

**Murfreesboro Cable Television Commission**  
**Regular Meeting**  
**March 21, 2016 – 12:00 Noon**  
**Council Chambers, Murfreesboro City Hall**  
**111 West Vine Street, Murfreesboro, TN 37130**

**AGENDA**

Call to Order by Chair Tommy Campbell

1. Consider minutes of the October 12, 2015 meeting
2. Consider a request from the City Manager to cover the Tennessee Radio Hall of Fame Induction Ceremony May 14, 2016
3. Consider the Communications Department Proposed 2016 – 2017 Budget
4. Follow up on 2014 Comcast Annual Report related to customer service telephone answering times
5. Introduction of Kim Sasser Hayden the Comcast new manager of External Affairs for Middle Tennessee
6. Hear from Comcast representatives on the Comcast 2015 Annual Report
7. Staff Reports/Comments
  - a. Comcast Cable Television Issue Cases
  - b. Comcast Franchise Fee Review Update
  - c. ATT UVerse
8. Any other business to come before the Commission
9. Adjourn.

**MINUTES**  
of the  
**MURFREESBORO CABLE TELEVISION COMMISSION**  
October 12, 2015, 12:00 PM  
City Hall, Council Chambers

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<b>Members Present:</b> Tommy Campbell Phil King Ronald Lindsey Irene McDonald Brian Patterson Bill Shacklett	<b>City:</b> Alan Bozeman, Communications Director Kelley Baker, Assistant City Attorney Kenya Tigg, Recording Secretary Steve Burris, Multimedia Producer Marcus Delaney, Multimedia Producer Michael Nevills, Multimedia Producer John Padgett, Multimedia Producer	<b>Others Present:</b> Russell E. Byrd, Comcast Government Affairs
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Mr. Bozeman called the meeting to order. **Mr. King made a motion to approve the minutes of the August 10, 2015, seconded by Mr. Lindsey. The motion carried by unanimous vote in favor.**

**Hear from Comcast representative regarding 2014 Annual Report**

Mr. Bozeman stated included with the agenda packet is the 2015 Comcast year-end annual report for the Commissions review. Additional enclosures are also laid out on the desk. Mr. Russel Byrd, Senior Director of External Affairs stated that the package provided today is a complete annual report with the exception of the customer service telephone answering times data. Mr. Bozeman asked if the number of complaints shown in the report included the complaints the city forwarded to Comcast. Mr. Byrd said that is his understanding from Ms. Walker. Mr. Patterson asked if the total for the year was 59. Mr. Byrd said that total is formal complaints in the form of a letter or email. Every phone call is not counted due to the amount of general calls received. The report reflects complaints that are filed directly to his office, forwarded from the city, or the General Manager.

Mr. Patterson asked how Murfreesboro compares to other communities around the state with the volume of complaints filed with a municipality. Mr. Byrd said Murfreesboro has more. Out of all the local franchising authorities he deals with only 3 communities have procedures for filing a complaint like Murfreesboro. A lot of the complaints from Murfreesboro can be resolved. Some are related to internet speed, which is not part of the cable TV franchise agreement but is something that Comcast responds to if filed with the City.

Mr. Lindsey asked what steps are taken if the complaint is not resolved within 24 hours. Mr. Byrd said in some cases when messages are left for customer it can take longer than 24 hours. The call will be sent back when there is not a connection with the customer. The assistant or he will reach out to the customer if no connection is made to the customer and Mr. Bozeman will be notified that the customer was unable to be reached. Mr. Patterson said a particular customer contacted Mr. Bozeman and to let him know that he specifically left his mobile number with Comcast to call him and they did not. Is the basic account information the

means of contacting the customer? Mr. Byrd said the escalation team looks at what the customer wrote in the complaint. When he looks at the complaint he will research the account first and then contact the customer with an answer. Mr. Patterson asked what training the entry level employee receives. Mr. Byrd said the customer service training is very extensive. There is a 6 week course and they go out onto the floor listening to phone calls for about a week. Once the employee starts to take calls they have a supervisor or senior employee sit with them to give feedback on how they took care of the customer. Each supervisor is responsible to listen to calls of about 10 agents. Comcast is involved in a multibillion dollar improvement in customer service. They are in the process of hiring 5,000 customer services representatives to answer calls here in the United States and new call centers are being built.

Comcast is also working on an initiative to capture 4<sup>th</sup> quarter calling data this year for Murfreesboro. Mr. Campbell asked why the commission was not notified in the beginning when Comcast was unable to collect Murfreesboro call data as required in the franchise. Mr. Byrd stated the equipment and technology they changed to caused the system to only capture calls for all of the Big South Region that includes 5 states including middle Tennessee. There is a team that is working on software to allow the system to capture data moving forward specifically with Murfreesboro.

Mr. Campbell asked if the number of subscribers in Murfreesboro could be determined. Mr. Byrd said he could check on it and provide that information. Mr. Campbell stated that the previous number reported seemed very low. Mr. Bozeman said he believed there are around 25,000 Comcast subscribers in Murfreesboro.

Mr. Lindsey asked if the existing copper would be replaced. Mr. Byrd said they continue to install more fiber but the nature of use is different. There will be a dozen or so customers per piece of fiber instead of thousands. The fiber capacity is greater for home security, video service, and voice. Mr. Lindsey asked if the existing copper would be replaced or is fiber new installation. Mr. Byrd said it would be a combination of both. The fiber would be installed if there were a new developments.

Mr. Patterson asked why Comcast continues to enter into local agreements rather than with the state. Mr. Byrd said Comcast looks at the circumstances within each community. They look at opportunities to negotiate local franchises and continue to do business with our local city and county governments. Some of the things in the current agreement will cause Comcast to have serious conversations. Considering the new providers in the state that might be under the state issued franchise, Comcast will want to be held to the same accountability as they would. Comcast would want a level playing field. He does not see why Comcast would not negotiate the upcoming local franchise agreement, but it might change.

Mr. Bozeman stated that he recommends staff submit a letter to Comcast regarding the noncompliance issue of not providing Murfreesboro specific customer service telephone answering time data per quarter and moving forward Comcast must correct the problem starting with the 4<sup>th</sup> quarter of 2015. **Mr. Patterson motioned for staff to submit such a letter to Comcast, seconded by Mr. Shacklett. The motion passed.**

Mr. Shacklett made a motion to adjourn, seconded by Mr. Lindsey. The motion carried by unanimous vote in favor.

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Tommy Campbell, Chair



...creating a better quality of life



# MEMO

**To:** Murfreesboro Cable Television Commission  
**From:** Alan Bozeman, Communications Director  
**Date:** March 1, 2016  
**Re:** Tennessee Radio Hall of Fame Induction Ceremony

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City Manager Rob Lyons recommends that the Murfreesboro Cable Television Commission consider a request for the Communications Department to cover the Tennessee Radio Hall of Fame Induction Ceremony.

The Tennessee Journalism Hall of Fame Induction Ceremony will occur on May 14, 2016 at Murfreesboro's Embassy Suites. This Ceremony, if approved for coverage, will be recorded and cablecast later on CityTV.

The procedure for such a request, which is stated in the CityTV Programming Policy and Procedures under section E. Program Sources section, is as follows:

6. Outside Source Programs Requiring Video Production - Some municipal access channel programs will come from sources outside the City and require video production. Such programming will be integrated into the overall public information purposes of the municipal access channel, and must have prior approval by the Murfreesboro Cable Television Commission and meet the following criteria:
  - a. Must fit within the objectives of the municipal access channel.
  - b. Is sponsored in writing by the City Manager or a city department head.
  - c. Programs/productions by non-government agencies/entities shall sign an Indemnification/Hold Harmless form.

One of the purposes of the channel, which this request falls under, is:

3. *To promote the education of citizens by presenting educational and cultural programs beneficial to the City's citizens.*

The organization has signed the Indemnification/Hold Harmless Agreement form to protect the City from any issues that could arise from recording, cablecasting, and webstreaming this outside event.

In light of the above, staff recommends approval of this request to record and cablecast on CityTV the Tennessee Radio Hall of Fame Induction Ceremony, subject to staff availability.

It has been estimated that labor costs for covering this outside event would currently run around:

- \$400 to prepare, set up, and record
  - \$450 to edit/prepare for cablecast and webstream
  - Totaling \$850 for the production (this does not include equipment related costs)
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# MEMORANDUM

**APPROVED**  
**DISAPPROVED**  
**OTHER**

To: Alan Bozeman, Communications Director  
From: Robert J. Lyons, City Manager  
Date: February 9, 2016  
RE: Tennessee Radio Hall of Fame Induction Ceremonies Coverage by CityTV

I have received and reviewed a request from the Tennessee Radio Hall of Fame concerning the coverage by CityTV of their induction ceremony here in Murfreesboro on May 14, 2016.

I believe recording this ceremony and cablecasting the ceremonies on CityTV would be both culturally and educationally beneficial to the citizens. The opportunity for CityTV to cablecast the awards induction ceremony would allow the community and the public to recognize both the magnitude of this event and impact radio has in Tennessee. Additionally, it is my hope that this event will inspire Murfreesboro's youth to appreciate the success of these inductees and realize the opportunities available to them through hard work and dedication.

Please take a recommendation to the Murfreesboro Cable Television Commission, with sponsorship from this office, to record and cablecast on CityTV the Tennessee Radio Hall of Fame Induction Ceremony.

**INDEMNIFICATION/HOLD HARMLESS AGREEMENT**

In consideration for the City of Murfreesboro, TN cablecasting and webstreaming the **Tennessee Radio Hall of Fame Induction Ceremony May 14, 2016 at Murfreesboro's Embassy Suites** on CityTV at times it so chooses, I agree to the following:

1. To be thoroughly familiar with the nature of the program material and to take full responsibility for its content.
2. Have obtained all necessary clearances and permissions from any and all organizations and individuals to audio/video record and have this program cablecast on CityTV and webstreamed on the city website.
3. None of the following material is within the program:
  - Any commercial programming or advertising
  - Any material which constitutes libel or slander
  - Any pornography or obscene material
  - Any unauthorized use of copyrighted material or publicity rights, or invasion of privacy
  - Any material in violation of F.C.C. regulations
  - Any material or activity which violates local, state, or federal laws
4. Indemnify and hold harmless the City of Murfreesboro, its employees, agents and representatives, of and from any and all claims, demands, actions, causes of action, including costs and reasonable attorney's fees, arising out of any claim that any material cablecast or disseminated on the program infringes or violates any of the representations set forth above and any federal, state and/or local law, and any rights of any person or organization. Indemnify and hold harmless and defend the City, its employees, agents, and representatives, in any claim or lawsuit that may be made or filed, which arises from the use of any copyrighted material, whether said copyright is implied or actual.
5. These representations shall survive the initial broadcast program.
6. If signing on behalf of organization, I am authorized to bind such organization.

NAME (print) Bart Walker

ADDRESS (city, state, zip) WGNS 306 S. Church St., Murfreesboro 37130

PHONE NUMBER & E-MAIL bart@wgnsradio.com

SIGNATURE Bart Walker DATE 2/9/16

(If signed on behalf of entity Title/Authority \_\_\_\_\_)

# MEMO

**To:** Murfreesboro Cable Television Commission  
**From:** Alan Bozeman, Communications Director  
**Date:** March 3, 2016  
**Re:** Communications Department Proposed 2016 – 2017 Budget

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The proposed upcoming budget is attached and you will find a:

1. 2016 – 2017 (FY2017) Communications Department Proposed Narrative
2. 2016 – 2017 (FY2017) Communications Department Proposed Budget

After the Commission's review/approval of the proposed budget, staff reviews it with the City Manager. After the City Manager's review/approval of the proposed budget, it then goes to the City Council for final review/approval.

Notes:

**Current Adj Budget** column is the current FY2016 Budget

**Projected Actual** column is what is project to be spent in FY2016 Budget

**Dept Coord** column is the Proposed FY2017 Budget

Salary and related benefits are not reflected with updated costs in the Dept Coord column. These expenses will be updated by the Finance Department at a later date.



## Communications Department

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### DEPARTMENT SUMMARY

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The Communications Department is responsible for proactively providing accurate and timely city information to a wide array of city stakeholders to enhance public awareness of city programs, services, initiatives, and projects; increase civic participation and engagement; communicate city policy; promote transparency.

The department disseminates city information to city stakeholders through utilization of Murfreesboro CityTV, the city website, social media (youtube, facebook, twitter), news releases, and media relations (television, radio, print, and web organizations).

Additionally, the department is responsible for disseminating internal information to city employees through training and communication videos and the utilization of the intranet know as Murfree's Web; assisting citizens in resolving Comcast cable television issues; overseeing the city INET which connects over 30 municipal buildings by utilizing dedicated fiber from Comcast for internal city communications; serving as support staff for the Murfreesboro Cable Television Commission which oversees and enforces the local Comcast cable television franchise agreement, the policies regarding the operation of CityTV, and makes recommendations to the City Council regarding cable television issues.

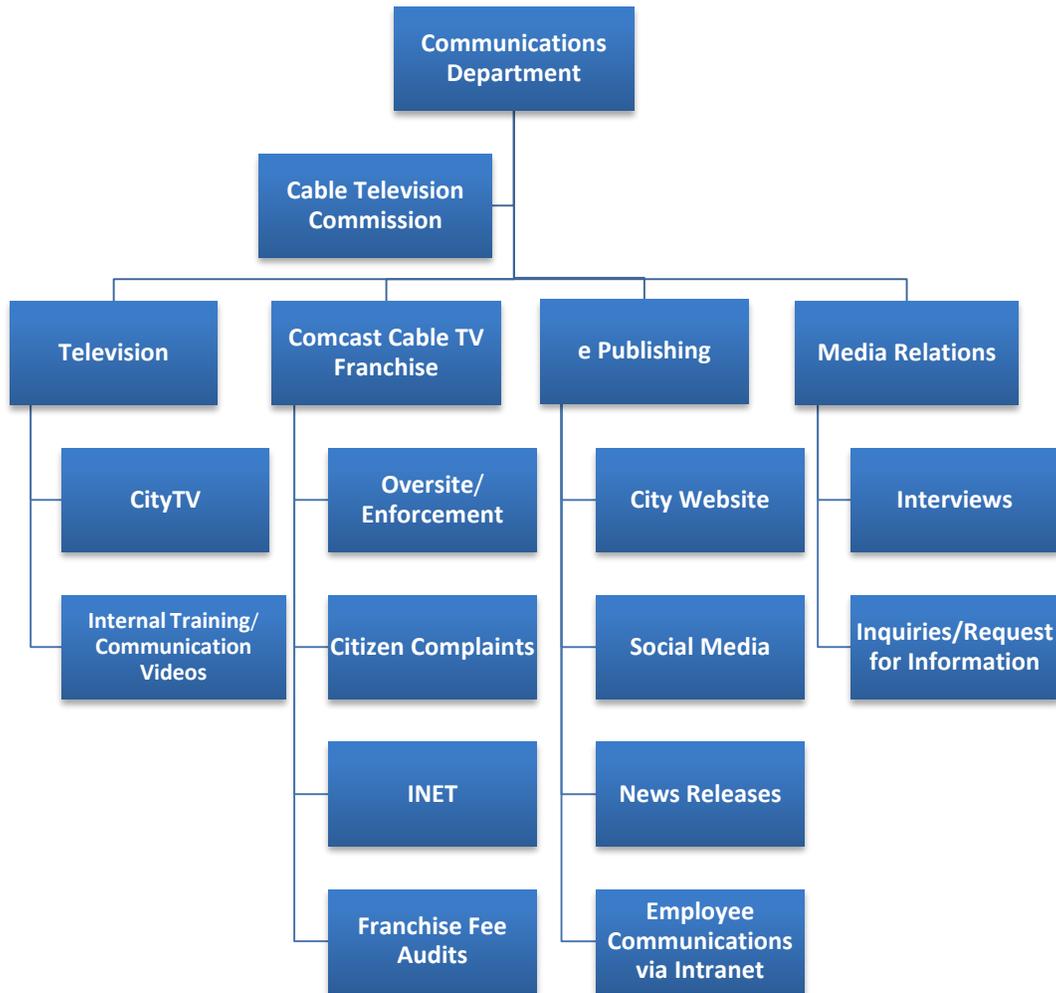
The mission of the Communications Department is to inform and engage residents about programs and public services by the City via multimedia platforms. The mission of Murfreesboro CityTV is to promote the education of City residents concerning local government by cablecasting and video web streaming meetings of the City Council, and their sub-committees, commissions, and boards; inform residents about programs and public services offered by the City; present educational and cultural programs; provide forums for discussion on Murfreesboro issues; explain the opportunities for citizen participation and engagement in programs and services; provide information on public health, safety and welfare issues.

The main initiative in the Communications budget is to provide new ADA audio and video services by live closed captioning of City Council meetings and upgrading the wireless assisted listening devices for the Council Chambers. The department will also begin work on renewing the cable television franchise agreement with Comcast.

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## ORGANIZATION CHART

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## IMPLEMENTATION OF COUNCIL PRIORITIES

### SAFE AND LIVABLE NEIGHBORHOODS

- Utilize CityTV, the city website, and social media to notify residences of severe weather and other emergencies along with school closings
- Present educational information on fire and police safety, city emergency preparedness plan, stormwater initiatives, etc.
- Provide information on public safety, health, and welfare issues
- Provide traffic camera views on CityTV during peak drive times and during inclement weather
- Present educational information on various city departments such Building and Codes, Water and Sewer, Community Development, Planning, Parks and Recreation, etc.

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## STRONG AND SUSTAINABLE FINANCIAL AND ECONOMIC HEALTH

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- Present economic development information and other similar types of information

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## EXCELLENT SERVICES WITH A FOCUS ON CUSTOMER SERVICE

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- Present current information on activities of the City government and its commissions and boards
- Inform City residents about programs and services provided by City Departments and City-sponsored agencies
- Explain opportunities for citizen participation in City programs and services
- Assist Murfreesboro Comcast cable television subscribers with resolving issues when they are unable to do so on their own
- Produce internal training videos to assist employees on improving effective customer service

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## ENGAGING OUR COMMUNITY

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- Increase the City presence through CityTV, social media, the city website, and media relations
- Provide a means of immediate input from the community through social media
- Provide meeting notices, public events notices, and city contact information, through CityTV's video bulletin board messages, promotional productions, the city website, and social media
- Direct contact with citizens groups through presentations about the City and tours of the CityTV facility
- Enlighten citizens with thought provoking programming featuring various perspectives including historical, social, and economic
- Provide hands on demonstrations of the CityTV facility and equipment and explaining the functions of Communications Department for Citizens Academy classes

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## FY 2016 ACCOMPLISHMENTS

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- Upgraded CityTV facility to high definition
- Renovated the Communications Department work area for better work flow, efficiency, and to isolate the noise and cooling of the equipment racks by constructing a separate enclosed server room and a new control room. Constructed an office for the Public Information Officer and several edit suites/rooms for staff
- Renovated the Council Chambers by replacing the wood panel wall, carpet, and audience seating as well as painting
- Conducted a Comcast franchise fee review
- Worked with MWSD regarding promoting water conservation and safety with videos and news releases
- Worked with St. Clair Street Senior Center on developing quarterly video features promoting the Center and senior topics
- Worked with the Parks and Recreation Department on developing quarterly video features promoting the facilities and activities

- Covered and published videos on the Murfreesboro 2035 Community Chapter Presentations as well as promoting the campaign
- Added CityTV channel to ROKU
- Continued to provide immediate response to time sensitive information through the utilization of CityTV, social media, the city website, and news releases
- Utilized Comcast Spotlight Advertising to promote the City and CityTV programming
- Achieved over 44,000 view/hits from the publication of archived video web streaming content and Live video web streaming
- Over 3,900 likes/followers on City facebook page
- Over 2,800 followers on the City twitter feed
- Over 300 subscribers to the City youtube channel
- Over 1.8 million page views on the city website
- Received a national award from the National Association of Telecommunications Officers and Advisors and the City-County Communications and Marketing Association for the Murfreesboro 2035 promotional video

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### FY 2017 DEPARTMENT GOALS

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- As part of CityTV's high definition upgrade, update existing and create new videos for the high definition format
- Ongoing participation in various training sessions as part of the high definition hardware and software upgrades
- Add real time closed captioning of City Council meetings
- Upgrade outdated ADA wireless assisted listening devices for Council Chambers
- Hire an outside legal attorney/consultant to assist with renewing the Comcast franchise agreement expiring in 2018

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### BENCHMARKING MEASURES

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	Actual 2014	Actual FY 2015	Budget FY 2016	Estimated FY 2016	Proposed FY 2017
Hours of coverage of City public meetings and locally produced productions	224	242	200	245	200
Number of covered City public meetings and locally produced productions	502	550	450	503	450
Number of video webstreaming views	43831	61472	45000	61500	62000
Number of news releases	67	153	150	155	150
Number of internal employee communications via intranet		160	100	170	170

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City of Murfreesboro, TN  
DEPARTMENT BUDGET REQUESTS

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BUDGET PROJECTION 20171 FY17 City of Murfreesboro Tentative Budget

ORG	OBJECT PROJ	ACCOUNT DESCRIPTION	CURRENT ADJ BUDGET	PROJECTED ACTUAL	Dept Coord	PERCENT CHANGE
10101006319120		Cable TV Franchise Tax	-1,555,000.00	-1,650,000.00	-1,700,000.00	9.32
	110-01-101-00-319120-	-000-6-00-000				
10101006363000		Sale Of Fixed Asset	-9,000.00	-3,000.00	-5,000.00	-44.44
	110-01-101-00-363000-	-000-6-00-000				
10117006341000		Charges For Service	-50.00	-20.00	-20.00	-60.00
	110-14-117-00-341000-	-000-6-00-000				
10117006363000		Sale Of Fixed Asset	.00	.00	.00	.00
	110-14-117-000-00-6-00-000-363000-					
10117007500001		Payroll Non-Cash Items Only	.00	.00	.00	.00
	110-14-117-000-00-7-00-000-500001-					
10117007511100		Salary - Full-Time - Regular	390,808.00	375,250.00	390,808.00	.00
	110-14-117-00-511100-	-000-7-00-000				
10117007511200		Temp/Seasonal Salary	.00	.00	.00	.00
	110-14-117-00-511200-	-000-7-00-000				
10117007511300		Overtime Salary	.00	.00	.00	.00
	110-14-117-00-511300-	-000-7-00-000				
10117007511400		Longevity	3,720.00	3,720.00	3,720.00	.00
	110-14-117-00-511400-	-000-7-00-000				
10117007511500		Holiday Pay	.00	.00	.00	.00
	110-14-117-00-511500-	-000-7-00-000				
10117007511900		Other Salary	.00	.00	.00	.00
	110-14-117-00-511900-	-000-7-00-000				
10117007512000		Wages	.00	.00	.00	.00
	110-14-117-00-512000-	-000-7-00-000				
10117007512100		Part-Time Regular Emp Wages	.00	.00	.00	.00
	110-14-117-00-512100-	-000-7-00-000				
10117007512200		Temp/Seasonal Part-Time Wages	.00	.00	.00	.00
	110-14-117-00-512200-	-000-7-00-000				
10117007512300		Overtime Wages	7,000.00	5,000.00	7,000.00	.00
	110-14-117-00-512300-	-000-7-00-000				
10117007512900		Other Wages	.00	.00	.00	.00
	110-14-117-00-512900-	-000-7-00-000				

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City of Murfreesboro, TN  
DEPARTMENT BUDGET REQUESTS

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BUDGET PROJECTION 20171 FY17 City of Murfreesboro Tentative Budget

ORG	OBJECT PROJ	ACCOUNT DESCRIPTION	CURRENT ADJ BUDGET	PROJECTED ACTUAL	Dept Coord	PERCENT CHANGE
10117007513000		Employee Benefit	.00	.00	.00	.00
	110-14-117-00-513000-	-000-7-00-000				
10117007513100		Retirement-Vacation & Sick Pay	.00	.00	.00	.00
	110-14-117-00-513100-	-000-7-00-000				
10117007513200		Bonus Pay	.00	.00	.00	.00
	110-14-117-00-513200-	-000-7-00-000				
10117007513300		Vacation Pay	.00	.00	.00	.00
	110-14-117-00-513300-	-000-7-00-000				
10117007514000		Employer Contributions	.00	.00	.00	.00
	110-14-117-00-514000-	-000-7-00-000				
10117007514100		Social Security & Medicare Tax	30,717.00	30,717.00	30,717.00	.00
	110-14-117-00-514100-	-000-7-00-000				
10117007514101		Medicare Tax	.00	391.06	391.06	.00
	110-14-117-000-00-7-00-000-514101-					
10117007514200		Hospital And Health Insurance	87,517.00	87,517.00	87,517.00	.00
	110-14-117-00-514200-	-000-7-00-000				
10117007514203		Dental Insurance - Delta	.00	2,140.83	2,140.83	.00
	110-14-117-00-514203-	-000-7-00-000				
10117007514204		Dental Insurance - Assurant	.00	.00	.00	.00
	110-14-117-00-514204-	-000-7-00-000				
10117007514300		Defined Benefit Plan	29,895.00	29,312.88	29,895.00	.00
	110-14-117-00-514300-	-000-7-00-000				
10117007514301		Defined Contribution Plan	4,766.00	6,062.39	6,062.39	27.20
	110-14-117-00-514301-	-000-7-00-000				
10117007514400		Retirement - Actuarial Deficit	.00	.00	.00	.00
	110-14-117-00-514400-	-000-7-00-000				
10117007514500		LTD & Life Insurance	2,441.00	2,920.59	2,920.59	19.65
	110-14-117-00-514500-	-000-7-00-000				
10117007514600		Worker's Compensation	1,331.00	.00	1,331.00	.00
	110-14-117-00-514600-	-000-7-00-000				
10117007514700		Unemployment Insurance	.00	.00	.00	.00
	110-14-117-00-514700-	-000-7-00-000				

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City of Murfreesboro, TN  
DEPARTMENT BUDGET REQUESTS

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BUDGET PROJECTION 20171 FY17 City of Murfreesboro Tentative Budget

ORG	OBJECT PROJ	ACCOUNT DESCRIPTION	CURRENT ADJ BUDGET	PROJECTED ACTUAL	Dept Coord	PERCENT CHANGE
10117007514800		Employee Testing	.00	.00	.00	.00
	110-14-117-00-514800-	-000-7-00-000				
10117007514900		Other Employer Contributions	.00	.00	.00	.00
	110-14-117-00-514900-	-000-7-00-000				
10117007516000		Per Diem	.00	.00	.00	.00
	110-14-117-00-516000-	-000-7-00-000				
10117007516900		Other Per Diem	.00	.00	.00	.00
	110-14-117-00-516900-	-000-7-00-000				
10117007519000		Other Personal Services	.00	.00	.00	.00
	110-14-117-00-519000-	-000-7-00-000				
10117008520000		Contractual Services	6,000.00	6,000.00	25,000.00	316.67
	110-14-117-00-520000-	-000-8-00-000				
		Live Closed Captioning of City Council meetings	1.00	25,000.00	25,000.00	
10117008521000		Communication & Transp	.00	.00	.00	.00
	110-14-117-00-521000-	-000-8-00-000				
10117008521600		Radio And TV Services	.00	.00	.00	.00
	110-14-117-00-521600-	-000-8-00-000				
10117008521900		Other Communication & Transp	.00	.00	.00	.00
	110-14-117-00-521900-	-000-8-00-000				
10117008522000		Printing Services	.00	.00	.00	.00
	110-14-117-00-522000-	-000-8-00-000				
10117008523000		Publicity, Subscription & Dues	3,110.00	.00	.00	-100.00
	110-14-117-00-523000-	-000-8-00-000				
10117008523100		Publication - Formal & Legal	750.00	800.00	800.00	6.67
	110-14-117-00-523100-	-000-8-00-000				
10117008523300		Subscriptions - Newspapers, etc	.00	90.00	100.00	.00
	110-14-117-00-523300-	-000-8-00-000				
		Tennessean Subscription	1.00	100.00	100.00	
10117008523400		Profession. Svc - Subscription	.00	.00	.00	.00
	110-14-117-00-523400-	-000-8-00-000				
10117008523500		Memberships	.00	3,300.00	3,400.00	.00
	110-14-117-00-523500-	-000-8-00-000				
		Moved Object 523000 Pub, Sub & Dues to this line item	1.00	3,400.00	3,400.00	

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City of Murfreesboro, TN  
DEPARTMENT BUDGET REQUESTS

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BUDGET PROJECTION 20171 FY17 City of Murfreesboro Tentative Budget

ORG	OBJECT PROJ	ACCOUNT DESCRIPTION	CURRENT ADJ BUDGET	PROJECTED ACTUAL	Dept Coord	PERCENT CHANGE
10117008523600		Public Relations	.00	.00	.00	.00
	110-14-117-00-523600-	-000-8-00-000				
10117008523900		Other Pub, Subscription & Dues	.00	.00	.00	.00
	110-14-117-00-523900-	-000-8-00-000				
10117008524500		Telephone & Other Comm.	600.00	531.90	3,600.00	500.00
	110-14-117-00-524500-	-000-8-00-000				
		Office Telephone	1.00	600.00	600.00	
		Internet Service for Increase Bandwidth for HD webstreaming (IT recommendation)	1.00	3,000.00	3,000.00	
10117008524501		Cell Phone	3,000.00	1,746.56	2,500.00	-16.67
	110-14-117-00-524501-	-000-8-00-000				
10117008524900		Other Utility Services	.00	.00	.00	.00
	110-14-117-00-524900-	-000-8-00-000				
10117008525000		Professional Services	10,000.00	.00	.00	-100.00
	110-14-117-00-525000-	-000-8-00-000				
10117008525200		Legal Services & Expenses	24,000.00	8,000.00	30,000.00	25.00
	110-14-117-00-525200-	-000-8-00-000				
		Outside Legal Assistance for Comcast Franchise Renewal	1.00	30,000.00	30,000.00	
10117008525600		Consultant's Services	.00	.00	.00	.00
	110-14-117-00-525600-	-000-8-00-000				
10117008525900		Other Professional Services	.00	.00	.00	.00
	110-14-117-00-525900-	-000-8-00-000				
10117008526100		Repair & Maint. Motor Vehicles	400.00	.00	.00	-100.00
	110-14-117-00-526100-	-000-8-00-000				
10117008526101		Fleet - Repair & Maintenance	1,166.00	325.00	1,200.00	2.92
	110-14-117-00-526101-	-000-8-00-000				
10117008526200		Repair & Maint Other Mach & Eq	30,000.00	5,000.00	47,000.00	56.67
	110-14-117-00-526200-	-000-8-00-000				
		Increase for HD hardware/software maintenance support	1.00	47,000.00	47,000.00	
10117008526300		Repair & Maint Furn. & Machine	1,200.00	275.00	500.00	-58.33
	110-14-117-00-526300-	-000-8-00-000				
10117008528000		Training & Travel	10,000.00	.00	1,000.00	-90.00
	110-14-117-00-528000-	-000-8-00-000				

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City of Murfreesboro, TN  
DEPARTMENT BUDGET REQUESTS

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BUDGET PROJECTION 20171 FY17 City of Murfreesboro Tentative Budget

ORG	OBJECT PROJ	ACCOUNT DESCRIPTION	CURRENT ADJ BUDGET	PROJECTED ACTUAL	Dept Coord	PERCENT CHANGE
10117008528200		Car Allowance & Mileage	400.00	250.00	300.00	-25.00
	110-14-117-00-528200-	-000-8-00-000				
10117008528300		Travel Expense	.00	6,500.00	7,000.00	.00
	110-14-117-00-528300-	-000-8-00-000				
		Moved 528000 Training & Travel to this line item	1.00	7,000.00	7,000.00	
10117008528400		Tuition & Registration Fees	.00	2,010.00	2,500.00	.00
	110-14-117-00-528400-	-000-8-00-000				
		Moved 528000 Training & Travel to this line item	1.00	2,500.00	2,500.00	
10117008528600		Vehicle Lease Rental	.00	.00	.00	.00
	110-14-117-00-528600-	-000-8-00-000				
10117008528900		Other Employee & Travel	.00	.00	.00	.00
	110-14-117-00-528900-	-000-8-00-000				
10117008529000		Other Contractual Services	.00	.00	.00	.00
	110-14-117-00-529000-	-000-8-00-000				
10117008530000		Supplies	.00	132.15	.00	.00
	110-14-117-00-530000-	-000-8-00-000				
10117008531000		Office Supplies and Materials	2,500.00	1,500.00	2,000.00	-20.00
	110-14-117-00-531000-	-000-8-00-000				
10117008531100		Office Stationery and Forms	.00	17.28	.00	.00
	110-14-117-00-531100-	-000-8-00-000				
10117008531200		IT Supplies	.00	.00	.00	.00
	110-14-117-00-531200-	-000-8-00-000				
10117008531300		Postage & Shipping	200.00	100.00	200.00	.00
	110-14-117-00-531300-	-000-8-00-000				
10117008531900		Other Office Supp & Materials	.00	.00	.00	.00
	110-14-117-00-531900-	-000-8-00-000				
10117008532000		Operating Supplies	24,000.00	24,000.00	30,000.00	25.00
	110-14-117-00-532000-	-000-8-00-000				
		Migration of supplies to HD: Bluray discs, storage cards, and devices	1.00	30,000.00	30,000.00	
10117008532300		Food	.00	.00	.00	.00
	110-14-117-00-532300-	-000-8-00-000				

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City of Murfreesboro, TN  
DEPARTMENT BUDGET REQUESTS

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BUDGET PROJECTION 20171 FY17 City of Murfreesboro Tentative Budget

ORG	OBJECT PROJ	ACCOUNT DESCRIPTION	CURRENT ADJ BUDGET	PROJECTED ACTUAL	Dept Coord	PERCENT CHANGE
10117008532400		Household & Janitor Supplies	.00	.00	.00	.00
	110-14-117-00-532400-	-000-8-00-000				
10117008532600		Public Safety Supplies	.00	.00	.00	.00
	110-14-117-00-532600-	-000-8-00-000				
10117008532700		Educational Supplies	.00	.00	.00	.00
	110-14-117-00-532700-	-000-8-00-000				
10117008533000		Repair & Maint. Supplies	.00	.00	.00	.00
	110-14-117-00-533000-	-000-8-00-000				
10117008533100		Gas, Oil, Diesel, Grease, Etc.	500.00	200.00	300.00	-40.00
	110-14-117-00-533100-	-000-8-00-000				
10117008533300		Other Equip Parts & Repairs	.00	.00	.00	.00
	110-14-117-00-533300-	-000-8-00-000				
10117008550000		Fixed Charges	.00	.00	.00	.00
	110-14-117-00-550000-	-000-8-00-000				
10117008551000		Liability Insurance	.00	.00	.00	.00
	110-14-117-00-551000-	-000-8-00-000				
10117008551100		General Liability Insurance	.00	.00	.00	.00
	110-14-117-00-551100-	-000-8-00-000				
10117008551200		Professional Liability	.00	.00	.00	.00
	110-14-117-00-551200-	-000-8-00-000				
10117008551400		Surety Bonds - Officials & Emp	.00	.00	.00	.00
	110-14-117-00-551400-	-000-8-00-000				
10117008551500		Workers Compensation Insurance	.00	.00	.00	.00
	110-14-117-00-551500-	-000-8-00-000				
10117008551900		Other Liability Insurance	.00	.00	.00	.00
	110-14-117-00-551900-	-000-8-00-000				
10117008552000		Medical, Dental, EAP Insurance	.00	.00	.00	.00
	110-14-117-00-552000-	-000-8-00-000				
10117008552503		Vehicle Insurance	607.00	607.00	607.00	.00
	110-14-117-00-552503-	-000-8-00-000				
10117008552505		Field Video Equipment	2,000.00	300.00	500.00	-75.00
	110-14-117-00-552505-	-000-8-00-000				

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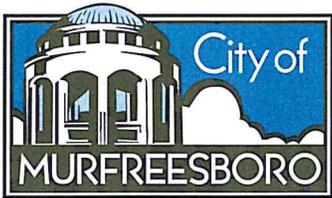
City of Murfreesboro, TN  
DEPARTMENT BUDGET REQUESTS

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bgdeptra

BUDGET PROJECTION 20171 FY17 City of Murfreesboro Tentative Budget

ORG	OBJECT PROJ	ACCOUNT DESCRIPTION	CURRENT ADJ BUDGET	PROJECTED ACTUAL	Dept Coord	PERCENT CHANGE
10117008599900		Miscellaneous Expense	14,000.00	14,000.00	15,000.00	7.14
	110-14-117-00-599900-	-000-8-00-000				
10117008599901		Cash Over and Short	.00	.00	.00	.00
	110-14-117-00-599901-	-000-8-00-000				
10117008599905		Meals During Meetings	1,100.00	1,000.00	1,100.00	.00
	110-14-117-00-599905-	-000-8-00-000				
10117008599916		Video Webstreaming/Archiving	21,000.00	20,000.00	29,000.00	38.10
	110-14-117-00-599916-	-000-8-00-000				
		HD webstreaming bandwidth increase	1.00	29,000.00	29,000.00	
10117009594000		Machinery and Equipment	.00	.00	.00	.00
	110-14-117-00-594000-	-000-9-00-000				
10117009594100		Transp Equipment	.00	.00	.00	.00
	110-14-117-00-594100-	-000-9-00-000				
10117009594200		General Purp Machinery & Equip	.00	.00	.00	.00
	110-14-117-00-594200-	-000-9-00-000				
10117009594500		Communication Equipment Exp	768,000.00	768,000.00	21,000.00	-97.27
	110-14-117-00-594500-	-000-9-00-000				
		Assisted Listening System Council	1.00	3,000.00	3,000.00	
		Chambers				
		Edit Workstations/Office Furniture	1.00	18,000.00	18,000.00	
10117009594700		Office Machinery and Equipment	.00	.00	.00	.00
	110-14-117-00-594700-	-000-9-00-000				
10117009594701		Computer Software Exp	8,200.00	7,000.00	7,200.00	-12.20
	110-14-117-00-594701-	-000-9-00-000				
10117009594900		Other Machinery and Equipment	20,000.00	20,000.00	20,000.00	.00
	110-14-117-00-594900-	-000-9-00-000				
		BUDGET CEILING:			-53,122.00	
		TOTALS:	-53,122.00	-218,303.36	-890,710.13	1576.73

\*\* END OF REPORT - Generated by Alan Bozeaman \*\*



T E N N E S S E E

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# MEMO

**To:** Murfreesboro Cable Television Commission  
**From:** Alan Bozeman, Communications Director  
**Date:** March 10, 2016  
**Re:** Comcast Telephone Answering Report – 2014 Annual Report

---

As you may recall, the Comcast 2014 Annual Report was incomplete as it did not include the Murfreesboro quarterly customer service telephone answering time information. This is a requirement of the Comcast cable TV franchise agreement with the City.

Comcast stated it had upgraded to new technology in the Call Centers and the information was only available for the entire Big South Region not a Murfreesboro specifics bases.

Notification was provided to Comcast regarding this violation. They were given an opportunity to cure the default moving forward by correcting this issue going forward and providing the customer service telephone answering times using the 30 second 90 percent of the time under normal operating conditions data starting with the fourth quarter 2015.

Attached you will find Comcast response and data.

## Alan Bozeman

---

**Subject:** FW: Telephone Answering Report

**From:** Byrd, Russell [mailto:Russell\_Byrd2@cable.comcast.com]

**Sent:** Monday, February 15, 2016 9:21 AM

**To:** Alan Bozeman <abozeman@murfreesborotn.gov>

**Subject:** RE:

For the 4<sup>th</sup> Quarter 2015 our Telephone Answering Data is 89.87%. This is a raw number and does not delete any outages.



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October 21, 2015

Mr. Russell Byrd, Director of Government Affairs and Public Relations  
Comcast  
5720 Asheville Highway  
Knoxville, TN 37924

RE: Telephone Answering Report

Dear Mr. Byrd:

The Comcast 2014 Annual Report dated August 7, 2015 did not include the quarterly customer service telephone answering times for item #5 because Comcast stated the Stats were calculated for the entire Big South Region vs. the city of Murfreesboro only. Furthermore, during the October 12, 2015 Murfreesboro Cable Television Commission you stated the new technology in your Centers of Excellence was unable to collect the Stats on a Murfreesboro specific basis in 2014 and most of 2015 but that Comcast was working to correct that moving forward.

The franchise agreement states, reference 9(c), Telephone Answering Reports: The Company, upon request from the City, will report customer service-related data on a Murfreesboro specific basis. According to section 11(d) of the franchise agreement, the City can apply remedies for certain franchise violations. Liquidated damages can be sought for failure to continue operations in accordance with the requirements of this Agreement: \$275 per day for each violation for each day the violation continues, reference 11(e)(2), and for failure to supply information, reports, or filings lawfully required under the Franchise Agreement or applicable law or by the City: \$275 for each violation for each day the violation continues, reference 11(e)(4).

This letter serves as the required notice per section 11(g)(1) To pursue liquidated damages or invoke any other remedies under this Franchise, including, but not limited to, revocation, shortening the Franchise, or utilization of the performance bond or letter of credit, the City shall first give the Franchisee written notice of the alleged default in its performance. If within thirty (30) calendar days following such certified written notice from the City to the Franchisee, or such other period as the Franchisee and the City shall agree, the Franchisee has not cured the default or begun to have taken corrective action to the reasonable satisfaction of the City, the City shall give written notice to the Franchisee of default and its intent to pursue such remedies and identify the remedies sought.

In an opportunity to cure this default moving forward, the City requests to receive from Comcast by February 12, 2015 the fourth quarter 2015 customer service telephone answering times using the 30 second 90 percent of the time under normal operating conditions.

Sincerely,

A handwritten signature in black ink, appearing to read "Alan Bozeman". The signature is fluid and cursive, with a long horizontal flourish extending to the right.

Alan Bozeman  
Communications Director

# MEMO

**To:** Murfreesboro Cable Television Commission  
**From:** Alan Bozeman, Communications Director  
**Date:** March 14, 2016  
**Re:** Comcast 2015 Year End Annual Report

---

Attached you will find Comcast year-end annual report for your review, one of the requirements of the local franchise agreement.

Comcast representatives will be present to go over the report and answer any questions the Commission may have.



Russell E. Byrd  
5720 Asheville Highway  
Knoxville, TN 37924  
Phone: (865)862-5001

March 11, 2016

Mr. Alan Bozeman, City Cable Television Coordinator  
Cable Television Department  
City of Murfreesboro  
111 West Vine Street  
Murfreesboro, TN 37133-1139

Dear Mr. Bozeman:

In compliance with the franchise agreement between the City of Murfreesboro and Comcast, we are pleased to submit the attached report and attachments, collectively titled the Annual Report on Comcast of Nashville II, LLC, for the Year Ended December 31, 2015. The annual report should be all-inclusive.

I hope you find this report useful and informative.

Should you have any questions pertaining to this or other matters, please do not hesitate to call me at (865) 862-5001.

Sincerely,

A handwritten signature in cursive script that reads "Russell Byrd".

Russell E. Byrd  
Senior Director of External Affairs

cc: Valerie Gillespie, Area Vice President/General Manager  
Andy Macke, Vice President of Government Affairs  
Kimberly Sasser Hayden, Sr. Manager of External Affairs

**Annual Report - Comcast of Nashville II, LLC  
For the Year Ended December 31, 2015**

**1. A summary of the previous year's activities in development of the cable system in Murfreesboro.**

2015 Programming Modifications:

January:

- 13: Added WZTV-WeaN to Digital Preferred on channel 236
- 20: Added WNAB-Grit to Digital Preferred on channel 229
- 17: Added WGN SATV to Xfinity Latino TV 450: Xfinity Latino TV 300 on channel 20:  
Added WGN SATVHD to Xfinity Latino TV 450 HD / Xfinity Latino TV 300 HD on channel 1216

June:

- 4: Added WSMV-Cozi to Digital Preferred on channel 231

July:

- 16: ADD CIN DIN to Xfinity Latino on channel 621

September:

- 10: Meltdown Jewelry TV to Limited Basic on channel(s) 55/175
- 21: Added BIG10 to Sports and Entertainment Tier on channel 706 / Added BIG10 HD to Sports and Entertainment Tier HD on channel 1730
- 21: Name change for SportsSouth to Fox Sports Southeast

October:

- 5: Added NBA TV to PPV on channel 713 / NBA TV HD to PPV HD on channel 1712

November:

- 13: Added FS1 to Xfinity Latino TV 300 on channel 711 / Added FS1 HD to Xfinity Latino TV 300 HD on channel 1620
- 13: Added NAT GEO HD to Xfinity Latino TV 450 HD / Xfinity Latino TV 300 HD on channel 1261 / Added NATGEO to Xfinity Latino TV 450 / Xfinity Latino TV 300 on channel 109

December:

- 3: Added WUXP - Comet to Digital Preferred on channel 252
- 3: Added WJFB-HD to Digital Preferred-HD on channel 1022
- 4: Added PNTHS+ BLK to PPV on channel 549
- 10: Meltdown OWN from Digital Preferred to Digital Starter on channel 103

*An entire listing of programming services available as of December 31, 2015 is enclosed.*

**Annual Report - Comcast of Nashville II, LLC  
For the Year Ended December 31, 2015**

**2. A Summary of Plant Mileage and Construction in 2015**

For the calendar year 2015, Comcast constructed a total of 15.14 new build coaxial cable miles and 1.06 new fiber miles:

- Aerial: 0.72 miles of Fiber and 3.91 miles of coaxial cable
- Underground: 0.34 miles of Fiber and 11.23 miles of coaxial cable

Comcast constructed a total of 3.09 miles of betterment cable plant as follows:

- Aerial: 1.79 miles of coaxial cable
- Underground: 1.30 miles of coaxial cable

**3. A summary of cable complaints within the City of Murfreesboro, including both the number and nature of the complaints received and an explanation of their dispositions.**

Comcast received 38 written complaints in 2015 from Murfreesboro customers. The nature of complaints received can be broadly summarized in the order of frequency as follows:

Outage/Signal Quality/Technical	16
Billing/Rates	13
Construction / Installation	6
Miscellaneous	3
Total	38

Our general policy governing the disposition of a customer complaint is to react promptly, professionally and individually to the special circumstances involved in each situation and reach a disposition that is fair and equitable to all parties involved. Generally, all customer concerns reach final disposition, if not immediately, within 24 hours upon contact with the customer.

**4. A report showing the number of service calls received by type during the prior year, and the percentage of service calls compared to the Subscriber base by type of complaint.**

For the twelve months ending December 31, 2015, a total of 26,759 truck rolls were completed as a result of in-home service calls calculated to an annualized service rate of 3.96%. Below is a summary of service calls completed by problem type. The annualized percent of service calls were derived using the average number of customers active during 2015.

Category	Completed TC's January 1, 2015 to December 31, 2015	%
Drop	7,009	26.19%
Comcast Equipment	3,742	13.98%
Customer Equipment	3,055	11.42%
No Problem	2,788	10.42%
Other	2,570	9.60%

**Annual Report - Comcast of Nashville II, LLC  
For the Year Ended December 31, 2015**

Inside Wiring	2,133	7.97%
Failed SIK	1,348	5.04%
No Access	1,293	4.83%
Customer Education	1,162	4.34%
Plant	518	1.94%
Wrong Rate	489	1.83%
DX in Error	266	0.99%
Converter	181	0.68%
No Truck	142	0.53%
Escalation	40	0.15%
WRONG TASK	22	0.08%
Fittings	1	0.00%
Grand Total	26,759	100.00%

**5. Telephone answering times measured using the 30 second 90 percent of the time under normal operating conditions rule.**

Q4: 89.87% without scrubbing any service related outages.

**6. Requests for service, repair and maintenance issues acknowledged by Comcast within 24 hours or prior to the end of the next business day, whichever is earlier – measured using the 90 percent of the time under normal operating conditions rule.**

Comcast has met the above request with a percentage of 98.

**7. Repairs and maintenance for outages and service interruptions begun within 24 hours after the subscriber reports the problem to Comcast or Comcast is already aware of the issue - measured using the 90 percent of the time under normal operating conditions rule.**

A listing of all unplanned outages and service degradations for the year ended, December 31, 2015, is as follows:

In summary, a total of 532 outages were logged for the reporting period with an average duration of one hour and forty six minutes.

100% were within 24 hours. (See enclosure)

**8. A copy of rules and regulations as they apply to subscribers.**

(See enclosure)

**Annual Report - Comcast of Nashville II, LLC  
For the Year Ended December 31, 2015**

**9. A summary of pass or fail results of, and/or, at Comcast's option, copies of the systems, technical tests within Murfreesboro and measurements performed during the past year.**

During the 2015 calendar year we performed and passed all required FCC (Federal Communications Commission) proof of performance tests in the Murfreesboro system which included summer and winter Head End and end of line testing of digital levels and performance(MER and BER). We also completed a CLI (Cumulative Leakage Index) flyover and daily CLI drive out and CLI repair.

**10. A full schedule of subscriber rates, fees and charges.**

(See enclosure)

**11. Comcast policies regarding A/B switches and subscriber privacy.**

(See enclosure)

**12. A summary of Institutional Network facilities provided, including mileage and number of demarcation points.**

No additional plant was added in 2015.

**13. A list of officers and members of the Board of Directors or similar controlling body of the franchise.**

(See enclosures)

**14. An organizational chart showing all corporations or partnerships with more than five percent ownership interest in the franchise, and the nature of that ownership interest (limited partner, preferred shareholder, etc.**

(See enclosure)

**15. A detailed copy of updated strand and trench maps depicting the location of all cable plant with the City, showing areas served and locations of all trunk lines and feeder lines in the City.**

Comcast will gladly disclose cable plant locations within the City of Murfreesboro on maps provided by the city.

**16. Any additional items / information Comcast wishes to provide within the report to demonstrate compliance with the Agreement and Ordinance for example.**

None

# Officers and Directors by Entity

## Comcast Corporation

<b>Officer Name</b>	<b>Title</b>
Brian L. Roberts	Chairman of the Board of Directors President Chief Executive Officer
Michael J. Cavanagh	Chief Financial Officer Senior Executive Vice President
David L. Cohen	Senior Executive Vice President Chief Diversity Officer Assistant Secretary
Neil Smit	Senior Executive Vice President
Stephen B. Burke	Senior Executive Vice President
Arthur R. Block	Executive Vice President General Counsel Secretary
Lawrence J. Salva	Executive Vice President Chief Accounting Officer
D'Arcy F. Rudnay	Executive Vice President - Corporate Communications Chief Communications Officer
Robert L. Eatroff	Executive Vice President - Global Corporate Development and Strategy
Amy L. Banse	Senior Vice President
David A. Scott	Senior Vice President
Lynn R. Charytan	Senior Vice President Senior Deputy General Counsel
Myrna Soto	Senior Vice President Global Chief Information Security Officer
William E. Dordelman	Senior Vice President Treasurer
Karen Dougherty Buchholz	Senior Vice President - Administration
A. Melissa Maxfield	Senior Vice President - Congressional and Federal Government Affairs
Jennifer Khoury Newcomb	Senior Vice President - Corporate and Digital Communications
Rebecca Arbogast	Senior Vice President - Global Public Policy
Cynthia K. Hook	Senior Vice President - Internal Audit Global Risk Officer General Auditor
Jason S. Armstrong	Senior Vice President - Investor Relations
Frank Buono	Senior Vice President - Legal Regulatory Affairs Senior Deputy General Counsel
Kathryn A. Zachem	Senior Vice President - Regulatory and State Legislative Affairs
Devesh Raj	Senior Vice President - Strategic and Financial Planning
Kristine A. Dankenbrink	Senior Vice President - Taxation
Gerard J. Lewis, Jr.	Chief Privacy Officer
Brian A. Rankin	Vice President Senior Deputy General Counsel

Daniel C. Murdock	Vice President Corporate Controller
Derek H. Squire	Vice President Senior Deputy General Counsel Assistant Secretary
Gary E. Rostick	Vice President
James P. McCue	Vice President Assistant Treasurer
Jennifer Heller	Vice President Chief Compliance Officer
Jennifer L. Daley	Vice President Assistant Treasurer
Julie Laine	Vice President Chief Joint Venture Compliance Officer
Marc A. Rockford	Vice President Senior Deputy General Counsel Assistant Secretary
Matthew D. Fradin	Vice President Senior Deputy General Counsel
Deborah A. Buhles	Vice President - Administration
Anthony D. DeShan	Vice President - Comcast Assurance and Advisory Team
Catherine Gray Ardecki	Vice President - Comcast Assurance and Advisory Team
Charisse R. Lillie	Vice President - Community Investment
Gregg M. Goldstein	Vice President - Corporate Development
Joseph P. McGinley	Vice President - Corporate Development
Mark Noble	Vice President - Corporate Development
Keith T. Cheatham	Vice President - Corporate Real Estate and Insurance
Maria Arias	Vice President - Diversity and Inclusion
Bret Perkins	Vice President - External and Government Affairs
Kevin P. O'Connor	Vice President - Federal Tax
Joseph F. DiTrollo	Vice President - Financial Operations
Leonard J. Gatti	Vice President - Financial Reporting
Sena Fitzmaurice	Vice President - Government Communications
Beth Arnholt	Vice President - Integrated Talent Management
Juan F. Otero	Vice President - Legislative Affairs
Lindsey P. Dickinson	Vice President - Legislative Affairs
Samuel G. Lancaster	Vice President - Legislative Affairs
Jordan B. Goldstein	Vice President - Regulatory Affairs
David M. Don	Vice President - Regulatory Policy
James J. Finnegan	Vice President - Strategic Intellectual Property
Mark P. Dellinger	Vice President - Strategic Intellectual Property
Thomas J. Donnelly	Vice President - Taxation
Rudy Brioche	Vice President and Counsel - Global Public Policy

## **Directors**

Presiding Director Kenneth J. Bacon

Brian L. Roberts

Dr. Judith Rodin

Eduardo G. Mestre

Edward D. Breen

Gerald L. Hassell

J. Michael Cook

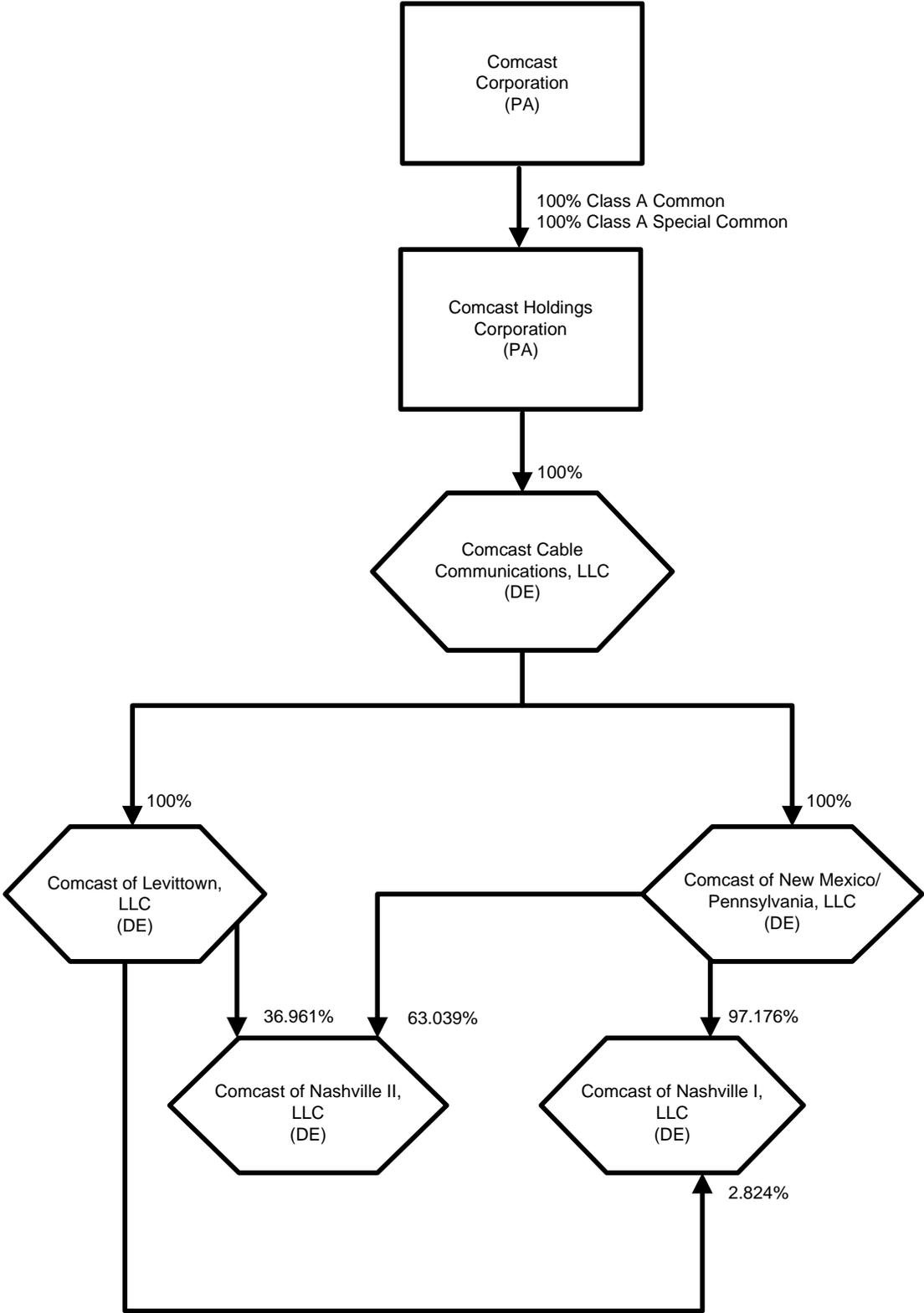
Jeffrey A. Honickman

Johnathan Rodgers

Joseph J. Collins

Sheldon M. Bonovitz

**Comcast of Nashville I, LLC  
Comcast of Nashville II, LLC  
Organizational Flow Chart as of 1/19/2016**



## Officers and Directors by Entity

### Comcast of Nashville I, LLC

<b>Officer Name</b>	<b>Title</b>
Brian L. Roberts	Chairman
Neil Smit	President Chief Executive Officer
William Connors	President - Central Division
David N. Watson	Chief Operating Officer Executive Vice President
Catherine Avgiris	Chief Financial Officer Executive Vice President
Samuel Schwartz	Chief Business Development Officer Executive Vice President - Business Development
John D. Schanz	Chief Network Officer Executive Vice President
Tony G. Werner	Chief Technology Officer Executive Vice President
David L. Cohen	Senior Executive Vice President Assistant Secretary
Michael J. Cavanagh	Senior Executive Vice President
Arthur R. Block	Executive Vice President Secretary
Lawrence J. Salva	Executive Vice President
Lynn R. Charytan	Executive Vice President General Counsel
Gregory Rigdon	Executive Vice President - Content Acquisition
Robert L. Eatroff	Executive Vice President - Global Corporate Development and Strategy
William Strahan	Executive Vice President - Human Resources
Peter Kiriacoulacos	Executive Vice President - Procurement
Matthew E. Strausz	Executive Vice President and General Manager - Video Services
David Marcus	Senior Vice President Chief Patent Officer Deputy General Counsel
Ernest A. Pighini	Senior Vice President Controller
Gerard J. Lewis, Jr.	Senior Vice President Chief Privacy Officer Deputy General Counsel
Jeffrey E. Smith	Senior Vice President Deputy General Counsel
Kathryn Koles	Senior Vice President Deputy General Counsel
Sarah Gitchell	Senior Vice President Deputy General Counsel Chief Counsel - Content Acquisition

William E. Dordelman	Senior Vice President Treasurer
William R. Haase	Senior Vice President - Ad Sales Finance and Administration
Eugene P. Shatlock, Jr.	Senior Vice President - Business Strategy and Product Development
Timothy P. Collins	Senior Vice President - Cable Management
Gary (Michael) Mcardle	Senior Vice President - Customer Care
Sarah Bryant	Senior Vice President - Finance
Brian Kenna	Senior Vice President - Finance and Accounting
Shawn Leavitt	Senior Vice President - Global Benefits
Celestine S. Simmons	Senior Vice President - Human Resources
Andrew C. Topping	Senior Vice President - Labor Relations, HR Compliance and Policy Administration
Thomas R. Nathan	Senior Vice President - Litigation Senior Deputy General Counsel Assistant Secretary
Sheila R. Willard	Senior Vice President - Local Media Development
Jeffrey Michael Buzzelli	Senior Vice President - Product Sales
Sharon T. Desmond	Senior Vice President - Revenue and Business Operations
Glenn R. Wasser	Senior Vice President - Sales and Marketing
Richard A. Lang	Senior Vice President - Sales and Marketing
Terrence J. Connell	Senior Vice President - Sales and Sales Operations
David Kelly	Senior Vice President - Spotlight
Jonathan L. Ozor	Senior Vice President - Spotlight
Roland Trombley	Senior Vice President - Spotlight
Filemon Lopez	Senior Vice President - Strategic Operations
Kristine A. Dankenbrink	Senior Vice President - Taxation
Brian A. Rankin	Vice President Chief Regulatory Counsel - Cable Division Senior Deputy General Counsel
Derek H. Squire	Vice President Senior Deputy General Counsel Assistant Secretary
Marc A. Rockford	Vice President Senior Deputy General Counsel Assistant Secretary
Michael P. Miller	Vice President - Ad Sales Advanced Media
Ian R. Dennett	Vice President and General Manager - Ad Sales
Jeffrey H. Stone	Vice President and General Manager - Ad Sales
Peter B. Heisinger	Vice President and General Manager - Ad Sales
Barry Corcoran	Vice President - Ad Sales Finance and Accounting
Patrick T. McGrath	Vice President - Ad Sales Technical Operations
Michael S. Daves	Vice President - Cable Management
Rafael Visbal	Vice President - Commercial Development Sales
Brian Farley	Vice President - Communications
Anthony Glass	Vice President - Customer Care
Doug Ward	Vice President - Customer Care

John Thompson	Vice President - Customer Care
Nancy Matson	Vice President - Customer Care
Verba Brown	Vice President - Customer Care
Stacy Matthews	Vice President - Employee and Customer Experience
David W. Slabaugh	Vice President - Engineering
Donald P. Fitzgerald	Vice President - Engineering
Jeffery W. Austin	Vice President - Engineering
Joann C. Shumard	Vice President - Engineering
Kevin P. O'Connor	Vice President - Federal Tax
Bryan E. Mark	Vice President - Field Operations
Dale F. Kirk	Vice President - Field Operations
John A. Colucci	Vice President - Field Operations
Larry A. Williamson	Vice President - Field Operations
Nicholas Wainwright	Vice President - Field Operations
Scott D. Monteith	Vice President - Field Operations
Stephen E. Thomas	Vice President - Field Operations
Jeff Aldi	Vice President - Finance
Jeffrey S. Ossowski	Vice President - Finance
Andrew C. Hunter	Vice President - Finance and Accounting
Darren J. Rish	Vice President - Finance and Accounting
Raymond Roundtree	Vice President - Finance and Accounting
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Robert E. Ryan	Vice President - Government and Regulatory Affairs
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Cherie Caldwell	Vice President - Human Resources
Julie M. Harrison	Vice President - Human Resources
Teresa C. Fasick	Vice President - Human Resources
Ryan Craig	Vice President - Information Technology
Alicia M. Niedzielski	Vice President - Marketing
David Williams	Vice President - Marketing
Lawrence D. Schweber	Vice President - Marketing
William F. Sweeney	Vice President - Marketing
Jason Wicht	Vice President - Marketing Operations
Michael B. Slovin	Vice President - MDU Business Development
Adam Goyer	Vice President - Operations
Ellen C. Rosson	Vice President - Operations
Victor Pascarelli	Vice President - Payment Center Operations
Ricky Frazier, Jr.	Vice President - Process Improvement
John Schuchart	Vice President - Product Sales
Jennifer L. Goldman	Vice President - Programming and Marketing Analysis
Jack A. Segal	Vice President - Public Relations
Gerald C. O'Brien	Vice President - Real Estate

David A. Van Alstyne	Vice President - Sales
Keith Prewitt	Vice President - Security
Thomas J. Donnelly	Vice President - Taxation
Peter D. Magdos	Vice President - Technical Operations
Jeffrey L. Powell	Vice President - Telemarketing
Annmarie Andress	Vice President - Vendor Management
Daniel J. Murphy	Division Senior Vice President - Engineering
Timothy Gage	Division Senior Vice President - Government Affairs
Peter Knowles	Division Vice President - Finance and Accounting
Jeff Brown	Division Vice President - Customer Care
Ardella F. Darst	Division Vice President - Human Resources
Amy Smith	Regional Senior Vice President
Douglas Guthrie	Regional Senior Vice President
John Crowley	Regional Senior Vice President
Michael Ruggiero	Regional Vice President - Ad Sales
David Dombroski	Regional Vice President - Business Services
Paul J. Navin	Regional Vice President - Cable Operations
Glenn H. Madison	Regional Vice President - Engineering
James A. Reed	Regional Vice President - Engineering
Derek Cooper	Regional Vice President - Government Affairs
James Andy Macke	Regional Vice President - Government Affairs
Matthew Summy	Regional Vice President - Government Affairs
Kerry R. McKelvey	Regional Vice President - Marketing
Thomas M. Zemaitis	Regional Vice President - Marketing
Michael C. Hewitt	Regional Vice President - Operations
Sean M. O'Connell	Regional Vice President - Sales and Marketing
Serena D. Dickerson	Area Vice President - Ad Sales
Deborah Brainard	Area Vice President - Operations
Paul Biava	Area Vice President - Operations
Barbara A. Hagen	Market Vice President
D. Trevor Yant	System Vice President/General Manager
Valerie L. Gillespie	System Vice President/General Manager

**Directors**

None

## Officers and Directors by Entity

### Comcast of Nashville II, LLC

<b>Officer Name</b>	<b>Title</b>
Brian L. Roberts	Chairman
Neil Smit	President
	Chief Executive Officer
William Connors	President - Central Division
David N. Watson	Chief Operating Officer
	Executive Vice President
Catherine Avgiris	Chief Financial Officer
	Executive Vice President
Samuel Schwartz	Chief Business Development Officer
	Executive Vice President - Business Development
John D. Schanz	Chief Network Officer
	Executive Vice President
Tony G. Werner	Chief Technology Officer
	Executive Vice President
David L. Cohen	Senior Executive Vice President
	Assistant Secretary
Michael J. Cavanagh	Senior Executive Vice President
Arthur R. Block	Executive Vice President
	Secretary
Lawrence J. Salva	Executive Vice President
Lynn R. Charytan	Executive Vice President
	General Counsel
Gregory Rigdon	Executive Vice President - Content Acquisition
Robert L. Eatroff	Executive Vice President - Global Corporate Development and Strategy
William Strahan	Executive Vice President - Human Resources
Peter Kiriacoulacos	Executive Vice President - Procurement
Matthew E. Strauss	Executive Vice President and General Manager - Video Services
David Marcus	Senior Vice President
	Chief Patent Officer
	Deputy General Counsel
Ernest A. Pighini	Senior Vice President
	Controller
Gerard J. Lewis, Jr.	Senior Vice President
	Chief Privacy Officer
	Deputy General Counsel
Jeffrey E. Smith	Senior Vice President
	Deputy General Counsel
Kathryn Koles	Senior Vice President
	Deputy General Counsel
Sarah Gitchell	Senior Vice President
	Deputy General Counsel
	Chief Counsel - Content Acquisition

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John Crowley	Regional Senior Vice President
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Paul Biava	Area Vice President - Operations
Barbara A. Hagen	Market Vice President
D. Trevor Yant	System Vice President/General Manager
Valerie L. Gillespie	System Vice President/General Manager

**Directors**

None

# How to reach us

Feel free to contact us with any questions you might have regarding your XFINITY® services. However you choose to reach us, for the fastest and most convenient service, please have your Comcast account number available.

## Contact us online

Go to [xfinity.com/ContactUs](http://xfinity.com/ContactUs) for more information.

## Reach us by phone

Toll Free: 1-800-XFINITY

## Reach us by mail

If you write to us, be sure to include your name, address, and account number.

Comcast  
P.O. Box 140400  
Nashville, TN 37214

## Contact your local franchise authority

If you wish to contact your local franchise authority, please refer to the information in this Welcome Kit or on your monthly cable statement.

## How to have utility lines marked

If you have any questions regarding the location of underground cable lines in your yard, please call 1-800-351-1111.

## Reach us in person

Feel free to come to our service center(s):

Xfinity Store - Nashville  
2400 Franklin Pike  
Nashville, TN 37204  
Mon - Sat  
10AM - 7PM  
Sun  
11:30AM - 4PM

Smithville  
500 Wilson Pike Circle

Suite 122  
Brentwood, TN 37027  
Mon - Fri  
9AM - 1PM, 1:30PM - 5PM

Brentwood  
404 East College Street  
Suite C  
Dickson, TN 37055  
Mon - Fri  
10AM - 6PM  
Sat  
9AM - 5PM

Franklin, TN  
1509 Columbia Avenue  
Franklin, TN 37064  
Mon - Fri  
10AM - 6PM  
Sat  
9AM - 5PM

Gallatin  
840 South Westland Avenue  
Gallatin, TN 37066  
Mon - Fri, 10AM - 6PM

Hendersonville  
393 East Main Street  
Suite #9  
Hendersonville, TN 37075  
Mon - Fri. 10AM - 6PM

Hermitage  
15293 Lebanon Road  
Old Hickory, TN 37138  
Mon - Fri  
9:30AM - 6PM  
Sat  
9AM - 5PM

Murfreesboro  
521 N. Thompson LN.  
Murfreesboro, TN 37129  
Mon. - Fri.  
10AM - 7PM  
Saturday  
10AM - 7PM  
Sunday, 11:30AM - 4:00PM

**xfinity**  
the future of awesome®

# Cómo ponerse en contacto con nosotros

No dudes en comunicarte con nosotros si tienes preguntas sobre los servicios de XFINITY.® Sin importar cómo nos contactes, para obtener el servicio más rápido y práctico, asegúrate de tener a mano tu número de cuenta de Comcast.

## Contáctanos en línea

Si desea más información, vaya a [es.xfinity.com/ContactUs](http://es.xfinity.com/ContactUs).

## Contáctanos por teléfono

Gratuitamente: 1-800-XFINITY

## Contáctanos por correo postal

Si usted nos escribe, esté seguro de incluir su nombre, dirección y número de cuenta.

Comcast  
P.O. Box 140400  
Nashville, TN 37214

## Comunícate con las autoridades de franquicia locales

Si usted desea comunicarse con la dirección de franquicias de su zona, por favor consulte la información en este Paquete de Bienvenida o en nuestra factura de cable mensual.

## Cómo solicitar que el cableado de servicio quede señalado

Si usted tiene alguna pregunta con relación a la ubicación de los cables subterráneos en su jardín, por favor llame al 1-800-351-1111.

## Visítanos en un centro de servicios

Venga con toda confianza a nuestro(s) centro(s) de servicio:

Xfinity Store - Nashville  
2400 Franklin Pike  
Nashville, TN 37204  
Mon - Sat  
10AM - 7PM  
Sun  
11:30AM - 4PM

Smithville  
500 Wilson Pike Circle  
Suite 122  
Brentwood, TN 37027  
Mon - Fri  
9AM - 1PM, 1:30PM - 5PM

Brentwood  
404 East College Street  
Suite C  
Dickson, TN 37055  
Mon - Fri  
10AM - 6PM  
Sat  
9AM - 5PM

Franklin, TN  
1509 Columbia Avenue  
Franklin, TN 37064  
Mon - Fri  
10AM - 6PM  
Sat  
9AM - 5PM

Gallatin  
840 South Westland Avenue  
Gallatin, TN 37066  
Mon - Fri, 10AM - 6PM

Hendersonville  
393 East Main Street  
Suite #9  
Hendersonville, TN 37075  
Mon - Fri. 10AM - 6PM

Hermitage  
15293 Lebanon Road  
Old Hickory, TN 37138  
Mon - Fri  
9:30AM - 6PM  
Sat  
9AM - 5PM

Murfreesboro  
521 N. Thompson LN.  
Murfreesboro, TN 37129  
Mon. - Fri.  
10AM - 7PM  
Saturday  
10AM - 7PM  
Sunday, 11:30AM - 4:00PM

**xfinity**®

el futuro de lo asombroso, hoy™

## 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>32</sup>	\$39.95
<b>For SurePrice add<sup>3</sup></b>	\$39.95
with Secure 350 add <sup>32</sup>	\$49.95
<b>For SurePrice add<sup>3</sup></b>	\$49.95
with Control 150 add <sup>32</sup>	\$19.95
<b>For SurePrice add<sup>3</sup></b>	\$19.95

### TRIPLE PLAY PACKAGES

#### Starter XF Triple Play Bundle

Includes Digital Starter for primary outlet, Blast!<sup>®</sup> Internet and XFINITY Voice Unlimited™

Includes Digital Starter for primary outlet, Blast! <sup>®</sup> Internet and XFINITY Voice Unlimited™	\$149.95
<b>SurePrice<sup>3</sup></b>	\$129.99
<b>SurePrice (for 12 month promotion customers subscribing before 3/25/2014)<sup>3</sup></b>	\$124.99

#### Preferred XF Triple Play Bundle

Includes Digital Preferred for primary outlet, Blast!<sup>®</sup> Internet and XFINITY Voice Unlimited™

Includes Digital Preferred for primary outlet, Blast! <sup>®</sup> Internet and XFINITY Voice Unlimited™	\$159.95
<b>SurePrice<sup>3</sup></b>	\$139.99
<b>SurePrice (for 12 month promotion customers subscribing before 3/25/2014)<sup>3</sup></b>	\$134.99

#### HD Preferred XF Triple Play Bundle

Includes Digital Preferred and Starz<sup>®</sup> for primary outlet, HD Technology Fee, Blast!<sup>®</sup> Internet and XFINITY Voice Unlimited™

Includes Digital Preferred and Starz <sup>®</sup> for primary outlet, HD Technology Fee, Blast! <sup>®</sup> Internet and XFINITY Voice Unlimited™	\$169.95
<b>SurePrice<sup>3</sup></b>	\$149.99
<b>SurePrice (for 12 month promotion customers subscribing before 3/25/2014)<sup>3</sup></b>	\$144.99

#### HD Preferred Plus XF Triple Play Bundle

Includes Digital Preferred, HBO<sup>®</sup> and Starz<sup>®</sup> for primary outlet, HD Technology Fee, Extreme 105 Internet and XFINITY Voice Unlimited™

Includes Digital Preferred, HBO <sup>®</sup> and Starz <sup>®</sup> for primary outlet, HD Technology Fee, Extreme 105 Internet and XFINITY Voice Unlimited™	\$189.95
<b>SurePrice<sup>3</sup></b>	\$169.99
<b>SurePrice (for 12 month promotion customers subscribing before 3/25/2014)<sup>3</sup></b>	\$164.99

#### HD Premier XF Triple Play Bundle

Includes Digital Premier with HD DVR Service or AnyRoom<sup>®</sup> DVR Service for primary outlet, HD Technology Fee, Extreme 105 Internet and XFINITY Voice Unlimited™

Includes Digital Premier with HD DVR Service or AnyRoom <sup>®</sup> DVR Service for primary outlet, HD Technology Fee, Extreme 105 Internet and XFINITY Voice Unlimited™	\$219.95
<b>SurePrice<sup>3</sup></b>	\$189.99
<b>SurePrice (for 12 month promotion customers subscribing before 3/25/2014)<sup>3</sup></b>	\$184.99

### XF/XH TRIPLE PLAY PACKAGE REWARDS / XFINITY LATINO PAQUETE TRIPLE REWARDS

	Regular Price	Starter XF, XFINITY 3450 Latino, XH PF Starter, and XH PM Starter	Preferred XF, XFINITY 3600 Latino, XH PF Preferred, and XH PM Preferred	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>25</sup>	HD Complete XF, XH PF HD Complete, and XH PM HD Complete <sup>25</sup>
<b>HBO<sup>®</sup></b>	\$15.00	\$15.00	\$15.00	\$15.00	Included	Included	Included
<b>Showtime<sup>®</sup></b>	\$14.99	\$14.99	\$14.99	\$10.00	\$10.00	Included	Included
<b>Starz<sup>®</sup></b>	\$14.99	\$14.99	\$14.99	Included	Included	Included	Included
<b>Cinemax<sup>®</sup></b>	\$14.99	\$14.99	\$14.99	\$10.00	\$10.00	Included	Included
<b>The Movie Channel<sup>®</sup></b>	\$14.99	\$14.99	\$14.99	\$10.00	\$10.00	\$10.00	Included
<b>HD DVR Service<sup>30</sup></b>	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	Included	N/A
<b>AnyRoom<sup>®</sup> DVR Service<sup>26</sup></b>	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	Included
							Included for three additional outlets
<b>Digital Additional Outlet Service (SD or HD)<sup>27</sup></b>	\$9.95	\$9.95	\$9.95	\$9.95	\$9.95	\$9.95	\$9.95
<b>HD Technology Fee<sup>29</sup></b>	\$9.95	\$9.95	\$9.95	Included	Included	Included	Included
<b>Extreme 105 Upgrade<sup>31</sup></b>	\$114.95	\$10.00	\$10.00	\$10.00	Included	Included	Included

Refer to the last page for additional information.  
For information about XFINITY policies and terms of service, go to [xfinity.com/policies](http://xfinity.com/policies).

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

Includes Digital Starter for primary outlet, Blast!<sup>®</sup> Internet and XFINITY Home - Secure 350

Includes Digital Starter for primary outlet, Blast! <sup>®</sup> Internet and XFINITY Home - Secure 350	\$159.95
<b>SurePrice<sup>3</sup></b>	\$139.99
<b>SurePrice (for 12 month promotion customers subscribing before 8/14/2014)<sup>3</sup></b>	\$134.99

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

Includes Digital Preferred for primary outlet, Blast!<sup>®</sup> Internet and XFINITY Home - Secure 350

Includes Digital Preferred for primary outlet, Blast! <sup>®</sup> Internet and XFINITY Home - Secure 350	\$169.95
<b>SurePrice<sup>3</sup></b>	\$149.99
<b>SurePrice (for 12 month promotion customers subscribing before 8/14/2014)<sup>3</sup></b>	\$144.99

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

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

Includes Digital Preferred and Starz <sup>®</sup> for primary outlet, HD Technology Fee, Blast! <sup>®</sup> Internet and XFINITY Home - Secure 350	\$179.95
<b>SurePrice<sup>3</sup></b>	\$159.99
<b>SurePrice (for 12 month promotion customers subscribing before 8/14/2014)<sup>3</sup></b>	\$154.99

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

Includes Digital Preferred, HBO<sup>®</sup> and Starz<sup>®</sup> for primary outlet, HD Technology Fee, Extreme 105 Internet and XFINITY Home - Secure 350

Includes Digital Preferred, HBO <sup>®</sup> and Starz <sup>®</sup> for primary outlet, HD Technology Fee, Extreme 105 Internet and XFINITY Home - Secure 350	\$199.95
<b>SurePrice<sup>3</sup></b>	\$179.99
<b>SurePrice (for 12 month promotion customers subscribing before 8/14/2014)<sup>3</sup></b>	\$174.99

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

Includes Digital Premier with HD DVR Service or AnyRoom<sup>®</sup> DVR Service for primary outlet, HD Technology Fee, Extreme 105 Internet and XFINITY Home - Secure 350

Includes Digital Premier with HD DVR Service or AnyRoom <sup>®</sup> DVR Service for primary outlet, HD Technology Fee, Extreme 105 Internet and XFINITY Home - Secure 350	\$229.95
<b>SurePrice<sup>3</sup></b>	\$199.99
<b>SurePrice (for 12 month promotion customers subscribing before 8/14/2014)<sup>3</sup></b>	\$194.99

#### XH PM 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, Extreme 105 Internet, Wireless Gateway and XFINITY Home - Secure 350

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, Extreme 105 Internet, Wireless Gateway and XFINITY Home - Secure 350	\$259.95
<b>SurePrice<sup>3</sup></b>	\$239.99
<b>SurePrice (for 12 month promotion customers subscribing before 8/14/2014)<sup>3</sup></b>	\$234.99

### XFINITY LATINO PAQUETE TRIPLE

#### XFINITY 3300 Latino

Includes XFINITY TV 300 Latino for primary outlet, Blast!<sup>®</sup> Internet, XFINITY Voice Unlimited™ and Carefree Minutes Latin America 300.

Includes XFINITY TV 300 Latino for primary outlet, Blast! <sup>®</sup> Internet, XFINITY Voice Unlimited™ and Carefree Minutes Latin America 300.	\$134.95
<b>SurePrice<sup>3</sup></b>	\$114.99

#### XFINITY 3450 Latino

Includes XFINITY TV 450 Latino for primary outlet, Blast!<sup>®</sup> Internet, XFINITY Voice Unlimited™ and Carefree Minutes Latin America 300.

Includes XFINITY TV 450 Latino for primary outlet, Blast! <sup>®</sup> Internet, XFINITY Voice Unlimited™ and Carefree Minutes Latin America 300.	\$149.95
<b>SurePrice<sup>3</sup></b>	\$124.99

#### XFINITY 3600 Latino

Includes Digital Preferred and the XFINITY TV Latino for primary outlet, Blast!<sup>®</sup> Internet, XFINITY Voice Unlimited™ and Carefree Minutes Latin America 300.

Includes Digital Preferred and the XFINITY TV Latino for primary outlet, Blast! <sup>®</sup> Internet, XFINITY Voice Unlimited™ and Carefree Minutes Latin America 300.	\$159.95
<b>SurePrice<sup>3</sup></b>	\$134.99

#### XFINITY 3650 Latino

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

Includes Digital Preferred, the XFINITY TV Latino and Starz <sup>®</sup> for primary outlet, HD Technology Fee, Blast! <sup>®</sup> Internet, XFINITY Voice Unlimited™ and Carefree Minutes Latin America 300.	\$164.95
<b>SurePrice<sup>3</sup></b>	\$144.99

#### XFINITY 3150 Latino

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

Includes XFINITY TV 150 Latino for primary outlet, Economy Plus Internet and XFINITY Voice Unlimited™	\$99.85
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### DOUBLE PLAY PACKAGES

#### Internet Plus

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

Includes Limited Basic, choice of HBO <sup>®</sup> or Showtime <sup>®</sup> , Streampix™, standard definition digital converter and remote for primary outlet and Performance Internet	\$69.95
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#### Blast Plus™

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

Includes Digital Economy and Streampix™ for primary outlet and Blast! <sup>®</sup> Internet	\$84.95
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#### Starter XF Double Play

Includes Digital Starter for primary outlet, choice of HBO<sup>®</sup> or Showtime<sup>®</sup>, Streampix™ and Blast!<sup>®</sup> Internet

Includes Digital Starter for primary outlet, choice of HBO <sup>®</sup> or Showtime <sup>®</sup> , Streampix™ and Blast! <sup>®</sup> Internet	\$129.95
<b>SurePrice<sup>3</sup></b>	\$109.99

#### Preferred XF Double Play

Includes Digital Preferred for primary outlet, choice of HBO<sup>®</sup> or Showtime<sup>®</sup>, Streampix™ and Blast!<sup>®</sup> Internet

Includes Digital Preferred for primary outlet, choice of HBO <sup>®</sup> or Showtime <sup>®</sup> , Streampix™ and Blast! <sup>®</sup> Internet	\$139.95
<b>SurePrice<sup>3</sup></b>	\$119.99

#### XFINITY 2150 Latino

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

Includes XFINITY TV 150 Latino for primary outlet and Economy Plus Internet	\$64.90
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#### XFINITY 2175 Latino

Includes Limited Basic, XFINITY TV Latino, a standard definition digital converter and remote for primary outlet and Performance Internet

Includes Limited Basic, XFINITY TV Latino, a standard definition digital converter and remote for primary outlet and Performance Internet	\$69.95
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#### XFINITY 2300 Latino

Includes XFINITY TV 300 Latino for primary outlet and Blast!<sup>®</sup> Internet

Includes XFINITY TV 300 Latino for primary outlet and Blast! <sup>®</sup> Internet	\$99.95
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#### XFINITY 2450 Latino

Includes XFINITY TV 450 Latino for primary outlet and Blast!<sup>®</sup> Internet

Includes XFINITY TV 450 Latino for primary outlet and Blast! <sup>®</sup> Internet	\$114.95
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#### XFINITY 2600 Latino

Includes Digital Preferred and the Latino Tier for primary outlet and Blast!<sup>®</sup> Internet

Includes Digital Preferred and the Latino Tier for primary outlet and Blast! <sup>®</sup> Internet	\$129.95
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## XFINITY<sup>®</sup> TV<sup>1</sup>

### BASIC SERVICES

<b>Limited Basic<sup>8</sup></b>	\$20.69
<b>Broadcast TV Fee</b>	\$3.25

### 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>

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
<b>With XFINITY Voice or Internet Service</b>	\$39.95

**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

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	\$67.45
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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>

Includes Digital Starter, additional digital channels, Encore <sup>®</sup> , access to Pay-Per-View and On Demand programming and Music Choice <sup>®</sup>	\$85.40
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**Digital Preferred plus HBO<sup>®</sup>** Includes Digital Preferred and HBO<sup>®</sup>

Includes Digital Preferred and HBO <sup>®</sup>	\$98.95
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**Digital Premier** Includes Digital Preferred, HBO<sup>®</sup>, Showtime<sup>®</sup>, Starz<sup>®</sup>, Cinemax<sup>®</sup> and Sports Entertainment Pack

Includes Digital Preferred, HBO <sup>®</sup> , Showtime <sup>®</sup> , Starz <sup>®</sup> , Cinemax <sup>®</sup> and Sports Entertainment Pack	\$121.90
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**XFINITY TV 150 Latino** Includes Limited Basic, XFINITY TV Latino, standard definition digital converter and remote for primary outlet

Includes Limited Basic, XFINITY TV Latino, standard definition digital converter and remote for primary outlet	\$34.95
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**XFINITY TV 200 Latino** Includes Digital Economy and XFINITY TV Latino for primary outlet

Includes Digital Economy and XFINITY TV Latino for primary outlet	\$44.95
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**XFINITY TV 300 Latino** Includes XFINITY TV 200 Latino and additional digital channels for primary outlet

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

Includes XFINITY TV 300 Latino and additional digital channels for primary outlet	\$64.95
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### BASIC AND DIGITAL ANCILLARY SERVICES

<b>HBO<sup>®28</sup></b>	\$15.00
<b>Showtime<sup>®28</sup></b>	\$14.99
<b>Starz<sup>®28</sup></b>	\$14.99
<b>Cinemax<sup>®28</sup></b>	\$14.99
<b>The Movie Channel<sup>®28</sup></b>	\$14.99
<b>Playboy<sup>®28</sup></b>	\$19.99

**Sports Entertainment Pack<sup>23</sup>** Includes 25 channels including NFL Red Zone, Big Ten Network, CBS Sports Network, FCS Atlantic, FCS Central, WFN and NBA TV

Includes 25 channels including NFL Red Zone, Big Ten Network, CBS Sports Network, FCS Atlantic, FCS Central, WFN and NBA TV	\$9.95
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**Family Tier<sup>9</sup>** Includes 15 channels including C-SPAN2, The Hub, Food Network, HGTV, PBS Kids Sprout, National Geographic Channel and The Weather Channel

Includes 15 channels including C-SPAN2, The Hub, Food Network, HGTV, PBS Kids Sprout, National Geographic Channel and The Weather Channel	\$14.99
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**HD Technology Fee<sup>29</sup>**

<b>HD Technology Fee<sup>29</sup></b>	\$9.95
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**HD DVR Service<sup>30</sup>**

<b>HD DVR Service<sup>30</sup></b>	\$10.00
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**AnyRoom<sup>®</sup> DVR Service<sup>26</sup>**

<b>AnyRoom<sup>®</sup> DVR Service<sup>26</sup></b>	\$10.00
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**Digital Preferred Tier<sup>6</sup>**

<b>Digital Preferred Tier<sup>6</sup></b>	\$17.95
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**XFINITY TV Latino<sup>28</sup>** Includes 30 channels of Spanish language programming

Includes 30 channels of Spanish language programming	\$19.95
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**Digital Additional Outlet Service (SD or HD)<sup>27</sup>**

<b>Digital Additional Outlet Service (SD or HD)<sup>27</sup></b>	\$9.95
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**Digital Adapter Additional Outlet Service (SD or HD)<sup>10</sup>**

<b>Digital Adapter Additional Outlet Service (SD or HD)<sup>10</sup></b>	\$2.99
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### PAY-PER-VIEW AND ON DEMAND SUBSCRIPTION SERVICES<sup>11</sup>

<b>Eros Now On Demand</b>	\$12.99
<b>here! TV On Demand</b>	\$7.99
<b>Filipino On Demand</b>	\$7.99
<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>Vivid On Demand Subscription<sup>24</sup></b>	\$19.99
<b>Hustler On Demand Subscription<sup>24</sup></b>	\$17.99
<b>TEN On Demand Subscription<sup>24</sup></b>	\$17.99
<b>Wicked On Demand Subscription<sup>24</sup></b>	\$17.99
<b>XTSY On Demand Subscription<sup>24</sup></b>	\$17.99
<b>Penthouse On Demand Subscription<sup>24</sup></b>	\$17.99
<b>Pay-Per-View and On Demand Movies and Events<sup>12</sup></b> (per title or event)	Prices Vary
<b>Streampix™<sup>13</sup></b>	\$4.99
<b>Gaiam TV Fit &amp; Yoga On Demand</b>	\$6.99

### SPORTS PACKAGES<sup>1</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

### VIDEO EQUIPMENT

<b>Limited Basic Only Converter</b>	\$1.00
<b>Digital Converter</b>	\$2.50
<b>HD Digital Converter (Limited Basic Only)</b>	\$2.50
<b>Remote Control</b>	\$0.20
<b>Digital Adapter (Limited Basic Only — Primary Outlet, SD or HD)</b>	\$0.00
<b>Digital Adapter (Limited Basic Only — 1st and 2nd Additional Outlet, SD or HD)</b>	\$0.00
<b>Digital Adapter (Limited Basic Only — 3rd Additional Outlet and above, SD or HD)</b>	\$0.50
<b>CableCARD (first card in device)</b>	\$0.00
<b>CableCARD (second card in same device)</b>	\$1.50

### INSTALLATION FEES (PER OCCURRENCE UNLESS NOTED)

Initial Installation of Service

**One Product<sup>14,15,16</sup>** (In-Home Service Visit Charge Additional)

One Product <sup>14,15,16</sup> (In-Home Service Visit Charge Additional)	\$20.00	N/A
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**Two Products<sup>14,15,16</sup>** (In-Home Service Visit Charge Additional)

Two Products <sup>14,15,16</sup> (In-Home Service Visit Charge Additional)	\$40.00	N/A
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## REACTIVATION FEES

(NO IN-HOME VISIT REQUIRED—PER OCCURRENCE UNLESS NOTED)	
<b>Video Only</b>	\$6.00
<b>Internet or Voice Only</b>	\$6.00
<b>Video and Voice or Video and Internet</b>	\$12.00
<b>Voice and Internet</b>	\$12.00
<b>Video, Voice and Internet</b>	\$18.00

## MISCELLANEOUS FEES (PER OCCURRENCE UNLESS NOTED)

<b>Service Protection Plan</b> <sup>17</sup> (per month) Inside home wiring protection for cable TV, high-speed Internet and phone services	\$4.95
<b>Customer-Owned Video Equipment Credit</b> See www.comcast.com/equipmentpolicy for additional information	\$2.50
<b>Regional Sports Fee</b> <sup>33</sup> (per month)	\$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	\$25.00
<b>Returned Payment Item</b> (each)	\$30.00
<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</b> <sup>18</sup> (per piece) Replacement Cost	
<b>Self Install Kit</b> <sup>19</sup>	\$15.00
<b>Self Install Kit Shipping and Handling</b>	\$9.95
<b>Self Install Kit Shipping and Handling</b> (Priority Shipping)	\$29.95
<b>Accessory Shipping and Handling</b>	\$5.95

## XFINITY® VOICE<sup>1,20</sup>

<b>XFINITY Voice—Unlimited™</b>	\$44.95
<b>With TV and Internet Service</b>	\$39.95
<b>XFINITY Voice—Unlimited Saver</b>	\$20.00

## CAREFREE MINUTES® INTERNATIONAL CALLING PLANS

Carefree Minutes International Calling Plans are additional call plans to specific countries or international regions	
<b>Carefree Minutes Latin America 300</b>	\$9.95
<b>Carefree Minutes World Select 300</b>	\$9.95

## OTHER CHARGES (PER MONTH UNLESS OTHERWISE INDICATED)

<b>Voicemail</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>Unreturned or Damaged Equipment Fees</b> <sup>18</sup> (per piece, per occurrence) Replacement Cost	

## XFINITY® INTERNET<sup>1,21</sup>

	<b>XFINITY Internet Service Only</b>	<b>with XFINITY TV or Voice Service</b>
<b>Economy Plus</b>	\$39.95	\$29.95
<b>Performance Starter</b> <sup>22</sup>	\$49.95	\$49.95
<b>Performance</b>	\$66.95	\$53.95
<b>Blast!</b> <sup>®</sup>	\$78.95	\$65.95
<b>Extreme 105</b> <sup>31</sup>	\$114.95	\$99.95
<b>Extreme 150</b> <sup>31</sup>	\$129.95	\$129.95
<b>Extreme 250</b> <sup>31</sup>	\$149.95	\$149.95
<b>Gigabit Pro</b> <sup>31,34</sup>	\$299.95	\$299.95

<b>Voice/Data Modem</b>	\$10.00
<b>Wireless Gateway</b>	\$10.00
<b>Ciena 3931 Modem &amp; Netgear Wireless Router</b> <sup>35</sup>	\$19.95

**Wireless Networking On-Site Professional Set-Up** (with installation of XFINITY TV, XFINITY Voice or XFINITY Internet, per occurrence) \$49.95

**Wireless Networking On-Site Professional Set-Up** (Separate Trip, per occurrence) \$99.95

**Wireless Networking On-Site Professional Set-Up** (Additional Device, per occurrence) \$29.95

**Unreturned or Damaged Equipment Fees**<sup>18</sup> (per piece, per occurrence) Replacement Cost

**Gigabit Pro Activation Fee** (per occurrence) \$500.00

**Gigabit Pro Professional Internet Installation** (per occurrence) \$500.00

## TRIAL PACKAGES<sup>1</sup>

**Extreme Premier Triple Play Bundle**<sup>36,37</sup> Includes Digital Preferred, HBO®, Showtime®, Starz®, Cinemax®, The Movie Channel®, Streampix™ and AnyRoom® DVR Service for primary outlet, HD Technology Fee, Extreme 150 Internet and XFINITY Voice Unlimited™ \$200.00

**Extreme Preferred Plus Triple Play Bundle**<sup>36,37</sup> Includes Digital Preferred, HBO®, Starz®, Streampix™ and AnyRoom® DVR Service for primary outlet, HD Technology Fee, Extreme 150 Internet and XFINITY Voice Unlimited™ \$170.00

**Extreme Preferred Triple Play Bundle**<sup>36,37</sup> Includes Digital Preferred and AnyRoom® DVR Service for primary outlet, HD Technology Fee, Extreme 105 Internet and XFINITY Voice Unlimited™ \$140.00

**Extreme Preferred Double Play**<sup>36,37</sup> Includes Digital Preferred and AnyRoom® DVR Service for primary outlet, HD Technology Fee and Extreme 105 Internet \$130.00

<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.©2015 Comcast. All rights reserved.

<sup>2</sup> Requires a Voice/Data Modem, except for the Complete Triple Play Packages.

<sup>3</sup> SurePrice only available for 12 months to XF Triple Play, XH Triple Play, Quad Play or XFINITY Latino Paquete Triple customers after 12 month promotional package.

<sup>4</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. License #s: AL: 001484, 001504; AR: 12-030; GA: LVU406303, LVU406264, LVU406190; LVU406354; LA: F1691; MS: 15018010; SC: SCBA-13497, SCFA-13440; TN: ACL 1597, ACL 1604; TX: B-16922,-02571, ACR-1672104,-1818; VA: 2705145289, DCJS 11-7361

<sup>5</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. License #s: AL: 001484, 001504; AR: 12-030; GA: LVU406303, LVU406264, LVU406190; LVU406354; LA: F1691; MS: 15018010; SC: SCBA-13497, SCFA-13440; TN: ACL 1597, ACL 1604; TX: B-16922,-02571, ACR-1672104,-1818; VA: 2705145289, DCJS 11-7361

<sup>6</sup> Requires Digital Starter or XFINITY TV Latino.

<sup>7</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.

<sup>8</sup> Requires digital adapter, CableCARD or digital converter.

<sup>9</sup> Requires digital converter and purchase of Limited Basic. Family Tier programming included in Digital Services except for XFINITY TV Latino.

<sup>10</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>11</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>12</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>13</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>14</sup> Does not include installation charges for Gigabit Pro Internet Service, Gigabit Pro Internet Service, XFINITY Home Security, Wireless Networking, XFINITY Internet or XFINITY Voice activation fees.

<sup>15</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>16</sup> Includes one pre-wired outlet per installed product. Does not include activation fees.

<sup>17</sup> See http://www.comcast.com/spp for information on Service Protection Plan.

<sup>18</sup> Contact 1-800-XFINITY for questions regarding equipment replacement charges.

<sup>19</sup> Does not apply to CableCARD Self Install Kit.

<sup>20</sup> Requires a Voice/Data Modem. Unlimited Local and Long Distance package pricing applies only to direct dialed calls from home to locations included in the plan. Plans do not include other international calls. For more information regarding XFINITY Voice pricing go to http://www.comcast.com/corporate/about/phonetermssofservice/comcastdigitalvoice/cdvrstatepricing.html.

<sup>21</sup> Voice/Data modem required. For more information regarding XFINITY Internet go to http://www.comcast.com/internet-service.html.

<sup>22</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.

<sup>23</sup> Requires Digital Starter.

<sup>24</sup> One month minimum purchase required. Not available in all areas.

<sup>25</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>26</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>27</sup> Not available to Limited Basic only customers. Digital service tier on additional outlet corresponds to digital service tier on primary outlet.

<sup>28</sup> Requires digital converter or CableCARD and Limited Basic.

<sup>29</sup> Not available to customers with Limited Basic only. Must subscribe to HD Technology Fee to receive HD programming.

<sup>30</sup> Requires HD Technology Fee. Digital Additional Outlet service required for HD DVR Service on additional outlets.

<sup>31</sup> Not available in all areas. May require installation and non-refundable installation charge.

<sup>32</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.

<sup>33</sup> Applies to XFINITY TV Digital Starter and above

<sup>34</sup> Requires 2 year contract. Monthly lease of Gigabit Pro compatible cable modem/router additional. Activation and professional installation fees additional. Gigabit Pro does not qualify for Comcast 30-day money back guarantee.

<sup>35</sup> Requires Gigabit Pro.

<sup>36</sup> Requires a Voice/Data Modem, except for HD Complete Triple Play Packages

<sup>37</sup> Packages are available on a trial basis only and may be discontinued by Comcast at any time

**XFINITY Home License Numbers:**  
**AL:** 001484, 001504; **AR:** 12-030; **AZ:** ROC 280515, BTR 18287-0; **CA:** CSLB 974291, ACO 7118 licensed and regulated by the Bureau of Security and Investigative Services, Department of Consumer Affairs, Sacramento, CA, 95814; **CT:** 1040196, ELC 0189754-C5; **DE:** FAL-0299, FAC-0293, SSPS 11-123; **FL:** EF0000921, EF20001002, EF0001095; **GA:** LVU406303, LVU406264, LVU406190; LVU406354; **IL:** PACA 127-001503; **LA:** F1691; **MA:** SS-001968; **MD:** 107-1776, **Baltimore County:** RK9552, **Howard County:** ER00990, **Washington County:** EL-R-0218, **Harford County:** 00005321, **Calvert County:** L0188, **Prince George's County:** 13958-2014-0; **ME:** LM50017039; **MI:** 3601206217; **MIN:** 78674412; **NC:** 2335-CSA; **NJ:** 348F00047700; **NM:** 373379; **NY:** licensed by the N.Y.S. Department of State 12000305421, **Putnam County:** L00812; **OH:** 53-89-1732; **OR:** CCB 192945, **All electrical work is performed by a licensed subcontractor;** **SC:** SCBA-13497, SCFA-13440; **TN:** ACL 1597, ACL 1604; **TX:** B-16922,-02571, ACR-1672104,-1818; **UT:** 8226921-6501; **WA:** COMCABS892D5; **VT:** ES-02366; **VA:** 2705145289, DCJS 11-7361; **WASHINGTON, DC:** ECS 902687, BBL 60251200009; **WV:** WV049211.

**MS: 15018010**

Valid 6/2/2014. See www.xfinity.com/home for current list.



# Services & Pricing

Effective October 1, 2015

Murfreesboro

1-800-XFINITY | xfinity.com



MFTN342MVB 1015

# Channel lineup / Lista de canales

## MURFREESBORO

### LEGEND / LEYENDA

Default

#### LIMITED BASIC\*

1 XFINITY ON DEMAND  
 2 WKRN (ABC)  
 3 GOVERNMENT ACCESS  
 4 WSMV (NBC)  
 5 WTVF (CBS)  
 6 WZTV (FOX)  
 7 C-SPAN  
 8 WNPT (PBS)  
 9 EDUCATIONAL ACCESS  
 10 EDUCATIONAL ACCESS  
 14 WUXP (MY 30)  
 15 WPGD (TBN)  
 16 HSN  
 17 WNPX (ION)  
 18 WNAB (THE CW)  
 19 PUBLIC ACCESS  
 21 WHTN  
 22 WJFB  
 99 WLLC (UNIVISION)  
 100 C-SPAN2

228 WNAB - THE COUNTRY NETWORK  
 229 WNAB-GRIT TV  
 230 WSMV-TNN  
 231 WSMV-COZI TV  
 236 WZTV-WEATHER  
 241 WNPT2 (PBS)  
 245 WKRN - 24HR WEATHER  
 248 WLLC (UNIMAS)  
 249 WTVF - THIS TV  
 250 WTVF NEWS CHANNEL 5+

#### DIGITAL STARTER^ INCLUDES LIMITED BASIC

11 ESPN  
 12 QVC  
 13 CNN  
 20 WGN AMERICA  
 23 TBS  
 24 USA NETWORK

25 DISNEY CHANNEL  
 26 SPORTSOUTH  
 28 FS TENNESSEE  
 29 ESPN2  
 30 CMT  
 31 GREAT AMERICAN COUNTRY  
 32 VH1  
 33 BET  
 34 MTV  
 35 ABC FAMILY  
 36 AMC  
 37 NICKELODEON  
 38 TNT  
 39 DISCOVERY CHANNEL  
 40 ANIMAL PLANET  
 41 A&E  
 42 LIFETIME  
 43 HISTORY  
 44 HGTV  
 45 TLC  
 46 CNBC

All channels subject to change. A digital television set and/or digital equipment may be required to receive certain channels or certain service. Certain services are available separately or as part of another level of service. Subscription to Limited Basic is required to receive any other level of video service. On Demand selections subject to charge indicated at the time of purchase. HDTV services may require certain levels of service or subscription to premium channels for some programming.

\*Limited Basic Services. Additional equipment may be required, additional service charges may apply.

\*\*Includes Limited Basic channels, Music Choice and Program Guide. Only available with Limited Basic.

\*\*\*Must subscribe to Limited Basic Service and cannot be combined with any other level of service. Additional equipment is required.

Additional service charges may apply.

^Additional equipment required; service charges may apply. ^^Requires subscription to Digital Starter.

^^^Requires subscription to Digital Economy. #Requires minimum level of subscription to Digital Preferred.

##HD Premium Service. Requires subscription to individual premium service.

###Additional HD equipment required. HD service may require certain level of services for some programming.

~Requires minimal subscription to Digital Starter as well as a full HD 3DTV, a HD/3D capable set-top box, HDMI cable connection and 3D glasses.

Todos los canales están sujetos a modificaciones. Para recibir ciertos canales o cierto servicio puede requerirse un televisor digital y/o equipo digital. Ciertos servicios están disponibles por separado o como parte de otro nivel de servicio. Para recibir cualquier otro nivel de servicio de video se requiere la suscripción al Limited Basic. Las selecciones de On Demand™ están sujetas al cargo indicado en el momento de la compra. Para algunas programaciones, los servicios de HDTV pueden requerir ciertos niveles de servicio o la suscripción a canales premium.

\* Servicios del Limited Basic. Puede requerir equipo adicional; pueden aplicar cargos adicionales de servicio.

\*\* Incluye los canales del Limited Basic, Music Choice y la guía de programación. Disponible únicamente con el Limited Basic.

\*\*\* Tiene que suscribirse al servicio del Limited Basic y no se puede combinar con ningún otro nivel de servicio. Se requiere equipo adicional. Pueden aplicar cargos adicionales de servicio.

^ Se requiere equipo adicional; pueden aplicar cargos de servicio. ^^ Requiere la suscripción al Digital Starter.

^^^ Requiere la suscripción al Digital Economy. # Requiere el nivel mínimo de suscripción al Digital Preferred.

## Servicio de HD Premium. Requiere la suscripción al servicio premium individual.

### Requiere equipo de HD adicional. Para algunas programaciones, el servicio de HD puede requerir cierto nivel de servicios.

~ Requiere una suscripción mínima al Digital Starter así como un televisor completamente HD 3D, un decodificador con capacidad para HD/3D, una conexión de cable HDMI y lentes para 3D.

Channel Lineup subject to change. © 2015 Comcast. All rights reserved./© 2015 Comcast. Lista de Canales sujeta a cambios.

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For an online resource, visit [xfinity.com/ChannelLineup](http://xfinity.com/ChannelLineup).

Para un recurso en línea, visite [xfinity.com/ChannelLineup](http://xfinity.com/ChannelLineup).

**xfinity**<sup>®</sup>

el futuro de lo asombroso, hoy™

MFTN342MVB 1015

47 HLN  
48 FOX NEWS CHANNEL  
49 CSN49/LEASED ACCESS  
50 NBC SPORTS NETWORK  
51 MSNBC  
52 THE WEATHER CHANNEL  
53 TRUTV  
54 GOLF CHANNEL  
55, 175 JEWELRY TV  
56 BRAVO  
57 SYFY  
58 E!  
59 TV LAND  
60 COMEDY CENTRAL  
61 SPIKE TV  
63, 118 Esquire Network  
64, 123 OXYGEN  
65 FOOD NETWORK  
66 TRAVEL CHANNEL  
70 FX  
71, 177 POP  
81, 127 CARTOON NETWORK  
91 INSP  
104 BLOOMBERG TV  
105 C-SPAN3  
109 NATIONAL GEOGRAPHIC  
111 INVESTIGATION DISCOVERY  
114 BBC AMERICA  
115 FYI  
116 H2  
117 WE TV  
119 LIFETIME MOVIE NETWORK  
128 SPROUT  
137 HALLMARK CHANNEL  
149 MOVIEPLEX  
161 HALLMARK MOVIES &  
MYSTERIES  
176 CSN-74  
179 GSN  
189 UP  
718 SEC NETWORK  
723, 724 SEC OVERFLOW

**DIGITAL PREFERRED^, ^^**  
85 EWTN  
86 DAYSTAR  
87 THE WORD  
88 3ABN  
89 PIVOT  
90 FAMILYNET  
96 SMITHSONIAN  
101 WEATHERSCAN  
102 ESPNEWS  
103 OWN  
106 FOX BUSINESS NETWORK  
107 AL JAZEERA AMERICA  
108 NAT GEO WILD  
110 SCIENCE  
112 AMERICAN HEROES CHANNEL  
113 DESTINATION AMERICA  
120 EL REY  
121 DIY NETWORK  
122 COOKING CHANNEL  
124 DISNEY JR  
126 NASA TV  
129 NICKTOONS  
130 DISCOVERY FAMILY CHANNEL  
131 NICK JR

132 NICK 2  
133 TEENNICK  
134 ENCORE FAMILY  
135 DISNEY XD  
136 RFD TV  
138 RLTV  
139 MTV HITS  
140 MTV2  
141 TR3S  
142 MTV JAMS  
143 VH1 CLASSIC  
144 VH1 SOUL  
145 CMT PURE COUNTRY  
146 REVOLT  
147 REELZ  
148 FUSE  
150 ENCORE  
152 ENCORE ACTION  
154 ENCORE SUSPENSE  
156 ENCORE CLASSIC  
158 ENCORE BLACK  
160 ENCORE WESTERNS  
163 LOGO  
164 IFC  
165 SUNDANCETV  
167 INDIEPLEX  
168 RETROPLEX  
169 TCM  
170 FLIX E  
171 FLIX W  
172 OVATION  
173 TV ONE  
174 CENTRIC  
178 ASPIRE  
180 NFL NETWORK  
181 Discovery Life Channel  
600 GALAVISION  
607 NBC UNIVERSO  
611 TELEMUNDO  
614 UNIVISION DEPORTES  
632 HITN  
633 NUVO TV  
707 FXX  
709 SPORTSMAN CHANNEL  
710 OUTDOOR CHANNEL  
711 FS1  
712 ESPNU  
713 NBA TV  
713 NFL NETWORK  
715 NFL NETWORK  
716 NHL NETWORK  
719 MLB NETWORK  
720 CBS COLLEGE SPORTS

**PREMIUM^**  
350 HBO  
351 HBO2  
352 HBO SIGNATURE  
353 HBO FAMILY  
354 HBO COMEDY  
355 HBO (W)  
356 HBO ZONE  
357 HBO LATINO  
360 CINEMAX  
361 MOREMAX  
362 CINEMAX (W)  
363 ACTIONMAX  
364 MOVIEMAX  
365 5STARMAX

366 THRILLERMAX  
367 MAX LATINO  
368 OUTERMAX  
370 SHOWTIME  
371 SHO2  
372 SHOWTIME SHOWCASE  
373 SHOWTIME (W)  
376 SHOBEYOND  
377 SHOEXTREME  
380 TMC  
381 TMC (W)  
382 TMC XTRA  
390 STARZ  
391 STARZ EDGE  
392 STARZ IN BLACK  
393 STARZ KIDS AND FAMILY  
394 STARZ CINEMA  
395 STARZ COMEDY  
396 STARZ (W)  
543 PLAYBOY (SUBSCRIPTION)  
595 PLAYBOY EN ESPANOL

**SPORTS  
ENTERTAINMENT PACK^^**

180 NFL NETWORK  
635 BEIN SPORTS (ESPAÑOL)  
695 CRIME & INVESTIGATION  
696 MILITARY HISTORY  
698 OUTSIDE TV  
699 TV GAMES  
700 WORLD FISHING NETWORK  
701 ESPNEWS  
702 FCS ATLANTIC  
703 FCS CENTRAL  
704 FCS PACIFIC  
705 ESPN CLASSIC  
706 BIG TEN NETWORK  
707 FXX  
708 BEIN SPORT (ENGLISH)  
709 SPORTSMAN CHANNEL  
710 OUTDOOR CHANNEL  
711 FS1  
712 ESPNU  
713 NBA TV  
714 NFL REDZONE  
715 NFL NETWORK  
716 NHL NETWORK  
717 TENNIS CHANNEL  
719 MLB NETWORK  
720 CBS COLLEGE SPORTS  
721 PAC 12  
722 ESPN GOAL LINE/ ESPN  
BUZZER BEATER  
763 CSN MID-ATLANTIC  
795 BTN OVERFLOW

**DIGITAL ECONOMY\*\*  
INCLUDES LIMITED  
BASIC**

12 QVC  
13 CNN  
24 USA NETWORK  
25 DISNEY CHANNEL  
33 BET  
36 AMC  
39 DISCOVERY CHANNEL  
40 ANIMAL PLANET  
41 A&E

42 LIFETIME  
43 HISTORY  
48 FOX NEWS CHANNEL  
52 THE WEATHER CHANNEL  
53 TRUTV  
55 JEWELRY TV  
58 E!  
59 TV LAND  
60 COMEDY CENTRAL  
65 FOOD NETWORK  
71, 177 POP  
81 CARTOON NETWORK  
91 INSP  
116 H2  
127 CARTOON NETWORK  
137 HALLMARK CHANNEL  
175 JEWELRY TV

**FAMILY TIER\*\*\*  
INCLUDES LIMITED  
BASIC**

25 DISNEY CHANNEL  
37 NICKELODEON  
44 HGTV  
47 HLN  
52 THE WEATHER CHANNEL  
65 FOOD NETWORK  
109 NATIONAL GEOGRAPHIC  
110 SCIENCE  
121 DIY NETWORK  
128 SPROUT  
133 TEENICK  
135 DISNEY XD  
130 DISCOVERY FAMILY CHANNEL

**XFINITY LATINO^**

600 GALAVISION  
601 DISCOVERY EN ESPANOL  
602 CNN ESPANOL  
603 FOX DEPORTES  
604 ESPN DEPORTES  
605 TR3S  
606 HISTORY EN ESPANOL  
607 NBC UNIVERSO  
608 CINELATINO  
609 VIENDOMOVIES  
610 CINE MEXICANO  
611 TELEMUNDO  
612 UNIMAS (WLLC)  
613 UNIVISION (WLLC)  
614 UNIVISION DEPORTES  
615 MULTIMEDIOS  
616 ONCE TV  
617 CENTROAMERICA  
619 DE PELICULA  
620 DE PELICULA CLASICO  
621 CINEMA DINAMITA  
623 PASIONES  
624 LAS  
625 BANDAMAX  
626 TELEHIT  
627 RITMOSON LATINO  
628 SUR TV  
630 MEXICANAL  
631 TELEFORMULA  
632 HITN  
633 NUVO TV  
634 DISCOVERY FAMILIA

635 BEIN SPORTS (ESPANOL)  
636 VME KIDS  
637 BABYFIRST TV AMERICAS  
639 ENLACE TBN USA  
640 DISNEY XD  
642 EWTN EN ESPANOL  
643 TVE INTERNACIONAL  
644 WAPA AMERICA  
646 CINE SONY  
649 FOX LIFE  
650 VIDEO ROLA  
651 TELEFORMULA  
652 CARACOL INTERNACIONAL  
653 UNIMAS (OESTE)  
654 UNIVISION (OESTE)  
660 ECUAVISIA  
661 SUR PERU  
662 TV CHILE  
663 NUESTRA TELE  
664 TELEVISION DOMINICANA  
665 TV VENEZUELA

**TV 300 LATINO^**

20 WGN AMERICA  
32 VH1  
34 MTV  
35 ABC FAMILY  
37 NICKELODEON  
44 HGTV  
45 TLC  
46 CNBC  
47 HLN  
51 MSNBC  
56 BRAVO  
57 SYFY  
61 SPIKE  
63 ESQUIRE  
66 TRAVEL CHANNEL  
70 FX  
85 EWTN  
86 DAYSTAR  
87 THE WORD  
88 3ABN  
90 FAMILYNET  
103 OWN  
106 FOX BUSINESS NETWORK  
114 BBC AMERICA  
117 WE  
118 ESQUIRE  
119 LMN  
128 SPROUT  
149 MOVIEPLEX  
169 TCM  
173 TV ONE  
179 GSN  
673 XFINITY TV LATINO  
707 FX

**TV 450 LATINO^**

11 ESPN  
20 WGN AMERICA  
23 TBS  
26 SPORTS SOUTH  
28 FSN SOUTH (TN)  
29 ESPN2  
38 TNT  
50 NBC SPORTS  
54 GOLF

673 XFINITY TV LATINO  
711 FS1  
718 SEC NETWORK  
723, 724 SEC OVERFLOW

**PAY-PER-VIEW^**

501-502 INDEMAND 1-2/EVENTS  
508 ADULT PROGRAMMING  
544 ADULT PROGRAMMING  
545 ADULT PROGRAMMING  
546 ADULT PROGRAMMING  
549 ADULT PROGRAMMING  
550 ADULT PROGRAMMING

**PAY-PER-VIEW SPORTS  
PACKAGE^**

750-759 NBA LEAGUE PASS  
750-759 MLS DIRECT KICK  
771-784 NHL CENTER ICE  
771-784 MLB EXTRA INNINGS

**MUSIC CHOICE**

401-450 MUSIC CHOICE

**HD LIMITED BASIC^,###**

1002 WKRN (ABC) HDTV  
1004 WSMV (NBC) HDTV  
1005 WTVF (CBS) HDTV  
1006 WZTV (FOX) HDTV  
1008 WNPT (PBS) HDTV  
1014 WUXP (MY30) HDTV  
1017 WNPX (ION) HDTV  
1018 WNAB (THE CW) HDTV  
1021 WHTN (CHRISTIAN TELEVISION  
NETWORK) HD  
1125 C-SPAN HD  
1312 HSN HD

**HD DIGITAL**

**STARTER^,###**

**INCLUDES HD LIM BASIC**

1105 FOX NEWS CHANNEL HD  
1106 CNN HD  
1107 HLN HD  
1108 MSNBC HD  
1111 THE WEATHER CHANNEL HD  
1115 CNBC HD  
1205 USA HD  
1206 TNT HD  
1207 FX HD  
1208 SYFY HD  
1209 SPIKE HD  
1220 TBS HD  
1221 COMEDY CENTRAL HD  
1225 BBC AMERICA HD  
1232 INVESTIGATION DISCOVERY  
HD  
1240 UNIVERSAL HD  
1242 VELOCITY HD  
1250 DISCOVERY CHANNEL HD  
1260 ANIMAL PLANET HD  
1270 HISTORY HD  
1271 H2 HD  
1280 FOOD NETWORK HD  
1285 TRAVEL CHANNEL HD  
1290 HGTV HD  
1305 LIFETIME HD  
1307 HALLMARK CHANNEL HD

1308 WE TV HD  
1311 QVC HD  
1325 GSN HD  
1330 A&E HD  
1331 FYI HD  
1332 BRAVO HD  
1340 E! HD  
1341 Esquire Network HD  
1350 TLC HD  
1351 TRUTV HD  
1361 BET HD  
1405 MTV HD  
1406 VH1 HD  
1407 CMT HD  
1421 PALLADIA HD  
1435 GMC HD  
1505 SPROUT HD  
1515 DISNEY CHANNEL HD  
1521 NICKELODEON HD  
1525 CARTOON NETWORK HD  
1530 ABC FAMILY HD  
1605 ESPN HD  
1606 ESPN2 HD  
1607 NBC SPORTS NETWORK HD  
1611 GOLF CHANNEL HD  
1675 FSN TENNESSEE HD  
1676 SPORTSOUTH HD  
1738 SEC NETWORK HD  
1739, 1740 SEC OVERFLOW HD  
1806 AMC HD  
1820 LIFETIME MOVIE NETWORK  
HD  
1216 WGN AMERICA HD  
1261 NATIONAL GEOGRAPHIC HD  
1821 HALLMARK MOVIES &  
MYSTERIES HD

**HD DIGITAL  
PREFERRED^,#,###**

1117 FOX BUSINESS NETWORK HD  
1251 SCIENCE HD  
1262 NAT GEO WILD HD  
1281 COOKING CHANNEL HD  
1291 DIY HD  
1292 DESTINATION AMERICA HD  
1345 OVATION HD  
1360 TV ONE HD  
1420 FUSE HD  
1511 DISCOVERY FAMILY CHANNEL  
HD  
1516 DISNEY XD HD  
1608 ESPNEWS HD  
1620 FS1 HD  
1630 OUTDOOR CHANNEL HD  
1705 NFL NETWORK HD  
1711 NHL NETWORK HD  
1712 NBA TV HD  
1714 MLB NETWORK HD  
1720 ESPNU HD  
1721 CBS COLLEGE SPORTS HD  
1815 TCM HD  
1816 RETROPLEX HD  
1830 ENCORE HD  
1846 MGM HD  
1860 IFC HD  
1862 INDIEPLEX HD

**HD SPORTS  
ENTERTAINMENT  
PACK^^,###**

1608 ESPNEWS HD  
1612 TENNIS CHANNEL HD  
1620 FS1 HD  
1630 OUTDOOR CHANNEL HD  
1705 NFL NETWORK HD  
1706 NFL REDZONE HD  
1711 NHL NETWORK HD  
1712 NBA TV HD  
1714 MLB NETWORK HD  
1720 ESPNU HD  
1721 CBS COLLEGE SPORTS HD  
1730 BIG TEN NETWORK HD

**HD DIGITAL  
ECONOMY^^^,###  
INCLUDES HD LIM BASIC**

1105 FOX NEWS CHANNEL HD  
1106 CNN HD  
1111 THE WEATHER CHANNEL HD  
1205 USA HD  
1221 COMEDY CENTRAL HD  
1250 DISCOVERY CHANNEL HD  
1260 ANIMAL PLANET HD  
1270 HISTORY HD  
1271 H2 HD  
1280 FOOD NETWORK HD  
1305 LIFETIME HD  
1307 HALLMARK CHANNEL HD  
1311 QVC HD  
1330 A&E HD  
1340 E! HD  
1351 TRUTV HD  
1361 BET HD  
1515 DISNEY CHANNEL HD  
1525 CARTOON NETWORK  
1806 AMC HD

**HD FAMILY TIER\*\*\*,###  
INCLUDES HD LIMITED  
BASIC**

1107 HLN HD  
1111 THE WEATHER CHANNEL HD  
1251 SCIENCE HD  
1261 NATIONAL GEOGRAPHIC HD  
1280 FOOD NETWORK HD  
1290 HGTV HD  
1505 SPROUT HD  
1515 DISNEY CHANNEL HD  
1516 DISNEY XD HD  
1521 NICKELODEON HD

**HD PREMIUM##**

1910 HBO HD  
1912 HBO 2 HD  
1915 HBO SIGNATURE HD  
1922 HBO ZONE HD  
1925 HBO LATINO HD  
1930 CINEMAX HD  
1950 SHOWTIME HD  
1952 SHO2 HD  
1970 TMC HD  
1980 STARZ HD  
1982 STARZ EDGE HD  
1986 STARZ KIDS & FAMILY HD  
1991 STARZ COMEDY HD

**HD PAY-PER-VIEW^,###**

1750 IN DEMAND GAME HD  
1751 IN DEMAND GAME 2 HD  
1772 IN DEMAND TEAM HD  
1871 IN DEMAND EVENTS HD

**HD TV 300 LATINO**

1107 HLN HD  
1108 MSNBC HD  
1115 CNBC HD  
1117 FOX BUSINESS NETWORK HD  
1207 FX HD  
1208 SYFY HD  
1209 SPIKE HD  
1216 WGN AMERICA HD  
1225 BBC AMERICA HD  
1240 UNIVERSAL HD  
1242 VELOCITY HD  
1285 TRAVEL CHANNEL HD  
1290 HGTV HD  
1308 WE HD  
1325 GSN HD  
1332 BRAVO HD  
1341 ESQUIRE HD  
1350 TLC HD  
1360 TV ONE HD  
1405 MTV HD  
1406 VH1 HD  
1421 PALLADIA HD  
1521 NICKELODEON HD  
1530 ABC FAMILY HD  
1815 TCM HD  
1820 LMN HD

**HD TV 450 LATINO**

1206 TNT HD  
1216 WGN AMERICA HD  
1220 TBS HD  
1605 ESPN HD  
1606 ESPN2 HD  
1607 NBC SPORTS HD  
1611 GOLF HD  
1620 FS1 HD  
1675 FSN SOUTH (TN) HD  
1676 SPORTS SOUTH HD  
1738 SEC NETWORK HD  
1739, 1740 SEC OVERFLOW HD

**Notice of Availability of Converters for Additional Outlets**

Subscribers who install their own additional receiver connections may not be able to receive all broadcast stations carried on the cable system without additional equipment. For those television sets that are not truly compatible with the cable system, television broadcast stations may not be receivable without additional equipment.

The equipment necessary to receive all broadcast stations carried on the cable system is for (lease) and/or (sale) from your cable company and may be available from retail stores within your community. Instructions for installation of this equipment are also available upon request. Please contact us 1-800-XFINITY (1-800-934-6489) for complete details.

**Service Changes and Installation**

Standard installations are generally completed within seven (7) business days. If you initiate a change in the services you receive, you may be subject to the applicable installation or change of service charge. Please refer to the service rate information we have supplied to you for details. A list of our services and charges is provided to our customers annually in a mailing or bill insert. You may obtain additional information about our current services, fees and prices by calling us during normal business hours.

**Other Services and Information**

In addition to our Limited Basic Service and Digital Starter Service, we also offer optional video and audio programming services, including individual premium channels Cinemax®, HBO®, Showtime®, Starz® and The Movie Channel® and pay-per-view services which deliver individual movies, sporting events and special events.

We also offer Digital Service packages and XFINITY Internet and XFINITY Voice in selected service areas where our cable plant has been rebuilt or upgraded. For some optional services you must have a compatible addressable converter or a cable modem.

Information on upcoming programmer contract expirations can be found at [www.xfinitytv.com/contractrenewals](http://www.xfinitytv.com/contractrenewals).

Please call us at 1-800-XFINITY (1-800-934-6489) to talk to one of our customer service representatives about our products and services, or go to our Internet website, [www.comcast.com](http://www.comcast.com) to see the latest information on our services.

We may change this information in the future. We will send you a written, electronic or other appropriate notice informing you of any changes and the effective date. If you find the change unacceptable, you have the right to cancel your service. However, if you continue to receive our service after the effective date of the change, we will consider this your acceptance of the change.

For those of our customers receiving service through commercial accounts, bulk rate arrangements or similar arrangements, some of the policies, procedures and services herein may not apply. Please call us at 1-800-XFINITY (1-800-934-6489) to talk to one of our customer service representatives for further information.

*Local Addresses:***Brentwood**

500 Wilson Pike Cir, Ste. 122,  
Brentwood, TN 37027  
Hours of Operation: M-F 10-6, Sat 9-1

**Dickson**

404 E. College St. Suite C, Dickson, TN 37055  
Hours of Operation: M-F 10-6

**Ft. Campbell, KY**

923 14th St., Ft Campbell, KY 42223  
Hours of Operation: M-F 10-6

**Franklin, KY**

2714 Nashville Rd Ste. B, Franklin, KY 42134  
Hours of Operation: M-F 10-6

**Franklin, TN**

1509 Columbia Ave., Franklin, TN 37064  
Hours of Operation: M-F 10-6, Sat 9-1

**Gallatin**

840 S Westland Avenue, Gallatin, TN 37066  
Hours of Operation: M-F 10-6, Sat 9-1

**Hendersonville**

393 E. Main Street, Ste 9,  
Hendersonville, TN 37075  
Hours of Operation: M-F 10-6

**Murfreesboro**

521 N. Thompson Lane  
Murfreesboro, TN 37129  
Hours of Operation: M-Sat 10-7, Sun 11:30-4

**Smithville**

1225 F S. Congress Blvd,  
Smithville, TN 37166  
Hours of Operation: M-F 9-1, 1:30-5

**Springfield**

507 B Hill Street, Springfield, TN 37172  
Hours of Operation: M-F 10-6

**White House**

2218 A Hwy 31W, White House, TN 37188  
Hours of Operation: M-F 10-6

**Winchester, TN**

74 AEDC Road, Winchester, TN 37398  
Hours of Operation: M-F 10-6, Sat 9-1

**1-800-XFINITY (1-800-934-6489)**

# Important Notices



This notice provides important information regarding your cable television service.

We may change this information in the future. We will send you a written, electronic or other appropriate notice informing you of any changes and the effective date. If you find the change unacceptable, you have the right to cancel your service. However, if you continue to receive our service after the effective date of the change, we will consider this your acceptance of the change.

For those customers receiving service through commercial accounts, bulk rate arrangements or similar arrangements, some of the policies, procedures and services described in this notice may not apply. Please call us at the local customer service number listed in this notice to speak to one of our customer service representatives for further information.

**Customer Complaint Procedures** If you have a complaint regarding your cable television service or your bill, please call us at the local customer service number 1-800-XFINITY or at our toll-free telephone number (1-800-934-6489) which is available 24 hours a day, seven days a week. You can also visit us at the local offices located at the end of this notice. Alternatively, if you wish to put your comments in writing, your letter should be addressed to Comcast at 2400 Franklin Pike, Nashville, TN 37204. We will promptly try to resolve your complaint. If we are unable to resolve your complaint, we will notify you that we are unable to do so and explain the reason why. If you are dissatisfied with our resolution of your complaint, or we are unable to resolve your complaint, you may contact the local franchising authority to discuss your complaint. Please refer to your monthly cable bill or call us at the local customer service number 1-800-XFINITY (1-800-934-6489) for the name and address of your local franchising authority.

#### **Service Problems**

If you experience a problem with picture or signal quality, you should review your television manual for proper adjustment. If the problem does not clear up, you should call us at the local customer service number 1-800-XFINITY (1-800-934-6489) and describe the problem to a customer service representative.

In order to correct the problem, we may need access to your premises. If required, a service call will be scheduled at a time convenient to you. We will make all reasonable efforts to resolve any complaints you have concerning the quality of our signals promptly and efficiently. Excluding conditions beyond our control, we will respond to a service interruption no later than twenty-four hours after receipt of notification. We respond to other service problems no later than the next business day after notification. If our service technician is unable to correct the problem to your satisfaction we will, at your request, schedule a second service appointment. If we remain unable to correct the problem you will be notified of this fact and the reason why. If you are dissatisfied with our resolution of your service problem, you may contact the local franchising authority to discuss the problem with your service. Please refer to your monthly cable bill or call us at the

local customer service number 1-800-XFINITY (1-800-934-6489) for the name and address of your local franchising authority.

#### **Moving**

Before you move, please call us at the local customer service number 1-800-XFINITY (1-800-934-6489). This is the best way for us to arrange for your service to be disconnected and to schedule an installation at your new home if your new home is in our service area.

#### **Equipment**

In the event your service is terminated, the converter, remote control and any other equipment provided by us, should be returned to our local business office. You will continue to be billed for the equipment until it is returned. If you have lost or are otherwise unable to return the equipment you will be billed for the equipment.

#### **Identification**

Our employees and designated contractors are required to carry a photo-identification card while working. Feel free to ask for identification from anyone who claims to be our employee or representative.

#### **Previews**

During the course of the year, we may offer a "Free Preview" of a premium channel. If you find any of the programming objectionable, you may call us and we will block out the Free Preview channel.

#### **Broadcast Channels**

Please be advised that the following broadcast channels can not be viewed without compatible set-top converter or CableCard. WKRN, WSMV, WTVF, WZTV, WNPT, WUXP, WPGD, WNPX, WNAB-TCN, WPBN, WGN-SATV, WHTN, WJFB, WSMV, WKGB, WKRN-Live, WKRN-Weath, BKQ, WKRN-News, WLLC, WTVF-ThisTV, WTVF-News, WLLC, WKRN-HD, WSMV-HD, WTVF-HD, WZTV-HD, WNPT-HD, WUXP-HD, WNPX-HD, WNAB-HD, WGN SATV-HD. Subject to availability.

#### **Equipment Compatibility**

##### **Compatibility of Set-Top Converters and CableCards**

Many subscribers currently rent or own set-top converters to receive our cable services. Because a set-top converter functions as the channel tuner on your television, DVD recorder, it may prevent you from using some of the special features and functions of your television, DVD recorder. For example, you may not be able to view one program while recording another, record two or more consecutive programs that appear on different channels, use advanced picture generation and display features such as "picture in picture," channel review or use other features that necessitate channel selection by the television set, DVD recorder. Some of these problems may be resolved by the use of A/B switches, signal splitters, and/or other supplemental equipment that can be purchased from Comcast or at electronic stores. Please call us if you would like to discuss the type of special equipment needed to resolve individual compatibility problems or if you have any questions regarding other equipment

compatibility issues. In order to enable you to utilize special features, which your television and DVD recorder may have, we will make available, upon your request, equipment which will allow for simultaneous reception of two or more scrambled or encrypted signals and for tuning to alternative channels on a pre-programmed schedule. This equipment could include for example, set-top converters and multiple descrambler/decoders and/or timers (or if such devices are not available, multiple set-top devices will be provided), and signal bypass switches.

If you plan to purchase cable services that we scramble or encrypt, such as premium, pay-per-view or digital services, you should make sure that any set-top converter, or navigation device or Digital-cable-ready television (which can receive digital cable services using a device that we must provide called a CableCARD in place of a converter) that you purchase from a retail outlet is compatible with our system. (Note: CableCARDS will not support two-way, interactive services such as ON DEMAND, pay-per-view and the Comcast interactive program guide. Sets capable of supporting two-way services will be available in the future, and Comcast is committed to supporting that technology when it becomes available.)

Upon your request, we will provide you with the necessary technical parameters necessary for any set-top converter rented or acquired from retail outlets to operate with our cable system. If you see advertisements for set-top converters that have descramblers in them, you should understand that these devices may be illegal to use. Because of the need to protect our scrambled services, we will not authorize the use of any converter/descrambler which does not conform to all required signal security specifications. People who use illegal converters/descramblers may be subject to prosecution for theft of cable service. It is unlawful to alter or tamper with any device belonging to a cable operator in order to receive, intercept or assist in receiving or intercepting any communications service offered over a cable system. People who take such actions may be subject to fines or imprisonment.

#### **Remote Control Units**

We rent remote control units to subscribers to access set-top converter features remotely. Currently, we provide subscribers with set-top converters with compatible remote control units. Although we rent remote control units at a nominal fee, subscribers may purchase compatible remotes at local electronic stores or other retail outlets. A representative list of compatible remote control models currently available from local retailers include: Sony RMV402, RCA RCU600WMS, and Philips PHL PMDVR8. A list of additional compatible remotes may be obtained from your local Comcast office. Although these remote control units are compatible with the set-top converters that we currently offer, these remotes may not be functional if we change the type of set-top converters we offer to subscribers. If you have any questions regarding whether a particular remote control unit would be compatible with our equipment, please contact us.

# MEMO

**To:** Murfreesboro Cable Television Commission  
**From:** Alan Bozeman, Communications Director  
**Date:** March 14, 2016  
**Re:** Comcast Cable Television Issue Cases

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Since the Commission's last meeting, staff has received five Comcast cable television issues for your review. One is still pending.



## AT&T's Giving Up on U-Verse Television

by [Karl Bode](#)

Tuesday Feb 16 2016 15:14 EST

Indications are that AT&T is giving up on its U-Verse TV services. Once heralded as a great competitor to cable, the company was never really willing to invest the kind of broad fiber to the home upgrades needed to support both next-generation broadband speeds and television services. As such the company still doesn't offer U-Verse broadband speeds that [can match cable in most markets](#), and is certainly in no position to embrace 4K television over U-verse's largely fiber to the node infrastructure anytime soon.

As such, reports now indicate that with AT&T's acquisition of [DirecTV](#) AT&T has stopped producing U-Verse set top hardware, and is even actively driving many current U-Verse TV customers to [DirecTV](#).

"AT&T is going to actively get out of the U-verse business," CreditSights analyst Chris Ucko tells [Bloomberg](#). Current U-Verse TV customers aren't being booted off of AT&T's TV platform right now, and AT&T's immediate focus is pushing new customers to [DirecTV](#).

"To realize the many benefits of our [DirecTV](#) acquisition, we are leading our video marketing approach with DirecTV," AT&T says of the shift. "However, our first priority is to listen to our customers and meet their needs, and if we determine a customer will be better served with the U-verse product, we offer attractive and compelling options." But with all new AT&T customers shoveled to DirecTV, it's only a matter of time before AT&T tries to drive these customers to [DirecTV](#) as well to save bandwidth previously lost to television. And while that should buy AT&T a little more capacity, AT&T's still going to find itself at a pure speed disadvantage to cable without upgrading to fiber to the home. But like Verizon, AT&T is unwilling to make this investment (despite [pretense](#) to the contrary), because it believes the future is in more profitable (read: usage capped) wireless.

AT&T executive John Stankey has stated the company is moving toward "one consistent architecture" for all TV and broadband users that will likely mean a single gateway capable of connecting to satellite, fixed and [mobile AT&T broadband](#) networks. The company's set top, router and gateway hardware "will become a consolidated, single platform over the next 24-36 months" Stankey has said. So users AT&T doesn't want to upgrade get wireless and satellite, some people stay on VDSL (for now), and a select few get fiber to home -- all using the same gateway.

AT&T's shift has a few other costs for consumers. To enter the TV business roughly a decade ago, AT&T spent millions lobbying state lawmakers for laws that gutted the old TV franchise system (and many [consumer protections](#)) in favor of new state agreements. This franchise law "reform" was supposed to usher in a new age of cable TV competition and lower prices, but by and large involved AT&T [writing wish list state laws](#) that often had nothing to do with television. Those laws will remain, but the TV system that purportedly necessitated them will be no more.

AT&T's effort to drive U-Verse customers to satellite was reflected in the company's [earnings last quarter](#). While AT&T says it added 214,000 TV customers under the [DirecTV](#) brand last quarter, the company still saw an overall net loss in TV subscribers thanks to losing 240,000 U-Verse TV customers. The company also saw a net loss in fixed-line broadband and wireless subscribers.

Those across the board net subscriber losses put AT&T in a precarious position. One that will get more precarious as cable operators begin deploying gigabit DOCSIS 3.1 speeds the company's fiber to the node U-Verse platform [still won't be able to touch](#). And while AT&T was willing to spend \$69 billion on [DirecTV](#), outside of some [highly-selective and theatrical gigabit fiber deployments](#) there's still no indication AT&T's willing to spend big on broadband, or, frankly, is entirely sure just what kind of a company it wants to be.

# March 2016



# Program Guide

Time	Sun 2/28	Mon 2/29	Tues 3/1	Wed 3/2	Thurs 3/3	Fri 3/4	Sat 3/5	Time
6:00 AM	Traffic Information	Traffic Information	Traffic Information	Traffic Information	Traffic Information	Traffic Information	Traffic Information	6:00 AM
8:00 AM	Laotian Information	Laotian Information	Laotian Information	Laotian Information	Laotian Information	Laotian Information	Laotian Information	8:00 AM
8:10 AM	Murfreesboro;En Español	Murfreesboro;En Español	Murfreesboro;En Español	Murfreesboro;En Español	Murfreesboro;En Español	Murfreesboro;En Español	Murfreesboro;En Español	8:10 AM
8:20 AM	Konnichiwa Murfreesboro	Konnichiwa Murfreesboro	Konnichiwa Murfreesboro	Konnichiwa Murfreesboro	Konnichiwa Murfreesboro	Konnichiwa Murfreesboro	Konnichiwa Murfreesboro	8:20 AM
8:30 AM	In the City	In the City	In the City	In the City	In the City	In the City	In the City	8:30 AM
9:00 AM	Murphy's Burrow	Murphy's Burrow	It's Mattie Time	Murphy's Burrow	The Beat	Tennessee's Wild Side	Murphy's Burrow	9:00 AM
9:30 AM	Murfreesboro Storytellers	RecConnection	Murfreesboro Storytellers	State of the City/City Schools	Murfreesboro Storytellers	It's Mattie Time	Murfreesboro Storytellers	9:30 AM
10:00 AM	It's Mattie Time	City Coucil	Life After 60	The Beat	Gardening in the City	Cooking with MFRD	It's Mattie Time	10:00 AM
10:30 AM	Life After 60	(recorded 2/25)	Author Rhea Seddon	Cannonsburgh	City School Board	The Beat	RecConnection	10:30 AM
11:00 AM	Cooking with MFRD		Board of Zoning Appeals	Barfield Crescent Park	(recorded 2/23)	Bradley Museum	Cooking with MFRD	11:00 AM
11:30 AM	The Beat		(recorded 2/24)	RecConnection	For Further Review	Planning Commission	Gardening in the City	11:30 AM
12:00 PM	City Bulletins	Promotional Videos and		Parks and Recreation	Parks and Recreation	(recorded 3/2)	Age Gracefully	12:00 PM
1:00 PM	Board of Zoning Appeals	Public Service Announcements	Promotional Videos and	Commission (Live)	Commission (recorded 3/2)	Promotional Videos and	City School Board	1:00 PM
2:00 PM	(recorded 2/24)		Public Service Announcements	City Bulletins	Promotional Videos and	Public Service	(recorded 2/23)	2:00PM
3:00 PM	RecConnection			Gardening in the City	Public Service Announcements	Announcements	For Further Review	3:00 PM
3:30 PM	The Beat	Murphy's Burrow	Murphy's Burrow	Murphy's Burrow	Murphy's Burrow	Murphy's Burrow	The Beat	3:30 PM
4:00 PM	Ms.Cheap	Traffic Information	Traffic Information	Traffic Information	Traffic Information	Traffic Information	Robbery Prevention	4:00 PM
6:00 PM	Laotian Information	Laotian Information	Laotian Information	Laotian Information	Laotian Information	Laotian Information	Laotian Information	6:00 PM
6:10 PM	Murfreesboro;En Español	Murfreesboro;En Español	Murfreesboro;En Español	Murfreesboro;En Español	Murfreesboro;En Español	Murfreesboro;En Español	Murfreesboro;En Español	6:10 PM
6:20 PM	Konnichiwa Murfreesboro	Konnichiwa Murfreesboro	Konnichiwa Murfreesboro	Konnichiwa Murfreesboro	Konnichiwa Murfreesboro	Konnichiwa Murfreesboro	Konnichiwa Murfreesboro	6:20 PM
6:30 PM	In the City	In the City	In the City	In the City	In the City	In the City	In the City	6:30 PM
7:00 PM	Murphy's Burrow	RecConnecton	Board of Zoning Appeals	Planning Commission	City Council (Live)	City Council	Murphy's Burrow	7:00 PM
7:30 PM	Murfreesboro Storytellers	Murfreesboro Storytellers	(recorded 2/24)	(Live)		(recorded 3/3)	Murfreesboro Storytellers	7:30 PM
8:00 PM	It's Mattie Time	State of the City/City Schools					State of the City/City Schools	8:00 PM
8:30 PM	Gardening in the City	City School Board					The Beat	8:30 PM
9:00 PM	Cooking with MFRD	(recorded 2/23)	The Beat	Parks and Recreation	Planning Commission	Robbery Prevention	Tennessee's Wild Side	9:00 PM
9:30 PM	RecConnection	For Further Review	Author Rhea Seddon	Commission (recorded 3/2)	(recorded 3/2)		Life After 60	9:30 PM
10:00 PM	In the City	City Bulletins	City Bulletins	City Bulletins	City Bulletins	City Bulletins	In the City	10:00 PM

### Featured this Week:

#### Planning Commission

Watch live public hearings regarding annexation, zoning, and rezoning of areas around Murfreesboro.

#### City School Board

Watch your elected City School Board in action, making decisions and policy affecting the City School System.

#### Traffic Information

From 6:00 to 8:00 am and from 4 to 6 pm Mon-Fri, view traffic cameras to determine roadway conditions so you can make advanced decisions before heading out onto the Murfreesboro streets.

#### Board of Zoning Appeals

Learn what height and setback variances are being requested and considered by the Board as well as special use permits and sign variances of individuals and businesses in

#### Tennessee's Wild Side

Tennessee's Wild Side, produced by The Renaissance Center and Tennessee Wildlife Resources Agency, covers topics such as mountain biking, mentor hunts, skeet shoots, hunting safety, the hidden treasures of Tennessee, environmental protection, wildlife management, caving and more, in addition to traditional hunting and fishing. For more info [www.tnwildside.org](http://www.tnwildside.org)

For questions concerning programming information, call Alan Bozeman at 615 848-3245; or email at [abozeaman@murfreesborotn.gov](mailto:abozeaman@murfreesborotn.gov)  
**SCHEDULE SUBJECT TO CHANGE WITHOUT NOTICE**



To view Live online or on demand meetings and programs, go to [www.murfreesborotn.gov](http://www.murfreesborotn.gov) and [www.youtube.com/cityofmurfreesboro](http://www.youtube.com/cityofmurfreesboro)  
**COMCAST XFINITY CHANNEL 3/ AT&T U-VERSE CHANNEL 99**

# March 2016



# Program Guide

Time	Sun 3/6	Mon 3/7	Tues 3/8	Wed 3/9	Thurs 3/10	Fri 3/11	Sat 3/12	Time
6:00 AM	Traffic Information	Traffic Information	Traffic Information	Traffic Information	Traffic Information	Traffic Information	Traffic Information	6:00 AM
8:00 AM	Laotian Information	Laotian Information	Laotian Information	Laotian Information	Laotian Information	Laotian Information	Laotian Information	8:00 AM
8:10 AM	Murfreesboro;:En Español	Murfreesboro;:En Español	Murfreesboro;:En Español	Murfreesboro;:En Español	Murfreesboro;:En Español	Murfreesboro;:En Español	Murfreesboro;:En Español	8:10 AM
8:20 AM	Konnichiwa Murfreesboro	Konnichiwa Murfreesboro	Konnichiwa Murfreesboro	Konnichiwa Murfreesboro	Konnichiwa Murfreesboro	Konnichiwa Murfreesboro	Konnichiwa Murfreesboro	8:20 AM
8:30 AM	In the City	In the City	In the City	In the City	In the City	In the City	In the City	8:30 AM
9:00 AM	Murphy's Burrow	Murphy's Burrow	It's Mattie Time	Murphy's Burrow	The Beat	Tennessee Uncharted	Murphy's Burrow	9:00 AM
9:30 AM	Murfreesboro Storytellers	Life After 60	Murfreesboro Storytellers	State of the City/City Schools	Murfreesboro Storytellers	It's Mattie Time	Murfreesboro Storytellers	9:30 AM
10:00 AM	It's Mattie Time	City Council	Planning Commission	City School Board	Gardening in the City	Cooking with MFRD	It's Mattie Time	10:00 AM
10:30 AM	Life After 60	(recorded 3/3)	(recorded 3/2)	(recorded 3/8)	Promotional Videos and	The Beat	RecConnection	10:30 AM
11:00 AM	Cooking with MFRD				Public Service Announcements	Parks and Recreation	Cooking with MFRD	11:00 AM
11:30 AM	The Beat				Seasonal Affective Disorder	Commission (recorded 3/2)	Gardening in the City	11:30 AM
12:00 PM	Age Gracefully	Promotional Videos and	Age Gracefully	Parks and Recreation	Robbery Prevention		Dream a Little Dream	12:00 PM
1:00 PM	Parks and Recreation Com.	Public Services Announcements	Promos and PSAs	Commission (recorded 3/2)	Historical Documentaries	Social Security	Murfreesbro Youth Orchestra	1:00 PM
3:30 PM	(recorded 3/2)	Murphy's Burrow	Murphy's Burrow	Murphy's Burrow	Murphy's Burrow	Murphy's Burrow	Gardening in the City	3:30 PM
4:00 PM	Ms. Cheap	Traffic Information	Traffic Information	Traffic Information	Traffic Information	Traffic Information	Planning Com. (recorded 3/2)	4:00 PM
6:00 PM	Laotian Information	Laotian Information	City School Board	Laotian Information	Laotian Information	Laotian Information	Laotian Information	6:00 PM
6:10 PM	Murfreesboro;:En Español	Murfreesboro;:En Español	(Live)	Murfreesboro;:En Español	Murfreesboro;:En Español	Murfreesboro;:En Español	Murfreesboro;:En Español	6:10 PM
6:20 PM	Konnichiwa Murfreesboro	Konnichiwa Murfreesboro		Konnichiwa Murfreesboro	Konnichiwa Murfreesboro	Konnichiwa Murfreesboro	Konnichiwa Murfreesboro	6:20 PM
6:30 PM	In the City	In the City		In the City	In the City	In the City	In the City	6:30 PM
7:00 PM	Murphy's Burrow	Life After 60		Parks and Recreation	City Council	City Council	Murphy's Burrow	7:00 PM
7:30 PM	Murfreesboro Storytellers	Murfreesboro Storytellers		Commission (recorded 3/2)	(Live)	(recorded 3/10)	Murfreesboro Storytellers	7:30 PM
8:00 PM	It's Mattie Time	State of the City/City Schools	Planning Commission	City School Board			State of the City/City Schools	8:00 PM
8:30 PM	Gardening in the City	Robbery Prevention	(recorded 3/2)	(recorded 3/8)			The Beat	8:30 PM
9:00 PM	Cooking with MFRD					Promotional Videos and	Tennessee Uncharted	9:00 PM
9:30 PM	RecConnection	Age Gracefully				Public Service Announcement	Life After 60	9:30 PM
10:00 PM	In the City	City Bulletins	City Bulletins	City Bulletins	City Bulletins	City Bulletins	In the City	10:00 PM

**Featured this Week:**

**Murfreesboro Storytellers [new episode starts Monday night]**

Host John Hood visits with various female leaders in the community as a part of March's Women's History Month.

**The Adventures in Murphy's Burrow [New episode starts Monday afternoon]**

Spring is in the air, and Murph and John learn that there are many types of springs, including spring chickens.

**Murfreesboro;:En Español [New episode starts Monday night]**

Información local de la ciudad de para la comunidad que habla español!

Local city information for the Spanish-speaking community.

**Konnichiwa Murfreesboro [New episode starts Monday night]**

Local city information in the Japanese language, hosted by Mari Yamamoto.

**In the City [New episode starts Monday night]**

This month episode features the new Superintendent of Patterson Community Center, Miracle Field ground breaking, MFRD training, and City Schools "We Heart the Arts".



For questions concerning programming information, call Alan Bozeman at 848-3245; or email at [abozeman@murfreesborotn.gov](mailto:abozeman@murfreesborotn.gov)  
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To view Live online or on demand meetings and programs, go to [www.murfreesborotn.gov](http://www.murfreesborotn.gov) and [www.youtube.com/cityofmurfreesboro](http://www.youtube.com/cityofmurfreesboro)  
**COMCAST XFINITY CHANNEL 3/ AT&T U-VERSE CHANNEL 99**

# March 2016



# Program Guide

Time	Sun 3/13	Mon 3/14	Tues 3/15	Wed 3/16	Thurs 3/17	Fri 3/18	Sat 3/19	Time
6:00 AM	Traffic Information	Traffic Information	Traffic Information	Traffic Information	Traffic Information	Traffic Information	Traffic Information	6:00 AM
8:00 AM	Laotian Information	Laotian Information	Laotian Information	Laotian Information	Laotian Information	Laotian Information	Laotian Information	8:00 AM
8:10 AM	Murfreesboro;:En Español	Murfreesboro;:En Español	Murfreesboro;:En Español	Murfreesboro;:En Español	Murfreesboro;:En Español	Murfreesboro;:En Español	Murfreesboro;:En Español	8:10 AM
8:20 AM	Konnichiwa Murfreesboro	Konnichiwa Murfreesboro	Konnichiwa Murfreesboro	Konnichiwa Murfreesboro	Konnichiwa Murfreesboro	Konnichiwa Murfreesboro	Konnichiwa Murfreesboro	8:20 AM
8:30 AM	In the City	In the City	In the City	In the City	In the City	In the City	In the City	8:30 AM
9:00 AM	Murphy's Burrow	Murphy's Burrow	It's Mattie Time	Murphy's Burrow	The Beat	Tennessee's Wild Side	Murphy's Burrow	9:00 AM
9:30 AM	Murfreesboro Storytellers	RecConnection	Murfreesboro Storytellers	State of the City/City Schools	Murfreesboro Storytellers	It's Mattie Time	Murfreesboro Storytellers	9:30 AM
10:00 AM	It's Mattie Time	City Council	The Beat	Planning Commission	Bradley Academy Museum	Cooking with MFRD	It's Mattie Time	10:00 AM
10:30 AM	Life After 60	(recorded 3/10)	What is a Wetland?	(recorded 3/2)	It's Mattie Time	The Beat	RecConnection	10:30 AM
11:00 AM	Cooking with MFRD		Social Security		Painting with Liz:	Regional Transportation Plan	Cooking with MFRD	11:00 AM
11:30 AM	The Beat				Old Country Church	Social Security	Gardening in the City	11:30 AM
12:00 PM	Cannonsburgh	Planning Commission	Get Involved with Aging Issues	Historic Zoning Commission	Gardening in the City		Regional Transportation Plan	12:00 PM
12:30 PM	Gardening in the City	(recorded 3/2)		(recorded 3/15)	RecConnection	Author Speak Rhea Seddon	Historic Zoning Commission	12:30 PM
1:00 PM	City School Board		Promotional Videos and	Promotional Videos and	Historic Zoning Commission	Get Involved with Aging Issues	(recorded 3/15)	1:00 PM
2:00 PM	(recorded 3/8)	The Beat	Public Service Announcements	Public Service Announcements	(recorded 3/15)	Congestive Heart Failure	Regional Transportation Plan	2:00 PM
3:00 PM	Rainbow Valley Fire Dept	It's Mattie Time		Rainbow Valley Fire Dept.	It's Mattie Time	The Beat	Planning Commission	3:00 PM
3:30 PM	It's Mattie Time	Murphy's Burrow	Historic Zoning Comm. (Live)	Murphy's Burrow	Murphy's Burrow	Murphy's Burrow	(recorded 3/2)	3:30 PM
4:00 PM	The Beat	Traffic Information	Traffic Information	Traffic Information	Traffic Information	Traffic Information		4:00 PM
6:00 PM	Laotian Information	Laotian Information	Laotian Information	Laotian Information	Laotian Information	Laotian Information	Laotian Information	6:00 PM
6:10 PM	Murfreesboro;:En Español	Murfreesboro;:En Español	Murfreesboro;:En Español	Murfreesboro;:En Español	Murfreesboro;:En Español	Murfreesboro;:En Español	Murfreesboro;:En Español	6:10 PM
6:20 PM	Konnichiwa Murfreesboro	Konnichiwa Murfreesboro	Konnichiwa Murfreesboro	Konnichiwa Murfreesboro	Konnichiwa Murfreesboro	Konnichiwa Murfreesboro	Konnichiwa Murfreesboro	6:20 PM
6:30 PM	In the City	In the City	In the City	In the City	In the City	In the City	In the City	6:30 PM
7:00 PM	Murphy's Burrow	RecConnection	Promotional Videos and	It's Mattie Time	City Council	City Council	Murphy's Burrow	7:00 PM
7:30 PM	Murfreesboro Storytellers	Murfreesboro Storytellers	Public Service Announcements	Promotional Videos and	(Live)	(recorded 3/17)	Murfreesboro Storytellers	7:30 PM
8:00 PM	It's Mattie Time	State of the City/City Schools	Historic Zoning Commission	Public Service Announcements			State of the City/City Schools	8:00 PM
8:30 PM	Gardening in the City	Bradley Academy Museum	(recorded 3/15)				The Beat	8:30 PM
9:00 PM	Cooking with MFRD	Get Involved with Aging Issues	Parks and Recreation	Historic Zoning Commission		Promotional Videos and	Tennessee's Wild Side	9:00 PM
9:30 PM	RecConnection		Commission (recorded 3/2)	(recorded 3/15)		Public Service Announcements	Life After 60	9:30 PM
10:00 PM	In the City	City Bulletins	City Bulletins	City Bulletins	City Bulletins	City Bulletins	In the City	10:00 PM

### Featured this Week:

#### Historic Zoning Commission

This commission studies, recommends, and oversees historic district boundaries for the protection of historic neighborhoods and districts.

#### Planning Commission

Watch live public hearings regarding annexation, zoning, and rezoning of areas around Murfreesboro.

#### Laotian Information [New episode starts Monday night]

Local city information for the Laotian community.

#### It's Mattie Time

Linebaugh Library presents suggested readings, craft ideas, and a puppet show.

For questions concerning programming information, call Alan Bozeman at 848-3245; or email at [abozeaman@murfreesborotn.gov](mailto:abozeaman@murfreesborotn.gov)

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**COMCAST XFINITY CHANNEL 3/ AT&T U-VERSE CHANNEL 99**

# March 2016



# Program Guide

Time	Sun 3/20	Mon 3/21	Tues 3/22	Wed 3/23	Thurs 3/24	Fri 3/25	Sat 3/26	Time
6:00 AM	Traffic Information	Traffic Information	Traffic Information	Traffic Information	Traffic Information	Traffic Information	Traffic Information	6:00 AM
8:00 AM	Laotian Information	Laotian Information	Laotian Information	Laotian Information	Laotian Information	Laotian Information	Laotian Information	8:00 AM
8:10 AM	Murfreesboro;En Español	Murfreesboro;En Español	Murfreesboro;En Español	Murfreesboro;En Español	Murfreesboro;En Español	Murfreesboro;En Español	Murfreesboro;En Español	8:10 AM
8:20 AM	Konnichiwa Murfreesboro	Konnichiwa Murfreesboro	Konnichiwa Murfreesboro	Konnichiwa Murfreesboro	Konnichiwa Murfreesboro	Konnichiwa Murfreesboro	Konnichiwa Murfreesboro	8:20 AM
8:30 AM	In the City	In the City	In the City	In the City	In the City	In the City	In the City	8:30 AM
9:00 AM	Murphy's Burrow	Murphy's Burrow	It's Mattie Time	Murphy's Burrow	The Beat	Tennessee Uncharted	Murphy's Burrow	9:00 AM
9:30 AM	Murfreesboro Storytellers	Life After 60	Murfreesboro Storytellers	State of the City/City Schools	Murfreesboro Storytellers	It's Mattie Time	Murfreesboro Storytellers	9:30 AM
10:00 AM	It's Mattie Time	City Council	Historic Zoning Commission	City School Board	Board of Zoning Appeals	Cooking with MFRD	It's Mattie Time	10:00 AM
10:30 AM	Life After 60	(recorded 3/17)	(recorded 3/15)	(recorded 3/22)	(recorded 3/23)	The Beat	RecConnection	10:30 AM
11:00 AM	Cooking with MFRD		Painting with Liz:	For Further Review		Promotional Videos and	Cooking with MFRD	11:00 AM
11:30 AM	The Beat		Old Country Church			Public Service Announcements	Regional Transportation Plan	11:30 AM
12:00 PM	Promotional Videos and	Promotional Videos and	Alzheimer's: Know the 10 Signs	Depression, Loss, and Grief	Historic Zoning Commission	City School Board	Board of Zoning Appeals	12:00 PM
1:00 PM	PSAs	Public Service Announcements	Promotional Videos and	Board of Zoning Appeals	(recorded 3/15)	(recorded 3/22)	(recorded 3/23)	1:00 PM
2:00 PM	City Bulletins		Public Service Announcements	(Live)	Promotional Videos and	For Further Review	Scams and Other MPD Topics	2:00 PM
3:00 PM	Soul Singers		City Bulletins		Public Service Announcements	Regional Transportation Plan	Soul Singers	3:00 PM
3:30 PM	RecConnection	Murphy's Burrow	Murphy's Burrow	Murphy's Burrow	Murphy's Burrow	Murphy's Burrow	City School Board	3:30 PM
4:00 PM	Life After 60	Traffic Information	Traffic Information	Traffic Information	Traffic Information	Traffic Information	(recorded 3/22)	4:00 PM
6:00 PM	Laotian Information	Laotian Information	City School Board	Laotian Information	Laotian Information	Laotian Information	Laotian Information	6:00 PM
6:10 PM	Murfreesboro;En Español	Murfreesboro;En Español	(Live)	Murfreesboro;En Español	Murfreesboro;En Español	Murfreesboro;En Español	Murfreesboro;En Español	6:10 PM
6:20 PM	Konnichiwa Murfreesboro	Konnichiwa Murfreesboro		Konnichiwa Murfreesboro	Konnichiwa Murfreesboro	Konnichiwa Murfreesboro	Konnichiwa Murfreesboro	6:20 PM
6:30 PM	In the City	In the City		In the City	In the City	In the City	In the City	6:30 PM
7:00 PM	Murphy's Burrow	Life After 60		Board of Zoning Appeals	City Council (Live)	City Council	Murphy's Burrow	7:00 PM
7:30 PM	Murfreesboro Storytellers	Murfreesboro Storytellers		(recorded 3/23)		(recorded 3/24)	Murfreesboro Storytellers	7:30 PM
8:00 PM	It's Mattie Time	State of the City/City Schools	Promotional Videos and				State of the City/City Schools	8:00 PM
8:30 PM	Gardening in the City	Regional Transportation Plan	Public Service Announcements				The Beat	8:30 PM
9:00 PM	Cooking with MFRD	Historic Zoning Commission	Regional Transportation Plan	City School Board			Tennessee Uncharted	9:00 PM
9:30 PM	RecConnection	(recorded 3/15)	Soul Singers	(recorded 3/22)			Life After 60	9:30 PM
10:00 PM	In the City	City Bulletins	City Bulletins	For Further Review	City Bulletins	City Bulletins	In the City	10:00 PM

### Featured this Week:

#### Learning to Paint: Old Church

Recorded at St. Clair Senior Center, Liz Farar teaches a class how to paint an old church.

#### Murfreesboro;En Español [New episode starts Monday night]

Información local de la ciudad de para la comunidad que habla español!  
Local city information for the Spanish-speaking community.

#### Konnichiwa Murfreesboro [New episode starts Monday night]

Local city information in the Japanese language, hosted by Mari Yamamoto. Konnichiwa: Hello.

#### State of the City/CitySchools

A quarterly report from the Mayor and City School Director on the State of the City and City Schools.

#### Historic Zoning Commission

This commission studies, recommends, and oversees historic district boundaries for the protection of historic neighborhoods and districts.

#### Tennessee's Wild Side

Tennessee's Wild Side, produced by The Renaissance Center and Tennessee Wildlife Resources Agency, covers topics such as mountain biking, mentor hunts, skeet shoots, hunting safety, the hidden treasures of Tennessee, environmental protection, wildlife management, caving and more, in addition to traditional hunting and fishing. For more info [www.tnwildside.org](http://www.tnwildside.org)

For questions concerning programming information, call Alan Bozeman 848-3245; or email at [abozeman@murfreesborotn.gov](mailto:abozeman@murfreesborotn.gov)  
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**COMCAST XFINITY CHANNEL 3/ AT&T U-VERSE CHANNEL 99**

# March 2016



# Program Guide

Time	Sun 3/27	Mon 3/28	Tues 3/29	Wed 3/30	Thurs 3/31	Fri 4/1	Sat 4/2	Time
6:00 AM	Traffic Information	Traffic Information	Traffic Information	Traffic Information	Traffic Information	Traffic Information	Traffic Information	6:00 AM
8:00 AM	Laotian Information	Laotian Information	Laotian Information	Laotian Information	Laotian Information	Laotian Information	Laotian Information	8:00 AM
8:10 AM	Murfreesboro;En Español	Murfreesboro;En Español	Murfreesboro;En Español	Murfreesboro;En Español	Murfreesboro;En Español	Murfreesboro;En Español	Murfreesboro;En Español	8:10 AM
8:20 AM	Konnichiwa Murfreesboro	Konnichiwa Murfreesboro	Konnichiwa Murfreesboro	Konnichiwa Murfreesboro	Konnichiwa Murfreesboro	Konnichiwa Murfreesboro	Konnichiwa Murfreesboro	8:20 AM
8:30 AM	In the City	In the City	In the City	In the City	In the City	In the City	In the City	8:30 AM
9:00 AM	Murphy's Burrow	Murphy's Burrow	It's Mattie Time	Murphy's Burrow	The Beat	Tennessee's Wild Side	Murphy's Burrow	9:00 AM
9:30 AM	Murfreesboro Storytellers	RecConnection	Murfreesboro Storytellers	State of the City/City Schools	Murfreesboro Storytellers	It's Mattie Time	Murfreesboro Storytellers	9:30 AM
10:00 AM	It's Mattie Time	City Council	Magic Show: Dream a Little Dream	Regional Transportation Plan	Board of Zoning Appeals	Cooking with MFRD	It's Mattie Time	10:00 AM
10:30 AM	Life After 60	(recorded 3/24)	Painting with Liz	Storm Spotters	(recorded 3/23)	The Beat	RecConnection	10:30 AM
11:00 AM	Cooking with MFRD		Old Country Church			It's Mattie Time	Cooking with MFRD	11:00 AM
11:30 AM	The Beat		Soul Singers			Steps to Wellness	Gardening in the City	11:30 AM
12:00 PM	Regional Transportation Plan	Promotional Videos and	Regional Transportation Plan	Alzheimer's	Regional Transportation Plan	Drug Awareness	Bradley Academy Museum	12:00 PM
1:00 PM	Storm Spotters	Public Service Announcements	Miracle Fields	Robbery Prevention	Promotional Videos and		Celebration (recorded 3/26)	1:00 PM
2:00 PM			Soul Singers	Murfreesboro Youth Orchestra	Public Service Announcements	Scams and Other MPD Topics		2:00 PM
3:00 PM	Promotional Videos and		Trash Talk	It's Mattie Time	Rainbow Valley Fire Dept.	City Bulletins	Promotional Videos and	3:00 PM
3:30 PM	Public Service Announcements	Murphy's Burrow	Murphy's Burrow	Murphy's Burrow	Murphy's Burrow	Murphy's Burrow	Public Service Announcements	3:30 PM
4:00 PM	Magic Show: Dream a Little Dream	Traffic Information	Traffic Information	Traffic Information	Traffic Information	Traffic Information		4:00 PM
6:00 PM	Laotian Information	Laotian Information	Laotian Information	Laotian Information	Laotian Information	Laotian Information	Laotian Information	6:00 PM
6:10 PM	Murfreesboro;En Español	Murfreesboro;En Español	Murfreesboro;En Español	Murfreesboro;En Español	Murfreesboro;En Español	Murfreesboro;En Español	Murfreesboro;En Español	6:10 PM
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6:30 PM	In the City	In the City	In the City	In the City	In the City	In the City	In the City	6:30 PM
7:00 PM	Murphy's Burrow	RecConnection	Regional Transportation Plan	Board of Zoning Appeals	City Council (Live)	City Council	Murphy's Burrow	7:00 PM
7:30 PM	Murfreesboro Storytellers	Murfreesboro Storytellers	City School Board	(recorded 3/23)		(recorded 3/31)	Murfreesboro Storytellers	7:30 PM
8:00 PM	It's Mattie Time	State of the City/City Schools	(recorded 3/22)				State of the City/City Schools	8:00 PM
8:30 PM	Gardening in the City	The Beat	For Further Review				The Beat	8:30 PM
9:00 PM	Cooking with MFRD	Soul Singers		Soul Singers		Bradley Academy Museum	Tennessee's Wild Side	9:00 PM
9:30 PM	RecConnection	Regional Transportation Plan		Regional Transportation Plan		Celebration (recorded 3/26)	Life After 60	9:30 PM
10:00 PM	In the City	City Bulletins	City Bulletins	City Bulletins	City Bulletins	City Bulletins	In the City	10:00 PM

### Featured this Week:

#### Learning to Paint: Old Church

Recorded at St. Clair Senior Center, Liz Farar teaches a class how to paint an old church.

#### Laotian Information [New episode starts Monday night]

Local city information for the Laotian community.

#### State of the City/CitySchools

A quarterly report from the Mayor and City School Director on the State of the City and City Schools.

#### Traffic Information

From 6:00 to 8:00 am and from 4 to 6 pm Mon-Fri, view traffic cameras to determine roadway conditions so you can make advanced decisions before heading out onto the Murfreesboro streets.

#### Board of Zoning Appeals

Learn what height and setback variances are being requested and considered by the Board as well as special use permits and sign variances of individuals and businesses in Murfreesboro.

For questions concerning programming information, call Alan Bozeman 848-3245; or email at [abozeman@murfreesborotn.gov](mailto:abozeman@murfreesborotn.gov)  
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