



**Your Personal Xfinity Representative  
Contact Me For Exclusive Offers!**

**Territory Manager**

**Lori Rankin**

**586.295.2817**

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**Call to schedule a personal appointment to discuss  
TV, Internet, Voice, Home Security and Mobile!**

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Ask how you can add X1 DVR service!

# Choose the package you like at a price you'll love!

- X1 from Xfinity gives you a one-of-a-kind interactive TV experience.
- Xfinity On Demand with thousands of hit shows, top movies and more – included at no additional cost.
- Xfinity delivers the fastest Internet and the most WiFi coverage throughout your home – for the best in-home WiFi experience.



All backed by the 30-day money-back Xfinity Customer Commitment

Offers are limited to new residential customers meeting eligibility requirements. Offers require EcoBill paperless billing and automatic payment enrollment through Xfinity My Account. Without enrollment, the monthly service charge automatically increases by \$5.00. The discount will appear on your bill within 45 days of enrolling in EcoBill paperless billing and automatic payments. If either EcoBill paperless billing or automatic payments is subsequently canceled during the term of the agreement, the \$5 monthly discount will be removed automatically. May not be combined with other offers. Xfinity service not available in all areas. TV and Internet service limited to a single outlet. Additional outlet fee applies to multi-room viewing. Equipment, installation, taxes and fees, including regulatory recovery fees, Broadcast TV Fee (up to \$8.00/mo.), Regional Sports Fee (up to \$6.75/mo.) and other applicable charges extra, and subject to change during and after the promotion. Programming and scheduling subject to change and not available in all areas. **X1 Starter Double Play:** Requires subscription to X1 Starter Double Play with Digital Starter TV, Blast! Internet and Streamio. Requires 2-year term agreement. Early termination fee applies. Monthly service charge for X1 Starter Double Play increases to \$109.99/mo. for months 25-36. After applicable promotional periods, or if any service is cancelled or downgraded, regular rates apply. Comcast's current monthly service charge for X1 Starter Double Play is \$135.00. **X1 Starter Triple Play:** Requires subscription to X1 Starter Triple Play with Digital Starter TV, Blast! Internet and Unlimited Voice or Xfinity Home Secure service. X1 Starter Triple Play offers require 2-year minimum term agreement. Starter Triple Play with Xfinity Home Secure requires additional 2-year term agreement for security monitoring service at \$39.95 per month for 24 months for monitoring service for monthly recurring charges totaling \$958.80, minus applicable discounts. Early termination fee applies. Monthly service charge for X1 Starter Triple Play increases to \$149.99/mo. for months 25-36. After applicable promotional periods, or if any service is cancelled or downgraded, regular rates apply. Comcast's current monthly service charge for X1 Starter Triple Play is \$155.00/mo. **X1 HD Preferred Triple Play:** Requires subscription to X1 HD Preferred Triple Play with Digital Preferred TV, Blast! Internet and Unlimited Voice or Xfinity Home Secure service. HD Preferred Triple Play offers require 2-year minimum term agreement. HD Preferred Triple Play with Xfinity Home Secure requires additional 2-year term agreement for security monitoring service at \$39.95 per month for 24 months for monitoring service for monthly recurring charges totaling \$958.80, minus applicable discounts. Early termination fee applies. Monthly service charge for X1 HD Preferred Triple Play increases to \$149.99/mo. for months 25-36. After applicable promotional periods, or if any service is cancelled or downgraded, regular rates apply. Comcast's current monthly service charge for X1 HD Preferred Triple Play is \$175.00/mo. **TV:** Limited Basic service subscription required to receive other levels of service. **Xfinity On Demand™** selections subject to change indicated at time of purchase. Xfinity On Demand available with subscription to Limited Basic TV and above with a digital converter. Access to online and On Demand programming is limited to programming you subscribe to. **Internet:** Xfinity xFi is available to Xfinity Internet customers with a compatible Xfinity Gateway. WiFi claim based on March 2016 study by Allion Test Labs, Inc. of router performance. Actual speeds vary and are not guaranteed. Xfinity WiFi is included with Xfinity Internet tiers of 60 Mbps download speeds and above only. Requires compatible WiFi-enabled laptop or mobile device. Reliably fast claim based on FCC "Measuring Broadband America Report," 2016. Hotspots claim based on June 21, 2013 study by Allion Test Labs, Inc. Available in select areas. **Voice:** \$29.95 activation fee may apply. Service (including 911/emergency services) may not function after extended power outage. Call clarity claim based on March 2015 analysis of traditional phone service by Tektronix. Unlimited Talk & Text requires download of the Xfinity Connect app. A compatible device and Internet access is required. Please note that standard data charges from the wireless carrier may apply. **Xfinity Home Secure:** Requires subscription to compatible high speed Internet service. Visit [comcast.com/XfinityHomeSupport](http://comcast.com/XfinityHomeSupport) for more details. Remote video and fire monitoring requires purchase of additional equipment. Remote access not available with all smartphones. Any other equipment not included in offer, installation charges and taxes extra. License #s: AL: 001484, 001504; AR: 12-030; FL: EF0000921, EF20001002, EF0001095; GA: LVU406303, LVU406264, LVU406190, LVU406354; IL: PACA 127-001503; LA: F1691; MI: 3601206217; MS: 15018010; SC: SCBA-13497, SCFA-13440; TN: ACL 1597, ACL 1604; TX: B-16922-02571, ACR-1672104-1818; VA: 2705145289, DCJS 11-7361. Valid 5/18/16. See [www.xfinity.com/homesecurity](http://www.xfinity.com/homesecurity) for current list. **Xfinity Stream Apps:** Airtime charges may apply, check with your carrier. Advertised features not available in all areas. Certain features may be restricted based upon service tier and subject to change. Not available on all Android devices. Not all Android tablets are supported devices and compatible with Xfinity Apps. © 2016 Comcast. All rights reserved.

**X1 HD Preferred Triple Play**

**\$109<sup>99</sup>** per month for 24 months

with 2-year term agreement and EcoBill® and automatic payment enrollment through Xfinity My Account

220+ channels on Digital Preferred TV

Download speeds up to 150 Mbps

Plus your choice of Xfinity Voice –or– Xfinity Home Secure

**X1 Starter Triple Play**

**\$89<sup>99</sup>** per month for 24 months

with 2-year term agreement and EcoBill® and automatic payment enrollment through Xfinity My Account

140+ channels on Digital Starter TV

Download speeds up to 150 Mbps

Plus your choice of Xfinity Voice –or– Xfinity Home Secure

**X1 Starter Double Play**

**\$79<sup>99</sup>** per month for 24 months

with 2-year term agreement and EcoBill® and automatic payment enrollment through Xfinity My Account

140+ channels on Digital Starter TV

Download speeds up to 150 Mbps

Call me today to take advantage of these special offers!

**Lori**

**586.295.2817**

Lori\_fuchs@comcast.com



# Download our free apps today



## Xfinity Stream

Turn your device into a personal TV, anywhere in your home

- Watch DVR recordings anywhere, even offline
- Stream over 100 of your favorite networks live



## Xfinity My Account

Manage your account with no lines, no waiting

- Manage appointments, pay your bill and chat with an expert



## Xfinity Connect

Stay connected at home and on the go

- Unlimited nationwide talk and text, Readable Voicemail and Advanced Call Forwarding



## Xfinity Home

Remotely monitor and manage your home from anywhere

- Control your lights, thermostat and alarm
- Real-time video monitoring and text and email alerts



## Xfinity WiFi

Find Xfinity WiFi hotspots away from home

- Locate and get directions to millions of Xfinity WiFi hotspots

Search for Xfinity at:



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

Restrictions apply. Not available in all areas. Limited to residential customers. Not available with all devices. Standard data charges apply to app download and usage. Check with your carrier. Service and equipment sold separately. Services and features vary based on service package. Home Secure service requires minimum 2-year term agreement. Early termination fee applies. Limited Basic service subscription required to receive other levels of service. On Demand selections subject to charge indicated at time of purchase. Not all programming available in all areas. **Text Messaging:** Standard data charges apply. Check with your carrier. Xfinity WiFi included with Xfinity Performance Internet (or above) service only. Call for restrictions and complete details or visit [xfinity.com](http://xfinity.com). © 2017 Comcast. All rights reserved. TK0175282-0002

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# Our commitment to you.

## The Xfinity Customer Commitment

**1. We will give you a 30-day, money-back guarantee on all our video, voice, high-speed Internet or home security services.**

If you're not satisfied with these services and wish to cancel service for any reason, you can do so in the first 30 days and get your money back. Simply return all equipment in good working order and we'll refund the monthly recurring fee for your first 30 days of service and any charges you paid for standard installation and any home security equipment purchased.

**2. We will always be on time within your appointment window or we'll credit you \$20.**

As a courtesy, we will call you before we arrive at your home. And if we fail to arrive for a scheduled visit during the appointment window, we will credit you \$20.

**3. We will resolve routine issues in one visit or we'll credit you \$20.**

After the first visit to your home, if we do not satisfactorily complete installation or can't resolve a routine issue, we will credit you \$20. Additionally, we won't charge you for a visit that results from a Comcast equipment or network problem.

**4. We will treat you and your home with courtesy and respect.**

Our technicians will display their Comcast identification clearly when they arrive at your home. They will be trained and equipped to complete the job on the first visit. Our Customer Account Executives (CAEs) will be courteous and knowledgeable when you contact us.

**5. We're here for you, 24 hours a day, 7 days a week to answer questions at your convenience.**

You can contact us regarding any service-related issue by calling 1-800-XFINITY or in any of the following ways via [www.xfinity.com](http://www.xfinity.com):

- Live Chat online with a Comcast Agent
- Online Community Forum

**6. We will quickly address any problem you experience.**

If we do not satisfactorily complete installation or can't resolve the routine issue during the 30 days following the first visit to your home, we will extend a complimentary service to your account. Additionally, we won't charge you for a service visit that results from a Comcast equipment or network problem.

**7. We will continually offer the best and most video choices.**

We're working hard to bring more choices to our customers instantaneously by using the full power of our advanced network and decades of television experience. We will use Xfinity On Demand to bring you dramatically more content choices, including more movies, more sports, more kids programs, more network TV shows and more HD than anyone else.



*Technology and innovation have always been at the heart of what we do. We've reimagined the entertainment you love and we're committed to doing the same for your entire experience. Learn more at [xfinity.com/customerexperience](http://xfinity.com/customerexperience).*

