseeing both Government and Community Affairs. Tim Goodman, Director of

Government Affairs, now serves as the primary contact for the Cable TV Office and the Telecommunications Commission. Mike Mason serves as Vice President of Technical Operations for Oregon/SW Washington. Kevin Harrison serves as Vice President of Finance. Comcast reports there are approximately 1,700 company employees in the Vancouver/Portland area.

Commission activities during 2013-14 included:

- A. Franchise renewal proceedings with Comcast;
- B. Re-designation of Public, Educational and Governmental access providers;
- C. Review and forwarding of recommendations regarding the Public, Educational and Governmental (“PEG”) Capital Support Fund.

In 2013, the total number of actual complaint calls to the Cable TV Office *increased* to ninety-eight (98) (13 total “other calls/correspondence”) compared to seventy-five (75) (13 total “other calls/correspondence”) in 2012. In 2014, the total number of actual complaint calls to the Cable TV Office *decreased* to fifty (50) (8 total “other calls/correspondence”). When compared to a total of 67,903 subscribers Comcast reported in December 31, 2014, the 50 complaint calls represented 0.07% of total Comcast subscribers.

The Quarterly Comcast Subscriber Report details the gain of 1,368 subscribers or a 2.06% increase during 2014, from 66,535 as of December 31, 2013, to 67,903 as of December 31, 2014. The 1,368 increase in subscribers compares to decreases of 2,285 subscribers in 2012 and 682 subscribers in 2011. Comcast reported 22.4 million U.S. cable subscribers in 2014, reflecting a loss of 200,000 subscribers when compared to 2013.

Nationally, cable operators are battling to keep customers from migrating to satellite, phone companies, Internet television or dropping pay TV all together. Locally, the retention of customers is a welcome sign not only for maintaining a vibrant cable system but providing stable revenue streams from cable franchise fees and PEG capital support grants.

The Commission conducted a public review session regarding Comcast’s performance at the March 4, 2015, regular meeting. The meeting was publicized in local newspapers and on the City of Vancouver’s and Clark County’s web pages. Thirteen e-mails, one letter and one public comment were received as part of the public testimony. Written testimony and phone calls to the Cable TV Office were also accepted through April 3, 2015. The Cable TV Office and/or Comcast followed up directly with customers regarding their specific issues.

Specific testimony and comments were received regarding the following subjects:

- Comcast declining to connect cable service to rural resident (Comcast later determined that the customer's home was within reach and provided service);
- Too much repeated programming and too high of rates;
- Rising price of cable service;
- Poor customer service;
- Request for senior and "low income" discounts;
- Request for CVTV to be included in satellite programming lineup (Followed up and explained that since satellite providers do not utilize city or county right-of-way there is no way to require them to place any local access programming on their channel lineups.);
- Complaint regarding loss of Universal Sports Network;
- Request for offering packages that don't include sports programming to help lower rates;
- Complaint regarding loss of landline telephone number.

## **VI. COMCAST 2013-2014 PERFORMANCE REVIEW – SUMMARY ANALYSIS**

### **A. Construction**

System mileage as of December 2014 was 815.04 miles of subscriber, cable plant in the City of Vancouver service area and 1,285.26 in the Clark County service area. In Vancouver a total of 94,248 homes are now passed by the cable system and 57,466 homes are passed in Clark County.

A current map detailing constructed areas is on file in the Cable TV Office. A smaller conceptual map is available upon request.

System design and reliability are in compliance with franchise requirements.

### **B. Rates**

As of September 1, 1993, cable rates became subject to regulation -- the Basic Service tier was regulated by local franchising authorities. The Cable Programming Service tier ("Expanded or Enhanced Basic") was regulated by the FCC until March 31, 1999. Expanded Basic rates became deregulated at that time. In 2007 Comcast filed a "Petition of Effective Competition" for Vancouver and Clark County with the Federal Communications Commission (FCC). On March 3, 2011, the FCC approved Comcast's petition, taking away the ability of the cities and County to regulate basic rates and equipment.

As of January 1, 2015 the Limited Basic Service, which includes local broadcast and PEG channels, has a monthly rate of \$20.69 (including 5.79% franchise fee and \$1.50 Broadcast TV fee). Since January 1, 2013 the Limited Basic Rate has increased by \$3.24 or an 18.6% increase. The "Digital Economy" tier, which includes Limited Basic Service and other selected channels, over 80 in total, costs \$42.25 (including franchise

fee). Since 2013, the Digital Economy package has increased by \$5.28 or a 14.3% increase. The Digital Starter package includes over 140 channels and costs \$75.08 (including franchise fee). Since January 1, 2013, the Digital Starter package has increased by \$3.68 or a 5% increase.

A table of Comcast rates and other charges as of **January 2015** is attached to this report. (Exhibit A)

### C. **Programming**

1. Since January 1, 2013, Comcast made the following changes to the channel lineup:
  - a. **Added** six (6) standard-definition digital channels, *Revolt, Pivot, Al Jazeera America, "getTV," FXX and El Ray.*
  - b. **Deleted** six (6) channels, *GolTV, G4, G4 HD, Weathescan, FearNet, and Xfinity 3D.*

The channel lineup effective January 2015, is attached. (Exhibit B)

2. As part of its review process, the Commission monitors the "mix and quality" of programming services offered by the cable operator. The Cable Policy Act of 1984 allows local regulatory authorities to review the mix and quality of service. It is within this context that the Commission reviews programming changes made by Comcast. With the current franchise agreement a "baseline" of mix and quality of service has been established as indicated by the attached charts. (Exhibit C)
3. In 2008, when Comcast removed local channel 14, *CNW14*, local cable subscribers lost regular weekday replays of KIRO News, a CBS affiliate in Seattle. The company supported efforts by the Cable TV Office to carry KIRO News on a local government access station, *CVTV 21*. The Cable TV Office and KIRO News finalized a re-transmission agreement during the early summer of 2008. KIRO News plays daily on *CVTV 21*, including morning, noon, evening, late evening and weekends. In addition, special Washington events, such as the hydroplane races from the Sea Fair in Seattle and election programming aired on *CVTV 21*.

Comcast continues to offer Washington State programming, a franchise requirement, primarily on the Northwest Cable News Channel. *TVW* airs Washington State legislative and public affairs programming twenty-four (24) hours a day on Channel 22. Comcast continues to provide extensive carriage of Seattle Mariner baseball games on *Root Sports*, a popular service with subscribers.

Comcast airs the *PAC-12 Regional Network*. Many Washington viewers were disappointed that the regional channel was for Oregon sports due to programmer

agreements. Washington customers who subscribe to the “Starter” level of video services have access to the Washington feed of the PAC-12 network via the Internet.

KCTS, the Public Broadcast Service affiliate in Seattle, also features programming about the state of Washington.

4. There has been limited Vancouver or Clark County programming produced or aired by Comcast in 2013-2014. *Comcast SportsNet* Channel 37 programming consists of acquired programming from multiple sources in the local area. Regional coverage includes live coverage of Portland Trailblazer games, replays of Portland State University football games, University of Oregon sports, Oregon State sports, Portland Winterhawks, and *The Fan 1080 (AM Radio)*.
5. In September 2012, Comcast converted the Limited Basic channel tier (Channels 2- 31) to a digital platform in SW Washington. Cable customers who received Limited Basic and had TV’s not connected to a digital cable box needed to acquire a small digital adapter box (“DTA”) to receive any cable programming. Limited Basic customers were offered up to three DTA’s for no charge.

#### **D. Consumer Services**

1. During 2013-2014, Comcast met the telephone answering performance requirements of the franchises and of FCC customer service standards, answering 90% of calls within thirty (30) seconds. Comcast’s reporting shows the following percentage of calls answered within thirty (30) seconds for 2013: 1<sup>st</sup> Quarter – 92.4%; 2<sup>nd</sup> Quarter – 90%; 3<sup>rd</sup> Quarter – 91%; 4<sup>th</sup> Quarter – 94% and 2014: 1<sup>st</sup> Quarter – 95%; 2<sup>nd</sup> Quarter – 97%; 3<sup>rd</sup> Quarter – 97%; 4<sup>th</sup> Quarter – 96%.
2. Comcast’s Vancouver/Clark County office continued to handle in-home installation and repair, maintenance and field technicians and system management throughout 2013-2014. Comcast did alter the structure of their call centers in 2012. Previously the call center, located in Beaverton, Oregon, handled all types of calls for the Oregon/SW Washington market. Today the Beaverton call center handles only “sales” inquiries for the entire Comcast national footprint. Calls for other issues, such as repair and maintenance, are now routed to other call centers – Centers of Excellence - located within Comcast’s West Division markets and throughout the world. The Cable TV Office has received numerous comments from subscribers noting that their calls were being routed to off-shore vendors. The Cable TV Office received twenty-nine (29) complaints in 2013 and fifteen (15) complaints in 2014 regarding customer service issues.
3. As reported by Comcast, the average response time to a customer complaint was within 24-hours.

4. Standard customer installations in Comcast constructed areas were usually completed within five (5) business days after the request for cable service was received. The average response time for standard installation in new construction areas, when the home is not pre-wired for cable, was thirty (30) days. The response time is also within franchise requirements.
5. Comcast provides parental lock boxes upon request, as required by the Cable Policy Act of 1984, to block out any channel. There is no additional charge for the device. Extensive parental control features are included as part of the digital cable service.
6. On January 17, 2012, Comcast opened a state-of-the-art customer experience store at 8115 N.E. Vancouver Mall Drive. Comcast invested over \$500,000 to open the 3,200 square foot facility which showcases Comcast products in a home-like setting.

#### **E. Internet Services**

1. Comcast considers its Internet subscriber information confidential and proprietary. Therefore, we have no local subscriber numbers for 2013-2014. Nationally, as of December 31, 2012, Comcast reported in their annual report to the Security and Exchange Commission that the company served 22.0 million Internet subscribers, experiencing a 13.4% growth rate since 2012.
2. The published monthly charge for standard Comcast Internet service of 50Mbps, including a leased cable modem is \$63.95 per month if the customer subscribes to cable TV and/or Comcast Digital Voice and \$76.95 if the customer does not. For those customers who purchase their own cable modem, the monthly rate is \$53.95 with cable TV and/or Comcast Digital Voice and \$66.95 without either service.
3. Comcast offers "Speed Tiers" including "Blast!" (105Mbps for \$12 more per month than the standard rate) and "Extreme 150" (150Mbps for \$46 more per month than the standard rate.) Comcast also offers an "Economy Plus" rate at 3Mbps at \$29.95 per month if the customer subscribes to cable TV and/or Comcast Digital Voice and \$39.95 if the customer does not and "Performance Starter" at 6Mbps for \$49.95 per month.
4. In March 2002, the Federal Communications Commission ruled that high-speed cable modem Internet connections were considered an "information service," not a "cable service." Therefore, under the FCC ruling cable operators determined that Internet service was not subject to any oversight by local franchising authorities. Comcast declined to pay franchise fees on Internet services after March 2002 as a result of the ruling. Though Internet customers are not paying local franchise fees and local government has no regulatory authority over Internet services, the Cable TV Office continues to assist customers who are unable to resolve service issues with the company.

5. The Cable TV Office received 11 complaints regarding Comcast Internet service in 2013, compared to 8 complaints in 2012, and 5 complaints in 2014.
6. In September 2011, the company through its Internet Essentials program began offering \$9.95 per month Internet service and a low-cost computer to local households who have a least one child receiving free or reduced price school lunches through the National School Lunch Program. Comcast works with local school districts, governments and news outlets on promoting the program.

As reported by Vancouver Public Schools, the percentage of students qualifying for free or reduced-price meals is 52.7%, which equates to 12,090 students living in poverty. At the same time, through the use of technology, Vancouver Public Schools has expanded opportunities for parents to engage in their children's education and for students to extend their learning beyond the school day. The ability for economically disadvantaged families to access low-cost Internet Service is absolutely critical to bridging the digital divide in our community.

#### **F. Voice Services**

1. In 2005, Comcast launched "Comcast Digital Voice," a Voice Over Internet Protocol ("VOIP") telephone service in Southwest Washington. Customers receive unlimited local and nationwide long distance voice mail and the standard calling features.
2. The published monthly charge for Comcast Digital Voice service, including a leased cable modem is \$39.95 per month if the customer subscribes to cable TV and Internet, \$44.95 if the customer subscribes to either cable TV or Internet service or does not subscribe to any additional Comcast services.
3. Comcast considers its Digital Voice subscriber information confidential and proprietary. Therefore, we have no local subscriber numbers for 2013-2014. Nationally, as of December 31, 2014, Comcast served 11.2 million Digital Voice subscribers, experiencing a 12% growth rate in 2013.

#### **G. PEG Access Programming**

##### **Public Access**

1. In May 2014, the Commission recommended not re-designating Fort Vancouver Community Television ("FVTV") as the Public Access Provider. FVTV was responsible for programming channel 11. This recommendation was made for many reasons, including the lack of fiscal sustainability, inability of the organization to comply with the terms of the PEG capital grants, and complaints from local public access producers. The Vancouver City Council and Board of

County Councilors agreed with the recommendation. FVTV stopped cable-casting on channel 11 at the end of 2014. The Cable TV Office collected and stored the majority of FVTV capital equipment purchased with PEG capital funds.

2. As Vancouver and Clark County consider the future of public access television, Cable TV Office staff made arrangements with Comcast and with Portland Community Media (PCM) to put the PCM programming on channel 11.
3. Following a February 9, 2015, work session with the Vancouver City Council on possible next steps for public access, City staff released a "Request for Proposals" for organizations interested in providing public access television services for Vancouver/Clark County. The Commission will make a recommendation on potential providers to elected officials in August 2015.

### **Educational Access**

1. TV ETC is an educational consortium with members representing all public and private educational institutions in Vancouver and Clark County. The Commission re-designated TV ETC as the Education Access Provider on July 9, 2014. TV ETC is responsible for programming channels 27, 28 29 and HD 328.

In May 2015, TV ETC submitted an annual report to the Commission. TV ETC continues to produce quality programming. A copy of the TV ETC Annual Report for 2014 is on file at the Vancouver City Manager's Office.

TV ETC members produced 238 hours of local educational programming in 2014. TV ETC averaged 21 hours of programming per day on channel 27, 18 hours on channel 28/HD328 and 23 hours on channel 29.

### **Government Access**

1. The Commission re-designated the City/County Cable Television Office as the Designated Access Provider for government on July 9, 2014. Through the government access channels, Clark/Vancouver Television (CVTV) Channels 21, 23 and HD 323, the City and County continue their service of providing local government and community programming.

CVTV produced 444 programs in 2014, offering viewers over 592 hours of locally produced programming. 65% of the programming was first aired live. CVTV averaged 23.59 hours per day of locally produced programming on channel 21 and 23.47 hours per day on channels 23/HD323. A copy of the CVTV Annual Report for 2014 is on file at the Vancouver City Manager's Office.

### **PEG Capital Support**

1. A total of \$12,913,174 in PEG Capital Support payments collected by Comcast and paid to the City and County has been placed in the PEG Capital Support Fund

from May 1998 through the 1<sup>st</sup> quarter of 2015. The PEG payments do not include interest accrued or adjustments for grant dollars unspent. From 1998, PEG funds awarded total \$11,337,306: \$3,442,348 for Government Access (CVTV) and \$4,328,968 for Educational Access (TV ETC), \$1,249,798 for Public Access (FVTV), and \$2,316,192 for public Institutional Network (“I-NET”) users.

PEG Capital Support provided funding for fifteen projects in 2014, including improvements to video production facilities for TV ETC and editing system upgrades for Clark/Vancouver Television.

#### **H. Technical Performance**

1. Comcast reports meeting or exceeding FCC standards for continuity of service, signal quality, Cumulative Leakage Index (CLI), and related standards. Semi-annual Proof-of-Performance tests were performed in January and July of 2013/14 in accordance with franchise and FCC guidelines.
2. In 2013, there was an average of 248 outages per month, compared to 104.7 outages per month reported in 2012. In 2014, there was an average of 379 outages per month. Comcast reports the increase in outage was due to “improved preventative maintenance activities.” The average duration of the outage was 0.48 hours in 2013 and 0.23 hours in 2014. Outages are tracked by repair and maintenance technicians and logged in a technical performance log for each occurrence.

#### **I. Institutional Network**

1. In July 2013, Comcast signed contracts with the City of Vancouver, Clark County, Clark County Fire District 5 and the Fort Vancouver Regional Library District for continued use of an optical fiber based Institutional Network (“I-NET”) The 2013 cable franchise allowed I-NET users to utilize either the I-NET or switch to the services provided by Comcast Business Services.
2. I-NET users have reported that the system functioned extremely well throughout 2014. The City of Vancouver currently connects six (6) different sites to the I-NET for data transfer, including the new City Hall, Vancouver Police Department’s West and East Precincts and Vancouver Fire Department’s Station 81. Clark County connects eleven (11) sites for data transfer, including the Clark County Health Department, the Clark County Sheriff’s Office Central Precinct, and the North County Resource Center. The Fort Vancouver Regional Library District connects eight (8) sites. Clark County Fire District 5 connects one (1) site, the NW Regional Training Center.
3. A total of \$227,439 in PEG Grant Funds was distributed in 2014 to I-NET users for monthly transport costs (\$92,400 – Clark County, \$64,680 – City of Vancouver, \$61,119 – Fort Vancouver Regional Library District, and \$9,240 – NW Regional Training Center.)

**J. Emergency Alert System**

1. As required by the Federal Communications Commission, Comcast operates and regularly tests an Emergency Alert System (“EAS”). In the event of an alert a crawl message is inserted over all channels indicating that an emergency exists and viewers should switch to Channel 24, C-SPAN, for more information. All digital boxes will auto-tune to this channel during EAS alert tests or actual emergencies.
2. Comcast monitors two Portland/Vancouver EAS sources for alert information, KXL 101.1 FM radio and KOPB 91.5 FM radio, as well as FEMA’s Common Alert Protocol-based network.
3. Comcast tests their EAS system a minimum of twelve times per year. The Clark Regional Emergency Services Agency verifies their locally generated emergency alerts appear on the local cable system a minimum of two times per year.

**K. Community Involvement**

1. As noted by Comcast, in 2013-14 the company gave \$4.5 million annually in cash and in-kind contributions to over 100 local community organizations in Oregon/SW Washington. The Commission acknowledges with appreciation Comcast's local sponsorships, participation, and charitable contributions in the Vancouver/Clark County community. These include the Vancouver National Historic Reserve and Bravo! Vancouver Wine and Jazz Festival.

In SW Washington, local Comcast employees and their families volunteered their time for maintenance projects for the Vancouver Watershed Council, the Fort Vancouver Regional Library and Innovative Services NW.

Each year, Comcast awards scholarships that recognize senior high school students in local communities. Fourteen SW Washington area students received \$1,000 scholarships in the 2013-14 school year and sixteen in the 2014-15 school year.

**L. Overall Performance**

1. The Commission is pleased to report that Comcast was in compliance with all provisions of the franchise agreements through December 2014.
2. The reliability and customer service for Comcast’s cable and high-speed Internet were consistently strong throughout 2014.
3. The cable provider continues to keep the system robust with expanded services for Vancouver and Clark County subscribers, including increases in Internet speeds, multi-room digital video recorders, and home security systems.

4. Comcast continues offering its Internet Essential program with a \$9.95 a month Internet service and low-cost computer to household who have at least one child receiving free or reduced price school lunches.

## **VII. TELECOMMUNICATIONS COMMISSION ACTIVITIES**

Fred Bateman served as Chair of the Commission through 2013. Bateman's term expired at the end of 2013. Robert Coletti served as Chair of the Commission through 2014.

The Commission held four (4) regular meetings in 2013 and three (3) regular meetings and one (1) work session in 2014. In addition, numerous subcommittee and task force meetings were held.

In 2013, the majority of the Commission's attention was focused on the franchise renewal process with Comcast. On April 17, 2013, the Commission reviewed the draft franchise agreements and recommended their approval. The recommended franchises were approved by legislative bodies in early June 2013. For the remainder of 2013 and 2014 the Commission focused on PEG issues, including designation of access providers, allocation of Video-on-Demand hours and high-definition channels.

Major work items and accomplishments for 2013/2014 included:

- A. Review and re-designation of PEG Access Providers for government, public and education;
- B. Coordination of the PEG Capital Support Fund program;
- C. Recommended awarding franchise with Comcast;
- D. Assisted citizens and cable television subscribers in resolving 156 complaints regarding cable and Internet services during 2013-14;
- E. Reviewed work plan for 2015/2016.

Major work items for 2015/2016 include:

- A. Administer the cable television franchise agreement for the City of Vancouver and Clark County and insure current grantee's (Comcast) continued compliance with franchise requirements;
- B. Continue to monitor Comcast's customer telephone response;
- C. Provide assistance to citizens and cable television subscribers in cable television matters by facilitating complaint resolution and enforcing franchise compliance by the cable operator in all matters pertaining to consumer issues;

- D. Review proposals for cable television franchise with alternative providers and make recommendations to the legislative bodies when they are received;
- E. Provide recommendations to legislative bodies on awards of PEG Capital Support funding for designated access providers and Institutional Network subscriber;
- F. Review and re-designation of PEG Access Providers for public, government and education;
- G. Review work plan for 2016.

### **VIII. SUMMARY**

The Commission is pleased to present a positive report to the legislative bodies in this report on the progress of cable television in Vancouver/Clark County. Comcast is in full compliance with the terms and conditions of the franchise.

With the current cable franchise taking us into 2023, the opportunities and challenges ahead are mirrored by the evolving technical and regulatory landscape. Ever changing and expanding technological initiatives mean that the delivery of cable services will continue to evolve and the way that customers receive these services may be very different five years from now, even though we don't know what that future will hold. Potential competitors are considering entering the Vancouver/Clark County market. There are a number of regulatory and legal proceedings in Congress, the federal courts, and before the Federal Communications Commission that could dramatically impact the franchising process in the coming three to five years. These include, but are not limited to, changes in the federal Cable Policy Acts of 1984 and 1996, and court decisions regarding requirements of cable systems in a number of arenas and how services are defined.

Until there are more definite answers or specific changes, the City and the County will continue to proceed within the legal framework provided by the current Federal laws and FCC rulings and procedures.

The only certainty is change. The Commission, the City, the County, Comcast, other possible cable providers, and the community must continue to work together in partnership to insure that whatever new technologies are made available and implemented in Vancouver/Clark County, they meet the cable needs and requirements of Vancouver and Clark County residents. Despite all the unknown changes, however, localism and responsiveness to the local community are at the heart of cable television and are its strength in meeting the "special and unique needs" of Vancouver/Clark County. We think this community, the Commission, the legislative bodies, and Comcast are prepared to embrace the future and ensure that Vancouver/Clark County continue to receive state of the art telecommunications services delivered by the cable television system.

# Services & Pricing

Effective January 1, 2015

Vancouver, WA

(POR-002)

- <sup>1</sup> Certain services available separately or as a part of other levels of service. Comcast service is subject to Comcast's standard terms and conditions of service. Unless otherwise specified, prices shown are the monthly charge for the corresponding service, equipment or package. Prices shown do not include applicable taxes, franchise fees, FCC fees, Regulatory Recovery Fee, Public Access fees, other state or local fees or other applicable charges (e.g., per-call toll or international charges). Prices, services and features are subject to change. If you are a video service customer and you own a compatible digital converter or CableCARD device, please call 1-800-XFINITY for pricing information or visit [www.comcast.com/equipmentpolicy](http://www.comcast.com/equipmentpolicy). ©2014 Comcast. All rights reserved.
- <sup>2</sup> Requires a Voice/Data Modem, except for the Complete Triple Play Packages.
- <sup>3</sup> XFINITY Home Secure 300, XFINITY Home Secure 350 and XFINITY Home Control 150 requires 2 year agreement with early termination fee if terminated prior to end of term. For additional information on XFINITY Home Security go to [www.xfinity.com/home](http://www.xfinity.com/home).
- <sup>4</sup> SurePrice only available for 12 months to XF Triple Play, XH Triple Play, XFINITY Latino Paquete Triple or Quad Play customers after 12 month promotional package.
- <sup>5</sup> XFINITY Home - Secure 300 requires 2 year minimum term agreement with early termination fee if terminated prior to end of term. For additional information on XFINITY Home Security go to [www.xfinity.com/home](http://www.xfinity.com/home).
- <sup>6</sup> XFINITY Home - Secure 350 requires 2 year minimum term agreement with early termination fee if terminated prior to end of term. For additional information on XFINITY Home Security go to [www.xfinity.com/home](http://www.xfinity.com/home).
- <sup>7</sup> AnyRoom® DVR Service is included with HD Premier Triple Play, HD Complete Triple Play, XH PF HD Premier Triple Play, XH PM HD Premier Triple Play, XH PF HD Complete Triple Play and XH PM HD Complete Triple Play if AnyRoom® DVR Service is installed on primary outlet.
- <sup>8</sup> Includes HD Technology Fee. HD DVR Service on additional outlets includes Digital Additional Outlet Service.
- <sup>9</sup> Sold only with Digital Additional Outlet Service for up to 3 TVs, maximum 3 clients per household. Requires HD Technology Fee and professional installation. Not available to customers with Limited Basic only.
- <sup>10</sup> Not available to Limited Basic only customers. Digital service tier on additional outlet corresponds to digital service tier on primary outlet.
- <sup>11</sup> Requires HD Technology Fee.
- <sup>12</sup> Not available to customers with Limited Basic only. Must subscribe to HD Technology Fee to receive HD programming.
- <sup>13</sup> Not available in all areas. May require installation and non-refundable installation charge.
- <sup>14</sup> SurePrice only available for 12 months to Starter XF Double Play, Preferred XF Double Play, XFINITY 2300 Latino, XFINITY 2450 Latino and XFINITY 2600 Latino customers after 12 month promotional package. HBO® and Streampix™ available at no extra cost during 12 month promotional package and 12 month SurePrice period. After end of the promotional and SurePrice periods, HBO® and Streampix™ will be billed at the then current retail rate.
- <sup>15</sup> Requires digital converter or CableCARD and Limited Basic.
- <sup>16</sup> Requires Digital Starter.
- <sup>17</sup> Requires digital converter and purchase of Limited Basic. Family Tier programming included in Digital Services except for XFINITY TV Latino.
- <sup>18</sup> Includes digital adapter and remote. Digital service tier on additional outlet corresponds to digital service tier on primary outlet. Does not include access to On Demand content, premium channels or programming guide. Not available to customers with Limited Basic only.
- <sup>19</sup> Requires digital converter and Limited Basic. Sports packages will automatically renew at the start of each season at that seasons full-season early-bird rate, provided Comcast still carries the package. Subscription will automatically be billed in 4 total payments. Call 1-800-XFINITY to cancel subscription or automatic renewal up to 30 days into the season. Charges are non-refundable after the first 30 days of the season. Other restrictions may apply. Customers enrolled in the auto-renewal program moving to another Comcast serviceable address and continuing service with Comcast In or out of season, will remain enrolled in the auto-renewal program.
- <sup>20</sup> Price of Pay-Per-View and On Demand Movie or Event is displayed prior to the completion of the Pay-Per-View or On Demand ordering process.
- <sup>21</sup> Requires digital converter and Limited Basic to receive Streampix™ on television. Streampix™ included with the following tiers of service: Blast Plus™, Internet Plus, HD Preferred Plus XF Triple Play, HD Premier XF Triple Play, HD Complete XF Triple Play, XH PF HD Preferred Plus Triple Play, XH PF HD Premier Triple Play, XH PF HD Complete Triple Play, XH PM HD Preferred Plus Triple Play, XH PM HD Premier Triple Play and XH PM HD Complete Triple Play. HD content requires subscription to HD Technology Fee. Streaming to iOS device requires XFINITY™ TV app, Internet service with bandwidth of at least 600 Kbps and a subscription to Limited Basic. Streaming to laptop/computer requires equipment meeting minimum requirements posted at <http://customer.comcast.com/help-and-support/internet/requirements-to-run-xfinity-internet-service/>, Internet service with bandwidth of at least 600 Kbps and a subscription to Limited Basic.
- <sup>22</sup> Does not include installation charges for Extreme 150 Internet Service, XFINITY Home Security, Wireless Networking, XFINITY Voice activation fees.
- <sup>23</sup> Product installations include installations up to 125 feet from existing Comcast plant. Custom installations include installations which require in-wall wiring or installations in extensive drop ceilings, basements or crawl spaces.
- <sup>24</sup> Applies to XFINITY TV Digital Starter and above.
- <sup>25</sup> See <http://www.comcast.com/spp> for information on Service Protection Plan.
- <sup>26</sup> Contact 1-800-XFINITY for questions regarding equipment replacement charges.
- <sup>27</sup> Does not apply to CableCARD Self Install Kit.

- <sup>28</sup> Requires a Voice/Data Modem. Unlimited Local and Long Distance package pricing applies only to direct dialed calls from home to locations in U.S., Canada, Puerto Rico and certain other U.S. territories. Plans do not include other international calls. For more information regarding XFINITY Voice pricing go to <http://www.comcast.com/corporate/about/phoneterritories/comcastdigitalvoice/cdrstatepricing.html>.
- <sup>29</sup> Voice/Data modem required. For more information regarding XFINITY Internet go to <http://www.comcast.com/internet-service.html>.
- <sup>30</sup> Download speed up to 6 Mbps and upload speed up to 1 Mbps. Many factors affect speed. Actual speeds may vary and are not guaranteed.

## BUNDLED PACKAGES<sup>1,2</sup>

### QUAD PLAY PACKAGES

QUAD PLAY PACKAGE PRICING BELOW IS ADDITIONAL TO TRIPLE PLAY PACKAGE PRICING

with Secure 300 add <sup>3</sup>	\$39.95
<b>For SurePrice add<sup>4</sup></b>	\$20.00
<b>SurePrice (for 12 month promotion customers subscribing before 9/29/2014)<sup>4</sup></b>	\$35.00
with Secure 350 add <sup>3</sup>	\$49.95
<b>For SurePrice add<sup>4</sup></b>	\$30.00
<b>SurePrice (for 12 month promotion customers subscribing before 9/29/2014)<sup>4</sup></b>	\$45.00
with Control 150 add <sup>3</sup>	\$19.95
<b>For SurePrice add<sup>4</sup></b>	\$4.95
<b>SurePrice (for 12 month promotion customers subscribing before 9/29/2014)<sup>4</sup></b>	\$19.95

### TRIPLE PLAY PACKAGES

#### Starter XF Triple Play Bundle

Includes Digital Starter for primary outlet, Performance Internet and XFINITY Voice Unlimited <sup>TM</sup>	\$149.95
<b>SurePrice<sup>4</sup></b>	\$134.99
<b>SurePrice (for 12 month promotion customers subscribing before 9/29/2014)<sup>4</sup></b>	\$119.99

#### Preferred XF Triple Play Bundle

Includes Digital Preferred for primary outlet, Performance Internet and XFINITY Voice Unlimited <sup>TM</sup>	\$159.95
<b>SurePrice<sup>4</sup></b>	\$144.99
<b>SurePrice (for 12 month promotion customers subscribing before 9/29/2014)<sup>4</sup></b>	\$129.99

#### HD Preferred XF Triple Play Bundle

Includes Digital Preferred and Starz <sup>®</sup> for primary outlet, HD Technology Fee, Performance Internet and XFINITY Voice Unlimited <sup>TM</sup>	\$169.95
<b>SurePrice<sup>4</sup></b>	\$154.99
<b>SurePrice (for 12 month promotion customers subscribing before 9/29/2014)<sup>4</sup></b>	\$139.99

#### HD Preferred Plus XF Triple Play Bundle

Includes Digital Preferred, The Movie Channel <sup>®</sup> , HBO <sup>®</sup> and Starz <sup>®</sup> for primary outlet, HD Technology Fee, Blast! <sup>®</sup> Internet and XFINITY Voice Unlimited <sup>TM</sup>	\$189.95
<b>SurePrice<sup>4</sup></b>	\$174.99
<b>SurePrice (for 12 month promotion customers subscribing before 9/29/2014)<sup>4</sup></b>	\$159.99

#### HD Premier XF Triple Play Bundle

Includes Digital Premier with HD DVR Service or AnyRoom <sup>®</sup> DVR Service for primary outlet, The Movie Channel <sup>®</sup> , HD Technology Fee, Blast! <sup>®</sup> Internet and XFINITY Voice Unlimited <sup>TM</sup>	\$219.95
<b>SurePrice<sup>4</sup></b>	\$194.99
<b>SurePrice (for 12 month promotion customers subscribing before 9/29/2014)<sup>4</sup></b>	\$179.99

#### HD Complete XF Triple Play Bundle

Includes Digital Premier, The Movie Channel <sup>®</sup> and AnyRoom <sup>®</sup> DVR Service for primary outlet, Digital Additional Outlet Service on up to 3 TVs, HD Technology Fee, Blast! <sup>®</sup> Internet, Wireless Gateway, and XFINITY Voice Unlimited <sup>TM</sup>	\$249.95
<b>SurePrice<sup>4</sup></b>	\$234.99
<b>SurePrice (for 12 month promotion customers subscribing before 9/29/2014)<sup>4</sup></b>	\$219.99

#### XH PF Starter Triple Play Bundle<sup>5</sup>

Includes Digital Starter for primary outlet, Performance Internet and XFINITY Home - Secure 300	\$149.95
<b>SurePrice<sup>4</sup></b>	\$124.99
<b>SurePrice (for 12 month promotion customers subscribing before 9/29/2014)<sup>4</sup></b>	\$119.99

#### XH PF Preferred Triple Play Bundle<sup>5</sup>

Includes Digital Preferred for primary outlet, Performance Internet and XFINITY Home - Secure 300	\$159.95
<b>SurePrice<sup>4</sup></b>	\$134.99
<b>SurePrice (for 12 month promotion customers subscribing before 9/29/2014)<sup>4</sup></b>	\$129.99

#### XH PF HD Preferred Triple Play Bundle<sup>5</sup>

Includes Digital Preferred and Starz <sup>®</sup> for primary outlet, HD Technology Fee, Performance Internet and XFINITY Home - Secure 300	\$169.95
<b>SurePrice<sup>4</sup></b>	\$144.99
<b>SurePrice (for 12 month promotion customers subscribing before 9/29/2014)<sup>4</sup></b>	\$139.99

#### XH PF HD Preferred Plus Triple Play Bundle<sup>5</sup>

Includes Digital Preferred, The Movie Channel <sup>®</sup> , HBO <sup>®</sup> and Starz <sup>®</sup> for primary outlet, HD Technology Fee, Blast! <sup>®</sup> Internet and XFINITY Home - Secure 300	\$189.95
<b>SurePrice<sup>4</sup></b>	\$164.99
<b>SurePrice (for 12 month promotion customers subscribing before 9/29/2014)<sup>4</sup></b>	\$159.99

#### XH PF HD Premier Triple Play Bundle<sup>5</sup>

Includes Digital Premier with HD DVR Service or AnyRoom <sup>®</sup> DVR Service for primary outlet, The Movie Channel <sup>®</sup> , HD Technology Fee, Blast! <sup>®</sup> Internet and XFINITY Home - Secure 300	\$219.95
<b>SurePrice<sup>4</sup></b>	\$184.99
<b>SurePrice (for 12 month promotion customers subscribing before 9/29/2014)<sup>4</sup></b>	\$179.99

### XI / XII TRIPLE PLAY PACKAGE REWARDS / XFINITY LATINO PAQUETE TRIPLE REWARDS

	Regular Price	HD Preferred XF, XFINITY 3650 Latino, XH PF HD Preferred, and XH PM HD Preferred	HD Preferred Plus XF, XH PF HD Preferred Plus, and XH PM HD Preferred Plus	HD Premier XF, XH PF HD Premier, and XH PM HD Premier <sup>7</sup>	HD Complete XF, XH PF HD Complete, and XH PM HD Complete <sup>7</sup>
HBO <sup>®</sup>	\$19.99	\$15.00	Included	Included	Included
Showtime <sup>®</sup>	\$19.99	\$10.00	\$10.00	Included	Included
Starz <sup>®</sup>	\$19.99	Included	Included	Included	Included
Cinemax <sup>®</sup>	\$19.99	\$10.00	\$10.00	Included	Included
The Movie Channel <sup>®</sup>	\$19.99	\$10.00	Included	Included	Included
HD DVR Service <sup>8</sup>	\$19.95	\$9.95	\$9.95	Included	Included
AnyRoom <sup>®</sup> DVR Service <sup>9</sup>	\$19.95	\$9.95	\$9.95	Included	Included
Digital Additional Outlet Service (SD or HD) <sup>10</sup>	\$9.95	\$9.95	\$9.95	\$9.95	Included for three additional outlets
HD Technology Fee <sup>12</sup>	\$10.00	Included	Included	Included	Included
Blast! <sup>®</sup> Speed Upgrade	\$78.95	\$12.00	Included	Included	Included
Extreme 150 Upgrade <sup>13</sup>	\$114.95	\$50.00	\$40.00	\$40.00	\$40.00

Refer to the last page for additional information.

For information about XFINITY policies and terms of service, go to [www.comcast.com/policies](http://www.comcast.com/policies).

**XH PF HD Complete Triple Play Bundle<sup>5</sup>**

Includes Digital Premier, The Movie Channel<sup>®</sup> and AnyRoom<sup>®</sup> DVR Service for primary outlet, Digital Additional Outlet Service on up to 3 TVs, HD Technology Fee, Blast!<sup>®</sup> Internet, Wireless Gateway and XFINITY Home - Secure 300

	\$249.95
<b>SurePrice<sup>4</sup></b>	\$224.99
<b>SurePrice (for 12 month promotion customers subscribing before 9/29/2014)<sup>4</sup></b>	\$219.99

**XH PM Starter Triple Play Bundle<sup>6</sup>**

Includes Digital Starter for primary outlet, Performance Internet and XFINITY Home - Secure 350

	\$159.95
<b>SurePrice<sup>4</sup></b>	\$134.99
<b>SurePrice (for 12 month promotion customers subscribing before 9/29/2014)<sup>4</sup></b>	\$129.99

**XH PM Preferred Triple Play Bundle<sup>6</sup>**

Includes Digital Preferred for primary outlet, Performance Internet and XFINITY Home - Secure 350

	\$169.95
<b>SurePrice<sup>4</sup></b>	\$144.99
<b>SurePrice (for 12 month promotion customers subscribing before 9/29/2014)<sup>4</sup></b>	\$139.99

**XH PM HD Preferred Triple Play Bundle<sup>6</sup>**

Includes Digital Preferred and Starz<sup>®</sup> for primary outlet, HD Technology Fee, Performance Internet and XFINITY Home - Secure 350

	\$179.95
<b>SurePrice<sup>4</sup></b>	\$154.99
<b>SurePrice (for 12 month promotion customers subscribing before 9/29/2014)<sup>4</sup></b>	\$149.99

**XH PM HD Preferred Plus Triple Play Bundle<sup>6</sup>**

Includes Digital Preferred, The Movie Channel<sup>®</sup>, HBO<sup>®</sup> and Starz<sup>®</sup> for primary outlet, HD Technology Fee, Blast!<sup>®</sup> Internet and XFINITY Home - Secure 350

	\$199.95
<b>SurePrice<sup>4</sup></b>	\$174.99
<b>SurePrice (for 12 month promotion customers subscribing before 9/29/2014)<sup>4</sup></b>	\$169.99

**XH PM HD Premier Triple Play Bundle<sup>6</sup>**

Includes Digital Premier with HD DVR Service or AnyRoom<sup>®</sup> DVR Service for primary outlet, The Movie Channel<sup>®</sup>, HD Technology Fee, Blast!<sup>®</sup> Internet and XFINITY Home - Secure 350

	\$229.95
<b>SurePrice<sup>4</sup></b>	\$194.99
<b>SurePrice (for 12 month promotion customers subscribing before 9/29/2014)<sup>4</sup></b>	\$189.99

**XH PM HD Complete Triple Play Bundle<sup>6</sup>**

Includes Digital Premier, The Movie Channel<sup>®</sup> and AnyRoom<sup>®</sup> DVR Service for primary outlet, Digital Additional Outlet Service on up to 3 TVs, HD Technology Fee, Blast!<sup>®</sup> Internet, Wireless Gateway and XFINITY Home - Secure 350

	\$259.95
<b>SurePrice<sup>4</sup></b>	\$234.99
<b>SurePrice (for 12 month promotion customers subscribing before 9/29/2014)<sup>4</sup></b>	\$229.99

**Economy Triple Play XF**

Includes Digital Economy for primary outlet, Economy Plus Internet and XFINITY Voice Local with More<sup>®</sup>

	\$92.85
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**XFINITY LATINO PAQUETE TRIPLE****XFINITY 3300 Latino**

Includes XFINITY TV 300 Latino for primary outlet, Performance Internet, XFINITY Voice Unlimited<sup>™</sup> and Carefree Minutes Mexico 300. Can substitute Carefree Minutes Latin America 300.

	\$134.95
<b>SurePrice<sup>4</sup></b>	\$114.99

**XFINITY 3450 Latino**

Includes XFINITY TV 450 Latino for primary outlet, Performance Internet, XFINITY Voice Unlimited<sup>™</sup> and Carefree Minutes Mexico 300. Can substitute Carefree Minutes Latin America 300.

	\$149.95
<b>SurePrice<sup>4</sup></b>	\$134.99
<b>SurePrice (for 12 month promotion customers subscribing before 9/29/2014)<sup>4</sup></b>	\$124.99

**XFINITY 3600 Latino**

Includes Digital Preferred and XFINITY TV Latino for primary outlet, Performance Internet, XFINITY Voice Unlimited<sup>™</sup> and Carefree Minutes Mexico 300. Can substitute Carefree Minutes Latin America 300.

	\$159.95
<b>SurePrice<sup>4</sup></b>	\$144.99
<b>SurePrice (for 12 month promotion customers subscribing before 9/29/2014)<sup>4</sup></b>	\$134.99

**XFINITY 3650 Latino**

Includes Digital Preferred, XFINITY TV Latino and Starz<sup>®</sup> for primary outlet, HD Technology Fee, Performance Internet, XFINITY Voice Unlimited<sup>™</sup> and Carefree Minutes Mexico 300. Can substitute Carefree Minutes Latin America 300.

	\$169.95
<b>SurePrice<sup>4</sup></b>	\$154.99
<b>SurePrice (for 12 month promotion customers subscribing before 9/29/2014)<sup>4</sup></b>	\$144.99

**XFINITY 3150 Latino**

Includes XFINITY TV 150 Latino for primary outlet, Economy Plus Internet and XFINITY Voice Unlimited<sup>™</sup>

	\$99.85
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**DOUBLE PLAY PACKAGES****Internet Plus**

Includes Limited Basic, HBO<sup>®</sup>, Streampix<sup>™</sup>, standard definition digital converter and remote for primary outlet and Performance Internet

	\$69.95
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**Blast Plus<sup>™</sup>**

Includes Digital Economy and Streampix<sup>™</sup> for primary outlet and Blast!<sup>®</sup> Internet

	\$84.95
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**Starter XF Double Play**

Includes Digital Starter for primary outlet and Performance Internet

	\$124.94
<b>SurePrice<sup>4</sup></b>	\$109.99

**Preferred XF Double Play**

Includes Digital Preferred for primary outlet and Performance Internet

	\$143.44
<b>SurePrice<sup>4</sup></b>	\$119.99

**XFINITY 2300 Latino**

Includes XFINITY TV 300 Latino for primary outlet and Performance Internet

	\$99.95
<b>SurePrice (for 12 month promotion customers subscribing before 9/29/2014)<sup>4</sup></b>	\$89.99

**XFINITY 2450 Latino**

Includes XFINITY TV 450 Latino for primary outlet and Performance Internet

	\$114.95
<b>SurePrice (for 12 month promotion customers subscribing before 9/29/2014)<sup>4</sup></b>	\$99.99

**XFINITY 2600 Latino**

Includes Digital Preferred and XFINITY TV Latino for primary outlet and Performance Internet

	\$129.95
<b>SurePrice (for 12 month promotion customers subscribing before 9/29/2014)<sup>4</sup></b>	\$109.99

**XFINITY 2150 Latino**

Includes XFINITY TV 150 Latino for primary outlet and Economy Plus Internet

	\$59.90
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**XFINITY<sup>®</sup> TV<sup>1</sup>****BASIC SERVICES**

<b>Limited Basic</b>	\$18.06
<b>Broadcast TV Fee</b>	\$1.50

**DIGITAL SERVICES**

**Digital Economy** Includes Limited Basic, additional digital channels and a standard definition digital converter and remote for the primary outlet, access to Pay-Per-View and On Demand programming, and Music Choice<sup>™</sup>

	\$39.95
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**Digital Starter** Includes Limited Basic, additional digital channels, standard definition digital converter and remote for the primary outlet, MoviePlex, access to Pay-Per-View and On Demand programming and Music Choice<sup>™</sup>

	\$70.99
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**Digital Preferred** Includes Digital Starter, additional digital channels, Encore<sup>®</sup>, access to Pay-Per-View and On Demand programming and Music Choice<sup>™</sup>

	\$89.49
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**Digital Preferred Plus** Includes Digital Preferred, HBO<sup>®</sup> and Starz<sup>®</sup>

	\$124.49
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**Digital Premier** Includes Digital Preferred, HBO<sup>®</sup>, Showtime<sup>®</sup>, Starz<sup>®</sup>, Cinemax<sup>®</sup> and Sports Entertainment Package

	\$144.49
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**XFINITY TV 150 Latino** Includes Limited Basic, XFINITY TV Latino, standard definition digital converter and remote for primary outlet

	\$29.95
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**XFINITY TV 200 Latino** Includes Digital Economy and XFINITY TV Latino for primary outlet

	\$39.95
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**XFINITY TV 300 Latino** Includes XFINITY TV 200 Latino and additional digital channels for primary outlet

	\$49.95
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**XFINITY TV 450 Latino** Includes XFINITY TV 300 Latino and additional digital channels for primary outlet

	\$64.95
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**BASIC AND DIGITAL ANCILLARY SERVICES**

**HBO<sup>®15</sup>**

	\$19.99
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**Showtime<sup>®15</sup>**

	\$19.99
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**Starz<sup>®15</sup>**

	\$19.99
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**Cinemax<sup>®15</sup>**

	\$19.99
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**The Movie Channel<sup>®15</sup>**

	\$19.99
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**Playboy<sup>®15</sup>**

	\$19.99
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**2 Premium Package<sup>15</sup>** HBO<sup>®</sup> and Cinemax<sup>®</sup>, Showtime<sup>®</sup> and The Movie Channel<sup>®</sup> or Starz<sup>®</sup> and The Movie Channel<sup>®</sup>

	\$19.99
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**Digital Preferred<sup>®</sup>** Includes 66 channels including National Geographic Channel, Cooking Channel and CBS Sports Network

	\$18.50
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**XFINITY TV Latino<sup>15</sup>** Includes 44 channels of Spanish language programming

	\$16.95
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**Family Tier<sup>17</sup>** Includes 14 channels including Nickelodeon, Disney Channel, Food Network, HGTV, Sprout, DIY, Science Channel and National Geographic Channel

	\$14.95
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**Sports Entertainment Package<sup>18</sup>** Includes 17 channels including Crime & Investigation, Fox Movie Channel, NFL RedZone, Big Ten Network, CBS Sports Network and Tennis Channel

	\$9.99
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**HD Technology Fee<sup>12</sup>**

	\$10.00
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**HD DVR Service<sup>9</sup>**

	\$19.95
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**AnyRoom<sup>®</sup> DVR Service<sup>9</sup>**

	\$19.95
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**Digital Additional Outlet Service (SD or HD)<sup>10</sup>**

with HD <sup>11</sup>	\$9.95
with HD DVR Service <sup>9</sup>	\$19.90
with AnyRoom <sup>®</sup> DVR Service	\$9.95

**Digital Adapter Additional Outlet Service (SD or HD)<sup>18</sup>**

	\$2.99
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**INTERNATIONAL SELECTIONS<sup>18</sup>**

<b>TV5 MONDE</b> (French)	\$9.99
<b>TV Japan</b> (Japanese)	\$24.99
<b>SBTN</b> (Vietnamese)	\$14.99
<b>GMA Pinoy TV</b> (Filipino)	\$11.99
<b>TFC</b> (Filipino)	\$14.99
<b>TFC &amp; GMA Pinoy TV</b> (Filipino)	\$19.95
<b>Channel One Russia</b> (Russian)	\$14.99
<b>RTN</b> (Russian)	\$14.99
<b>Channel One Russia &amp; RTN</b> (Russian)	\$21.99
<b>Willow Plus</b> (South Asian/Cricket Sport)	\$14.99

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

<b>Bollywood Hits On Demand</b>	\$12.99
<b>here! TV On Demand</b>	\$7.99
<b>Filipino On Demand</b>	\$7.99
<b>Filipino On Demand w/a Filipino international selection</b>	\$5.99
<b>The Jewish Channel On Demand</b>	\$6.99
<b>Too Much for TV On Demand</b>	\$14.99
<b>Disney Family Movies On Demand</b>	\$5.99
<b>Pay-Per-View and On Demand Movies and Events<sup>20</sup></b> (per title or event)	Prices Vary
<b>Streampix<sup>TM21</sup></b>	\$4.99

**SPORTS PACKAGES<sup>19</sup>**

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

**VIDEO EQUIPMENT**

<b>Analog Converter</b>	\$2.50
<b>Limited Basic Only Converter</b>	\$2.50
<b>Digital Converter</b>	\$2.50
<b>Remote Control</b>	\$0.15
<b>HD Digital Converter</b> (Limited Basic Only)	\$2.50
<b>Digital Adapter</b> (Limited Basic Only — Primary Outlet, SD or HD)	\$0.00
<b>Digital Adapter</b> (Limited Basic Only — 1st and 2nd Additional Outlet, SD or HD)	\$0.00
<b>Digital Adapter</b> (Limited Basic Only — 3rd Additional Outlet and above, SD or HD)	\$0.50
<b>CableCARD</b> (first card in device)	\$0.00
<b>CableCARD</b> (second card in same device)	\$1.50

**INSTALLATION FEES**

(PER OCCURRENCE UNLESS NOTED)	Initial Installation of Service	After Initial Installation of Service
<b>XFINITY TV<sup>22,23</sup></b>	\$70.00	N/A
<b>Miscellaneous Services</b> (additional outlet, additional device, DVD, VCR, computer, including in-home service visit)	\$35.00	\$70.00
<b>Relocate Additional Outlet</b>	\$35.00	\$70.00
<b>XFINITY TV Upgrade of Service</b> (In-home visit required)		\$70.00
<b>XFINITY TV Downgrade of Service</b> (In-home visit required)		\$70.00
<b>Hourly Service Charge</b> (For custom installation work)		\$70.00
<b>In-Home Service Visit (XFINITY TV)</b>		\$70.00

**REACTIVATION FEES**

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

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

<b>Service Protection Plan<sup>26</sup></b> (per month) Inside home wiring protection for cable TV, high-speed Internet and phone services	\$4.99
<b>Customer-Owned Video Equipment Credit</b> See www.comcast.com/equipmentpolicy for additional information	\$2.50
<b>Regional Sports Fee</b> (per month) <sup>24</sup>	\$1.00
<b>X1 Platform Upgrade Fee</b>	\$99.99
<b>XFINITY Home - Secure 300 Installation Fee</b>	\$499.99
<b>XFINITY Home - Secure 350 Installation Fee</b>	\$899.99
<b>XFINITY Home - Control 150 Installation Fee</b>	\$99.99
<b>Field Collection Charge</b> Visit to customer's residence required to collect past due balance or unreturned equipment	\$30.00
<b>Returned Payment Item</b> (each)	\$25.00
<b>Late Fee</b>	\$9.50
<b>Convenience Fee—Agent</b> For payment made by phone with a Customer Care Representative	\$5.99
<b>Unreturned or Damaged Equipment Fees<sup>28</sup></b> (per piece) Replacement Cost	
<b>Self Install Kit<sup>27</sup></b> (Single Product)	\$15.00
<b>Self Install Kit<sup>27</sup></b> (Multi-Product)	\$30.00
<b>Self Install Kit Shipping and Handling</b>	\$15.00
<b>Self Install Kit Shipping and Handling</b> (Priority Shipping)	\$30.00
<b>Remote Shipping and Handling</b>	\$10.00

**XFINITY VOICE<sup>1,28</sup>**

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

**CAREFREE MINUTES INTERNATIONAL CALLING PLANS**

Carefree Minutes International Calling Plans are additional call plans to specific countries or international regions.

<b>Carefree Minutes Asia 100</b>	\$4.95
<b>Carefree Minutes Latin America 300</b>	\$9.95
<b>Carefree Minutes Mexico 300</b>	\$9.95
<b>Carefree Minutes Mexico 100</b>	\$4.95
<b>Carefree Minutes Western Europe 100</b>	\$4.95
<b>Carefree Minutes Worldwide 300</b>	\$14.95
<b>Carefree Minutes World Select 300</b>	\$9.95

**OTHER CHARGES (PER MONTH UNLESS OTHERWISE INDICATED)**

<b>Voicecall</b>	\$3.95
<b>Additional Line with Calling Features</b>	\$21.95
<b>Additional Line without Calling Features</b>	\$11.95
<b>Voice/Data Modem</b>	\$10.00
<b>Voice/Data Modem DOCSIS 3.0 Kit</b> (for purchase, one-time charge)	\$149.00
<b>New Activation Fee</b> (per occurrence)	\$29.95
<b>Standard Installation</b> (per occurrence)	\$99.99
<b>Unreturned or Damaged Equipment Fees<sup>28</sup></b> (per piece, per occurrence) Replacement Cost	

**XFINITY INTERNET<sup>1,29</sup>**

	XFINITY Internet Service Only	with XFINITY TV or Voice Service
<b>Economy Plus</b>	\$39.95	\$29.95
<b>Performance Starter<sup>30</sup></b>	\$49.95	\$49.95
<b>Performance</b>	\$66.95	\$53.95
<b>Blast!<sup>®</sup></b>	\$78.95	\$65.95
<b>Extreme 150<sup>13</sup></b>	\$114.95	\$99.95
<b>Voice/Data Modem</b>		\$10.00
<b>Wireless Gateway</b>		\$10.00
<b>Additional IP Address</b> (first)		\$4.95
<b>Additional IP Address</b> (each additional, up to 3 additional)		\$9.95
<b>Voice/Data Modem DOCSIS 3.0 Kit</b> (for purchase, one-time charge)		\$149.00
<b>Wireless Adapter</b> (each, one-time charge)		\$30.00
<b>Professional Internet Installation</b> (per occurrence)		\$99.99
<b>Wireless Networking On-Site Professional Set-Up</b> (with installation of XFINITY TV, XFINITY Voice or XFINITY Internet, per occurrence)		\$49.95
<b>Wireless Networking On-Site Professional Set-Up</b> (Separate Trip, per occurrence)		\$99.95
<b>Wireless Networking On-Site Professional Set-Up</b> (Additional Device, per occurrence)		\$29.95
<b>Unreturned or Damaged Equipment Fees<sup>28</sup></b> (per piece, per occurrence) Replacement Cost		

**International Selections**

- 692 Willow Plus
- 693 TV JAPAN (Japanese)
- 694 SBTN (Vietnamese)
- 695 TV5 Monde (French)
- 696 Channel One Russia (Russian)
- 697 RTN TV (Russian)
- 698 TFC (Filipino)
- 699 GMA Pinoy TV (Filipino)

**Pay-Per-View**

- 439-449 NBA League Pass/MLS Direct Kick
- 450 **iN Demand Team HD**
- 455 **iN Demand Game HD**
- 455-470 MLB Extra Innings/NHL Center Ice
- 456 **iN Demand Game 2 HD**
- 960 **iN Demand HD PPV**
- 961-966 ESPN Game Plan/Full Court
- 990 Adult PPV
- 991-993 **iN Demand PPV Events**
- 994 Adult PPV

**Latino Packages****Latino Tier**

Available a la carte with subscription to Limited Basic

- 122 Disney XD en Español
- 241 nuvoTV
- 600 Viendo Movies
- 601 Discovery en Español
- 602 FOX Deportes
- 603 NBC Universo
- 604 Cinelatino
- 605 History en Español
- 606 tr3s
- 607 Canal Sur
- 608 CNN en Español
- 609 ESPN Deportes
- 610 Cine Mexicano
- 611 Video Rola
- 615 Univision Deportes
- 616 Pasiones
- 618 Once TV Mexico
- 619 Galavisión
- 620 Fox Life
- 622 Discovery Familia
- 623 HITN
- 624 Canal 52MX
- 625 Mexicanal Network
- 626 Multimedios TV
- 627 TVE Internacional
- 628 WAPA América
- 629 Telete
- 630 Ecuavisa
- 631 UniMas
- 632 LAS
- 633 Caracol
- 634 Telemundo
- 635 Univision
- 636 TeleFormula
- 637 Centro Americana
- 639 Gran Cine
- 640 De Pelicula
- 641 De Pelicula Clásico
- 642 Cine Sony

- 643 beIN Sport Español
- 645 TeleHit
- 646 Ritmoson Latino
- 647 UniMas
- 648 Bandamax
- 651 EWTN en Español
- 653 TBN Enlace
- 654 BabyFirst Americas en Español
- 655 Vme Kids
- 656 Nuestra Tele
- 657 TV Chile
- 658 TV Venezuela
- 659 TV Dominica
- 801 Galavisión HD

**XFINITY TV 150 Latino**

Includes Limited Basic and Latino Tier

**XFINITY TV 200 Latino**

Includes Digital Economy and Latino Tier

**XFINITY TV 300 Latino**

Includes XFINITY TV 200 Latino and the below channels:

- 39 ABC Family
- 40 Nickelodeon
- 45 CNN Headline News
- 46 CNBC
- 53 FX
- 57 Spike
- 59 Syfy
- 62 VH1
- 63 MTV
- 65 Travel
- 67 HGTV
- 119 Sprout
- 128 MSNBC
- 130 Fox Business

- 161 GSN
- 162 BBC America
- 181 Bravo
- 183 Esquire
- 220 OWN
- 233 Daystar
- 235 INSP
- 401 FXX
- 483 TV One
- 486 The Word
- 501 TCM
- 502 WE
- 504 Lifetime Movies
- 515 MoviePlex
- 644 Encore Español
- 711 Velocity HD
- 738 TLC HD
- 739 ABC Family HD
- 740 Nickelodeon HD
- 745 CNN Headline News HD
- 746 CNBC HD
- 749 Fox Business HD
- 753 FX HD
- 757 Spike HD
- 759 Syfy HD
- 762 VH1 HD
- 763 MTV HD
- 764 Palladia
- 765 Travel HD
- 767 HGTV HD
- 777 Esquire HD
- 778 TV One HD
- 779 Bravo HD
- 780 WE HD
- 784 TCM HD
- 785 Lifetime Movies HD
- 787 Universal HD
- 788 Sprout HD
- 790 MSNBC HD
- 793 BBC America HD
- 800 FXX HD
- 807 GSN HD

**Exhibit B****XFINITY TV 450 Latino**

Includes XFINITY TV 300 Latino and the below channels:

- 32 NBC Sports Network
- 33 Golf Channel
- 34 Roots Sports
- 35 ESPN
- 36 ESPN2
- 37 CSN Northwest
- 54 TNT
- 55 TBS
- 408 FS1
- 420 PAC 12 Oregon
- 720 PAC 12 Oregon HD
- 723 FS1 HD
- 732 NBC Sports Network HD
- 733 Golf Channel HD
- 734 Root Sports Northwest HD
- 735 ESPN HD
- 736 ESPN2 HD
- 737 CSN Northwest HD
- 754 TNT HD
- 755 TBS HD

A minimum subscription to Limited Basic is required to receive other services or other levels of video programming. HD programming is only available to customers with an HDTV set (not provided by Comcast) and a digital converter with HDTV capabilities. A subscription to certain services may be required to receive certain HD programming. A monthly HD Technology fee is also required to receive HD programming. 3D programming is only available to customers with a minimum subscription to the Digital Starter package, a full 3D HDTV set (not provided by Comcast) and a digital converter with 3D/HD capabilities. A monthly 3D Technology fee and a monthly HD Technology fee are required to receive 3D programming. Channel offerings and required service levels are subject to change. Please contact 1-800-XFINITY with questions.



WA-001

**XFINITY® TV**  
 Channel Line up


Effective April 2015

Vancouver

**Limited Basic**

- 2 KATU (ABC)
- 3 KRCW (CW)
- 4 Pop
- 5 KPXG (ION)
- 6 KOIN (CBS)
- 7 Discovery Channel
- 8 KGW (NBC)
- 10 KOPB
- 11 Access: Public (CAN)
- 12 KPTV (FOX)
- 13 KPDX (My Network TV)
- 14 Jewelry TV
- 15 TV Mart
- 16 QVC
- 17 HSN
- 19 E!VINE Live
- 20 KNMT (TBN)
- 21 Access: Government
- 22 Access: TVW
- 23 PUBACC CVTV
- 24 C-SPAN
- 25 C-SPAN2
- 26 KCTS (PBS)
- 27 Access: Education (CC)
- 28 Access: Education (K12)
- 29 Access
- 30 Telemundo
- 31 KUNP (Univision)
- 97 HSN2
- 98 Jewelry TV
- 99 Leased Access
- 164 E!VINE Live
- 232 EWTN
- 301 KATU-GetTV
- 302 MeTV
- 303 This TV
- 304 AntennaTV
- 307 Estrella TV
- 308 The Justice Network
- 310 OPB Plus
- 315 TV Mart
- 316/638 KUNP (MundoFOX)
- 317 KPWC (Azteca)
- 318 KPWC-DT2
- 323 Government Access HD**
- 599 XFINITY Latino Entertainment Channel
- 617 KPWC (Azteca)
- 702 KATU HD (ABC)**
- 703 KRCW HD (CW)**
- 705 KPXG HD (ION)**
- 706 KOIN HD (CBS)**
- 708 KGW HD (NBC)**
- 710 KOPB HD (PBS)**
- 712 KPTV HD (FOX)**

- 713 KPDX HD (My Network TV)**
- 792 CSPAN HD**
- 802 KUNP HD (Univision)**
- 808 Pop HD**
- 901-950 Music Choice

**Family Tier**

- Includes Limited Basic.
- 40 Nickelodeon
  - 41 Disney Channel
  - 45 HLN
  - 47 The Weather Channel
  - 66 Food Network
  - 67 HGTV
  - 119 Sprout
  - 121 Discovery Family Channel
  - 122 Disney XD
  - 204 DIY
  - 215 TeenNick
  - 272 Science
  - 273 National Geographic Channel
  - 740 Nickelodeon HD**
  - 741 Disney Channel HD**
  - 745 HLN HD**
  - 747 The Weather Channel HD**
  - 766 Food Network HD**
  - 767 HGTV HD**
  - 788 Sprout HD**
  - 789 Discovery Family Channel HD**
  - 796 Disney XD HD**
  - 772 Science HD**
  - 773 National Geographic Channel HD**

**Digital Economy**

- Includes Limited Basic
- 18 Hallmark Channel
  - 41 Disney Channel
  - 42 Cartoon Network
  - 43 Animal Planet
  - 44 CNN
  - 45 HLN
  - 46 CNBC
  - 47 The Weather Channel
  - 48 Fox News Channel
  - 49 NW Cable News
  - 50 History
  - 51 truTV
  - 52 A&E
  - 56 BET
  - 58 USA Network
  - 60 Comedy Central
  - 64 TV Land
  - 66 Food Network
  - 69 Lifetime
  - 70 E!

- 71 AMC
- 276 H2
- 707 Discovery Channel HD**
- 716 QVC HD**
- 717 HSN HD**
- 718 Hallmark Channel HD**
- 741 Disney Channel HD**
- 742 Cartoon Network HD**
- 744 CNN HD**
- 747 The Weather Channel HD**
- 748 Fox News Channel HD**
- 750 History HD**
- 751 truTV HD**
- 752 A&E HD**
- 756 BET HD**
- 758 USA Network HD**
- 760 Comedy Central HD**
- 766 Food Network HD**
- 769 Lifetime HD**
- 770 E! HD**
- 771 AMC HD**
- 795 H2 HD**
- 805 Animal Planet HD**

**Digital Starter**

- Includes Limited Basic
- 1 On Demand
  - 9 WGN
  - 18 Hallmark Channel
  - 32 NBC Sports Network
  - 33 Golf Channel
  - 34 Root Sports Northwest
  - 35 ESPN
  - 36 ESPN2
  - 37 CSN Northwest
  - 38 TLC
  - 39 ABC Family
  - 40 Nickelodeon
  - 41 Disney Channel
  - 42 Cartoon Network
  - 43 Animal Planet
  - 44 CNN
  - 45 HLN
  - 46 CNBC
  - 47 The Weather Channel
  - 48 Fox News Channel
  - 49 NW Cable News
  - 50 History
  - 51 truTV
  - 52 A&E
  - 54 TNT
  - 55 TBS
  - 56 BET
  - 57 Spike
  - 58 USA Network
  - 59 Syfy
  - 60 Comedy Central
  - 62 VH1
  - 63 MTV

- 64 TV Land
- 65 Travel Channel
- 66 Food Network
- 67 HGTV
- 68 Oxygen
- 69 Lifetime
- 70 E!
- 71 AMC
- 106 C-SPAN3
- 119 Sprout
- 128 MSNBC
- 129 Bloomberg TV
- 162 BBC America
- 181 Bravo
- 183 Esquire
- 220 OWN
- 233 Daystar
- 271 Investigation Discovery
- 273 National Geographic Channel
- 275 fyi
- 276 H2
- 401 FXX
- 408 FS1
- 420 PAC 12 Network (Regional)
- 485 UP
- 500 Hallmark Movies & Mysteries
- 502 We tv
- 504 LMN
- 515 MoviePlex
- 707 Discovery Channel HD**
- 709 WGN HD**
- 711 Velocity HD**
- 716 QVC HD**
- 717 HSN HD**
- 718 Hallmark Channel HD**
- 719 Hallmark Movies & Mysteries HD**
- 720 PAC 12 Network HD (Regional)**
- 723 FS1 HD**
- 732 NBC Sports Network HD**
- 733 Golf Channel HD**
- 734 Root Sports Northwest HD**
- 735 ESPN HD**
- 736 ESPN2 HD**
- 737 CSN Northwest HD**
- 738 TLC HD**
- 739 ABC Family HD**
- 740 Nickelodeon HD**
- 741 Disney Channel HD**
- 742 Cartoon Network HD**
- 743 Bloomberg TV HD**
- 744 CNN HD**
- 745 HLN HD**
- 746 CNBC HD**
- 747 The Weather Channel HD**
- 748 Fox News Channel HD**
- 750 History HD**
- 751 truTV HD**
- 752 A&E HD**

- 753 FX HD**
- 754 TNT HD**
- 755 TBS HD**
- 756 BET HD**
- 757 Spike HD**
- 758 USA Network HD**
- 759 Syfy HD**
- 760 Comedy Central HD**
- 762 VH1 HD**
- 763 MTV HD**
- 764 Palladia**
- 765 Travel Channel HD**
- 766 Food Network HD**
- 767 HGTV HD**
- 768 Oxygen HD**
- 769 Lifetime HD**
- 770 E! HD**
- 771 AMC HD**
- 773 National Geographic Channel HD**
- 775 fyi, HD**
- 777 Esquire HD**
- 779 Bravo HD**
- 780 We tv HD**
- 785 LMN HD**
- 787 Universal HD**
- 788 Sprout HD**
- 790 MSNBC HD**
- 793 BBC America HD**
- 794 Investigation Discovery HD**
- 795 H2 HD**
- 797 UP HD**
- 800 FXX HD**
- 805 Animal Planet HD**

**Digital Preferred**

- Includes Digital Starter
- 61 CMT
  - 107 Al Jazeera America
  - 120 Nick Jr.
  - 121 Discovery Family Channel
  - 122 Disney XD
  - 123 Disney Junior
  - 124 Nick 2
  - 126 Nicktoons
  - 130 Fox Business Network
  - 131 BBC World News
  - 135 MTV2
  - 137 E! Rey
  - 139 LOGO
  - 159 Nat Geo WILD
  - 161 GSN
  - 180 Ovation
  - 184 Cooking Channel
  - 185 RLTV
  - 201 Destination America
  - 204 DIY
  - 215 TeenNick
  - 222 Discovery Life Channel
  - 231 Pivot

- 234 BYU
- 235 INSP
- 241 nuvoTV
- 242 BabyFirst Americas
- 270 Smithsonian Channel
- 272 Science
- 274 American Heroes
- 400 NFL Network
- 402 ESPNNews
- 405 Sportsman Channel
- 406 Outdoor Channel
- 409 TV Games
- 411 ESPN
- 412 CBS Sports Network
- 416 NBA TV
- 417 NFL Network
- 418 NHL Network
- 419 MLB Network
- 425 SEC Network
- 472 MTV Hits
- 473 VH1 Classic
- 475 MTV Jams
- 476 Fuse
- 481 Centric
- 482 Aspire
- 483 TV One
- 484 GAC
- 486 The Word
- 501 TCM
- 503 IFC
- 505 Sundance TV
- 512 ReelzChannel
- 513 IndiePlex
- 514 RetroPlex
- 516 Encore Family
- 518 Encore
- 520 Encore Classic
- 522 Encore Suspense
- 524 Encore Westerns
- 528 Encore Black
- 530 Encore Action
- 586 Flix
- 603 NBC Universo
- 606 fr3s
- 615 Univision Deportes
- 619 Galavisión
- 623 HITN
- 631 UniMas
- 714 Fuse HD**
- 721 ESPNNews HD**
- 722 Outdoor Channel HD**
- 725 CBS Sports Network HD**
- 727 ESPN HD**
- 728 NBA TV HD**
- 729 NFL Network HD**
- 730 NHL Network HD**
- 731 MLB Network HD**
- 749 Fox Business Network HD**
- 762 CMT HD**
- 772 Science HD**
- 774 Nat Geo WILD HD**

- 770 Destination America HD**
- 778 TV One HD**
- 781 IFC HD**
- 782 MGM HD**
- 783 Encore HD**
- 784 TCM HD**
- 786 Ovation HD**
- 789 Discovery Family Channel HD**
- 796 Disney XD HD**
- 798 AXS TV HD**
- 801 Galavisión HD**
- 806 Sportsman Channel HD**
- 807 GSN HD**
- 809 Smithsonian HD**
- 810 Cooking Channel HD**
- 825 SEC Network HD**
- 832 IndiePlex HD**
- 833 RetroPlex HD**

**Digital Preferred Plus**

Includes Digital Preferred HD and Starz

**Digital Premier**

Includes Digital Preferred Plus, Sports Entertainment Package, Cinemax and Showtime

**Sports Entertainment Package**

- 277 Crime & Investigation Network
- 399 NFL RedZone
- 400 NFL Network
- 402 ESPNNews
- 403 Big Ten Network
- 404 Outside TV
- 406 Outdoor Channel
- 407 ESPN Classic
- 409 TV Games
- 410 Tennis Channel
- 412 CBS Sports Network
- 413 Fox College Sports Atlantic
- 414 Fox College Sports Central
- 415 Fox College Sports Pacific
- 416 NBA TV
- 417 NFL Network
- 418 NHL Network
- 419 MLB Network
- 421 PAC 12 Network (National)
- 422 ESPN Goal Line/ Buzzer Beater
- 423 beIN Sport
- 506 FX Movie Channel
- 643 beIN Sport Español

- 721 ESPN HD**
- 722 Outdoor Channel HD**
- 724 Tennis Channel HD**
- 725 CBS Sports Network HD**
- 726 Big Ten Network HD**
- 728 NBA TV HD**
- 729 NFL Network HD**
- 730 NHL Network HD**
- 731 MLB Network HD**
- 799 NFL RedZone HD**

**Premium Services**

- Starz
- 534 Starz
- 536 Starz Edge
- 537 Starz In Black
- 538 Starz Cinema
- 539 Starz Kids & Family
- 540 Starz Comedy
- 834 Starz HD**
- 810
- 550 HBO East
- 551 HBO West
- 552 HBO2 East
- 553 HBO2 West
- 554 HBO Signature East
- 555 HBO Signature West
- 557 HBO Family
- 558 HBO Latino
- 559 HBO Comedy
- 560 HBO Zone
- 851 HBO HD**
- 853 HBO2 HD**
- 855 HBO Signature HD**
- 858 HBO Latino HD**
- Ginimax
- 561 Cinemax West
- 562 Cinemax East
- 565 MoreMAX
- 566 ActionMAX
- 567 ThrillerMAX
- 861 Cinemax HD**
- Showtime
- 576 Showtime
- 577 SHO 2 East
- 578 SHO 2 West
- 580 Showtime Showcase
- 582 Showtime Extreme
- 584 Showtime Family
- 586 Flix
- 876 Showtime HD**
- 878 SHO 2 HD**
- The Movie Channel
- 590 The Movie Channel East
- 591 The Movie Channel West
- 593 The Movie Channel Xtra
- 880 The Movie Channel West HD**
- Adult
- 994 Playboy TV

**(Exhibit C)**  
**CHART 1**  
**MIX AND QUALITY OF SERVICE**

<i>Service Category</i>	<i>Baseline 2013</i>	<i>2/14</i>													
*Educational	30	31													
*WA State News and Information	5	6													
*Sports	76	87													
*General Entertainment (including movies)	206	218													
*Children/Family Oriented	41	40													
*Arts/Culture/ Performing Arts	34	31													
*Foreign Language	68	71													
*Science/Documentary	28	27													
*Weather Information	2	2													
*Diverse Ethnic/ Minority Interests	76	77													
*National, State & Local Govt. Affairs	23	26													
*PEG Access	7	9													
Religious	8	9													
Local Broadcast/Must Carry	16	16													
Home Shopping	7	10													

\*Required by Franchise Agreement

**Note:** Number of services/channels exceeds total channels available because some channels are counted in more than one service category.

**(Exhibit C)**  
**CHART 2**  
**MIX AND QUALITY OF SERVICE - PROGRAMMING**  
**CABLE CHANNEL LINE-UP**  
**VANCOUVER/CLARK COUNTY, WASHINGTON**  
**April 2015**

**EDUCATIONAL (31)**

- Channel 7 – The Discovery Channel
- Channel 10 – KOBP
- Channel 26 – KCTS (Seattle Public Broadcasting)
- Channel 27 – Educational Access Channel (TV ETC)
- Channel 28 – Educational Access Channel (TV ETC)
- Channel 29 – Educational Access Channel (TV ETC)
- Channel 38 – TLC
- Channel 43 – Animal Planet
- Channel 50 – The History Channel
- Channel 52 – A&E
- Channel 121 – Discovery Family Channel
- Channel 159 – National Geographic Wild
- Channel 222 – Discovery Life Channel
- Channel 270 – Smithsonian Channel
- Channel 271 – Investigation Discovery
- Channel 272 – Science Channel
- Channel 273 – National Geographic Channel
- Channel 274 – American Heroes
- Channel 276 –H2
- 12 High Definition Channel

**WASHINGTON STATE PROGRAMMING (5)**

- Channel 21 – CVTV II
- Channel 22 – TVW
- Channel 23 – CVTV
- Channel 26 – KCTS
- Channel 49 – NW Cable News
- 1 High Definition Channel

**SPORTS (87)**

- Channel 32 – NBC Sports Network
- Channel 33 – The Golf Channel
- Channel 34 – Root Sports NW
- Channel 35 – ESPN
- Channel 36 – ESPN II
- Channel 37 – Comcast SportsNet NW
- Channel 399 – NFL Red Zone
- Channel 400 – NFL Network
- Channel 401 – FOX Soccer Channel
- Channel 402 – ESPNews
- Channel 403 – Big Ten Network
- Channel 404 – Outside TV
- Channel 405 – Sportsman Channel
- Channel 406 – Outdoor Channel
- Channel 407 – ESPN Classic
- Channel 408 – FS1
- Channel 409 – TV Games
- Channel 410 – Tennis Channel
- Channel 411 - ESPNU
- Channel 412 – CBS Sports Network

- Channel 413 – Fox College Sports – Atlantic
- Channel 414 – Fox College Sports – Central
- Channel 415 – Fox College Sports - Pacific
- Channel 416 – NBA TV
- Channel 417 – NFL Network
- Channel 418 – NHL Network
- Channel 419 – MLB Network
- Channel 420 – PAC 12 Network (Regional)
- Channel 421 – PAC 12 Network (National)
- Channel 422 – ESPN Goal Line/Buzzer Beater
- 21 High Definition Channels
- 33 Pay-per-View Channels, 3 High Definition

**GENERAL ENTERTAINMENT (218)**

- Channel 3 – KRCW (CW)
- Channel 4 - Pop
- Channel 5 – ION
- Channel 9 – WGN
- Channel 14 – Jewelry Television
- Channel 15 – TV Mart
- Channel 16 – QVC
- Channel 17 – Home Shopping Network
- Channel 18 – Hallmark Channel
- Channel 19 – EVINE Live
- Channel 35 – ESPN
- Channel 36 – ESPN 2
- Channel 38 – The Learning Channel
- Channel 39 – ABC Family Channel
- Channel 40 – Nickelodeon
- Channel 41 – The Disney Channel
- Channel 42 – Cartoon Network
- Channel 43 – Animal Planet
- Channel 51 – TruTV
- Channel 52 – A&E
- Channel 53 – FX
- Channel 54 – TNT
- Channel 55 – TBS
- Channel 56 – BET
- Channel 57 – Spike TV
- Channel 58 – USA Network
- Channel 59 – SyFy
- Channel 60 – Comedy Central
- Channel 61 – CMT
- Channel 62 – VH1
- Channel 63 – MTV
- Channel 64 – TV Land
- Channel 65 – Travel Channel
- Channel 66 – Food Network
- Channel 67 – HGTV
- Channel 68 – Oxygen
- Channel 69 – Lifetime

**GENERAL ENTERTAINMENT (cont.)**

- Channel 70 – E!
- Channel 71 – American Movie Classics
- Channel 119 – Sprout
- Channel 120 – Nick Jr
- Channel 121 – Discovery Family Channel
- Channel 122 – Disney XD
- Channel 123 – Disney Junior
- Channel 124 – Nick 2
- Channel 126 – Nicktoons
- Channel 135 – MTV2
- Channel 137 – El Rey
- Channel 139 – LOGO
- Channel 159 – Nat Geo WILD
- Channel 161 – GSN
- Channel 162 – BBC America
- Channel 180 - Ovation
- Channel 181 – Bravo
- Channel 183 – Esquire
- Channel 184 – Cooking Channel
- Channel 185 – Retirement Living
- Channel 201 – Destination America
- Channel 204 - DIY
- Channel 215 – Teen Nick
- Channel 220 – OWN
- Channel 222 – Discovery Life Channel
- Channel 231 – Pivot
- Channel 273 – National Geographic
- Channel 274 – American Heroes
- Channel 275 – fyi
- Channel 276 – H2
- Channel 302 – MeTV
- Channel 303 – This TV
- Channel 304 – Antenna TV
- Channel 308 – The Justice Network
- Channel 402 – ESPNews
- Channel 472 – MTV Hits
- Channel 473 – VH1 Classic
- Channel 475 – MTV Jams
- Channel 476 – Fuse
- Channel 481 – Centric
- Channel 482 - Aspire
- Channel 483 – TVOne
- Channel 484 – Great American Country
- Channel 485 – UP
- Channel 500 – Hallmark Movie Channel
- Channel 501 – Turner Classic Movies
- Channel 502 – WE
- Channel 503 – IFC
- Channel 504 – Lifetime Movie Network
- Channel 505 – Sundance Channel
- Channel 512 – Reelz
- Channel 513 – IndiePlex
- Channel 514 – RetroPlex
- Channel 515 – MOVIEplex
- Channel 516 – Encore Family
- Channel 518 – Encore
- Channel 520 – Encore Classic

**GENERAL ENTERTAINMENT (cont.)**

- Channel 522 – Encore Suspense
- Channel 524 – Encore Westerns
- Channel 528 – Encore Black
- Channel 530 – Encore Action
- Channel 586 – FLIX
- 63 High Definition Channels
- 41 Premium Movie Channels and 5 PPV
- 9 High Definition Premium Channels
- 1 High Definition PPV Channel

**CHILDREN/FAMILY ORIENTED (40)**

- Channel 5 – ION
- Channel 7 – The Discovery Channel
- Channel 10 – KOPB
- Channel 18 – Hallmark Channel
- Channel 26 – KCTS
- Channel 28 – Educational Access
- Channel 38 – The Learning Channel
- Channel 39 – ABC Family Channel
- Channel 40 – Nickelodeon
- Channel 41 – Disney Channel
- Channel 42 – Cartoon Network
- Channel 43 – Animal Planet
- Channel 64 – TV Land
- Channel 119 – Sprout
- Channel 120 – Nick Jr
- Channel 121 – Discovery Family Channel
- Channel 122 – Disney XD
- Channel 123 – Disney Junior
- Channel 124 – Nick 2
- Channel 126 – NickToons
- Channel 215 – TeenNick
- Channel 235 – Inspirational Channel
- Channel 242 – BabyFirst Americas
- Channel 310 – OPB Plus
- Channel 500 – Hallmark Movie Channel
- 3 Premium
- 12 High Definition Channels

**ARTS & CULTURE (31)**

- Channel 50 – The History Channel
- Channel 52 – A&E
- Channel 61 – CMT
- Channel 62 – VH1
- Channel 63 – MTV
- Channel 65 – Travel Channel
- Channel 71 – American Movie Classics
- Channel 135 – MTV2
- Channel 180 - Ovation
- Channel 181 – Bravo
- Channel 183 – Style
- Channel 472 – MTV Hits
- Channel 473 – VH1 Classic
- Channel 475 – MTV Jams
- Channel 476 – Fuse
- Channel 481 – Centric
- Channel 484 – Great American Country

Mix and Quality of Service Programming  
Cable Channel Line-Up

### **ARTS & CULTURE (cont.)**

- Channel 501 - TCM
- Channel 503 - IFC
- Channel 505 - Sundance TV
- 11 High Definition Channels

### **FOREIGN LANGUAGE (71)**

- Channel 30 - Telemundo
- Channel 31 - Univision
- Channel 122 - Disney XD en Espanol
- Channel 241 - Nuvo TV
- Channel 242 - BabyFirst Americas
- Channel 307 - Estrella TV
- Channel 316 - Mundo FOX
- Channel 317 - KPWC (Azteca)
- Channel 318 - KPWC-DT2
- Channel 599 - XFINITY Latino
- Channel 600 - Viendo
- Channel 601 - Discovery en Espanol
- Channel 602 - FOX Deportes
- Channel 603 - NBC Universo
- Channel 604 - CineLatino
- Channel 605 - History en Espanol
- Channel 606 - MTVtr3s
- Channel 607 - Canal Sur
- Channel 608 - CNN en Espanol
- Channel 609 - ESPN Deportes
- Channel 610 - CineMexicano
- Channel 611 - Video Rola
- Channel 615 - Univision Deportes
- Channel 616 - Pasiones
- Channel 618 - Once TV Mexico
- Channel 619 - Galavision
- Channel 620 - Fox Life
- Channel 621 - CB TV Michoacan
- Channel 622 - Discovery Familia
- Channel 623 - HITN
- Channel 624 - Canal52MX
- Channel 625 - Mexicana
- Channel 626 - Multimedia
- Channel 627 - TVE Internacional
- Channel 628 - WAPA America
- Channel 629 - Telefe
- Channel 630 - Ecuavisa
- Channel 631 - UniMas
- Channel 632 - LAS
- Channel 633 - Caracol
- Channel 636 - TeleForumula
- Channel 637 - Centro Americana
- Channel 639 - Gran Cine
- Channel 640 - De Pelicula
- Channel 641 - De Pelicula Classico
- Channel 642 - Cine Sony
- Channel 643 - be IN Sport Espanol
- Channel 644 - Encore Espanol
- Channel 645 - TeleHit
- Channel 646 - RitmoSon Latino
- Channel 648 - Bandamax

### **FOREIGN LANGUAGE (cont.)**

- Channel 651 - EWTN en Espanol
- Channel 653 - TBN Enlace
- Channel 654 - BabyFirst Americas en Espanol
- Channel 655 - Vme Kids
- Channel 656 - Nuestra Tele
- Channel 657 - TV Chile
- Channel 658 - TV Venezuela
- Channel 659 - TV Dominica
- 10 Premium Channels, 1 High Definition
- 1 High Definition Channel

### **SCIENCE/DOCUMENTARY (27)**

- Channel 7 - The Discovery Channel
- Channel 38 - The Learning Channel
- Channel 43 - Animal Planet
- Channel 50 - The History Channel
- Channel 52 - A&E
- Channel 121 - Discovery Family
- Channel 159 - Nat Geo WILD
- Channel 222 - Discovery Life
- Channel 270 - Smithsonian Channel
- Channel 271 - Investigation Discovery
- Channel 272 - Science Channel
- Channel 273 - National Geographic
- Channel 274 - American Heroes
- Channel 275 - fyi
- Channel 276 - History 2
- 12 High Definition Channels

### **WEATHER INFORMATION (2)**

- Channel 47 - The Weather Channel
- 1 High Definition Channel

### **DIVERSE ETHNIC/MINORITY INTEREST (77)**

- Channel 30 - Telemundo
- Channel 31 - Univision
- Channel 56 - BET
- Channel 122 - Disney EX en Espanol
- Channel 137 - El Rey
- Channel 139 - LOGO
- Channel 241 - Nuvo TV
- Channel 242 - BabyFirst Americas
- Channel 307 - Estrella TV
- Channel 316 - Mundo FOX
- Channel 481 - Centric
- Channel 482 - Aspire
- Channel 483 - TVOne
- Channel 528 - Encore Black
- Channel 599 - XFINITY Latino
- Channel 600 - VeneMovies
- Channel 601 - Discovery en Espanol
- Channel 602 - FOX Sports en Espanol
- Channel 603 - NBC Universo
- Channel 604 - CineLatino
- Channel 605 - History en Espanol
- Channel 606 - MTVtr3s
- Channel 607 - Canal Sur

## **DIVERSE ETHNIC/MINORITY INTEREST (cont.)**

- Channel 608 – CNN en Espanol
- Channel 609 – ESPN Deportes
- Channel 610 – CineMexicano
- Channel 611 – Video Rola
- Channel 615 – Univision Deportes
- Channel 616 – Pasion es
- Channel 618 – Once TV Mexico
- Channel 619 – Galavision
- Channel 620 – Fox Life
- Channel 622 – Discovery Familia
- Channel 623 – HITN
- Channel 624 – Canal52MX
- Channel 625 – Mexicanal
- Channel 626 – Multimedios
- Channel 627 – TVE Internacional
- Channel 628 – WAPA America
- Channel 629 – Telefe
- Channel 630 – Ecuavisa
- Channel 631 – UniMas
- Channel 632 – LAS
- Channel 633 – Caracol
- Channel 634 – Telemundo
- Channel 635 – Univision
- Channel 636 – TeleForumula
- Channel 637 – Centro Americana
- Channel 639 – Gran Cine
- Channel 640 – De Pelicula
- Channel 641 – De Pelicula Classico
- Channel 642 – Cine Sony
- Channel 643 – beIN Sport Espanol
- Channel 645 – TeleHit
- Channel 646 – RitmoSon Latino
- Channel 647 – UniMas
- Channel 648 – Bandamax
- Channel 651 – EWTN en Espanol
- Channel 653 – TBN Enlace
- Channel 654 – BabyFirst Americas in Espanol
- Channel 655 – Vme Kids
- Channel 656 – Nuestra Tele
- Channel 657 – TV Chile
- Channel 658 – TV Venezuela
- Channel 659 – TV Dominica
- 10 Premium Channels, 1 High Definition
- 1 High Definition Channel

## **NATIONAL, STATE AND LOCAL GOVERNMENT**

### **AFFAIRS (26)**

- Channel 21 – CVTV II
- Channel 22 – TVW
- Channel 23 – CVTV
- Channel 24 – C-SPAN
- Channel 25 – C-SPAN II
- Channel 44 – CNN
- Channel 45 – Headline News
- Channel 46 – CNBC
- Channel 48 – Fox News
- Channel 49 – NW Cable News

## **NATIONAL, STATE AND LOCAL GOVERNMENT**

### **AFFAIRS (cont.)**

- Channel 106 – C-SPAN 3
- Channel 128 – MSNBC
- Channel 129 – Bloomberg
- Channel 130 – FOX Business Network
- Channel 131 – BBC World News
- 9 High Definition Channels

### **PEG ACCESS (9)**

- Channel 11 – Public Access
- Channel 21 – CVTV II
- Channel 22 – TVW
- Channel 23 – CVTV
- Channel 27 – Educational Access (TV ETC)
- Channel 28 – Educational Access (TV ETC)
- Channel 29 – Educational Access (TV ETC)
- 2 High Definition Channels

### **RELIGIOUS (9)**

- Channel 5 – ION
- Channel 20 – TBN
- Channel 232 – EWTN
- Channel 233 – DayStar Television Network
- Channel 234 – BYU TV
- Channel 235 – Inspirational Channel
- Channel 485 – UP
- Channel 486 – The Word
- 1 High Definition Channel

### **LOCAL BROADCAST/MUST CARRY (16)**

- Channel 2 – ABC (KATU)
- Channel 3 – CW
- Channel 5 – ION
- Channel 6 – CBS (KOIN)
- Channel 8 – NBC (KGW)
- Channel 10 – Oregon Public Broadcasting (KOPB)
- Channel 12 – FOX (KPTV)
- Channel 13 – MY (KPDJ)
- 8 High Definition Channels

### **HOME SHOPPING (10)**

- Channel 14 – Jewelry Television
- Channel 15 – TV Mart
- Channel 16 – QVC
- Channel 17 – Home Shopping Network
- Channel 19 – EVINE Live
- Channel 97 – Home Shopping Network 2
- Channel 98 – Jewelry TV
- Channel 315 – TV Mart
- 2 High Definition Channel