

Murfreesboro Cable Television Commission
Regular Meeting
June 27, 2016 – 12:00 Noon
Room 218, Murfreesboro City Hall
111 West Vine Street, Murfreesboro, TN 37130

AGENDA

Call to Order by Chair Tommy Campbell

1. Consider minutes of the March 21, 2016 and April 11, 2016 meetings
2. Election of Officers for the Murfreesboro Cable Television Commission
3. Consider a request to cover City Council and City School Board candidate forums presented by the League of Woman Voters of Murfreesboro/Rutherford County
4. Staff Reports/Comments
 - a. Comcast Cable Television Issues Cases
 - b. Xfinity TV Partner Program
5. Any other business to come before the Commission
6. Adjourn.

MINUTES
of the
MURFREESBORO CABLE TELEVISION COMMISSION
March 21, 2016
City Hall, Council Chambers
12:00 p.m.

Members Present:

Tommy Campbell, Chair
Irene Pitts-McDonald, Vice Chair
Roger Heinrich
Phil King
Ronald Lindsey
Brian Patterson
Bill Shacklett

City:

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
Mike Browning, Public Information Officer

Others Present:

Russell Byrd, Comcast
Kim Sasser Hayden, Comcast

Chair Campbell called the meeting to order and determined a quorum.

Consider minutes of the October 12, 2015 meeting

The minutes of the Murfreesboro Cable Television Commission meeting held on October 12, 2016, were presented for approval. **Mr. Patterson made a motion to approve, seconded by Ms. McDonald. The motion passed.**

Consider a request from the City Manager to cover the Tennessee Radio Hall of Fame Induction Ceremony Mr. Bozeman stated there is a request for CityTV to cover this outside program. The department covered this event last year for the first time. This year the ceremony will be held on May 14th at the Embassy Suites here in Murfreesboro. The Tennessee Radio Hall of Fame has met all criteria required to cover this event and all the information was provided for review in the agenda packet. Mr. Bozeman stated this program would be recorded and replayed at a later date and also viewable online. Representatives were present. Mr. Bart Walker stated that this event will be the same as last year and they appreciate the commission's consideration. The Emcee will be Scott Shannon and this will be a great event. **Heinrich made a motion to approve, seconded by Mr. King. The motion passed.**

Consider the Communications Department Proposed 2016-2017 Budget

Mr. Bozeman provided the narrative and budget numbers in the agenda packet. The salaries and related benefits are not updated as that information will be generated by the Finance Department at a later date for the City Council review. The proposed budget included new ADA audio and video services with closed captioning of the council meetings live. There is also an upgrade of the wireless listening devices that are used in the chambers for the hearing impaired. This current budget period includes the upgrade of the City TV facility to HD.

Renovating the Council Chambers and Communications Department funding is coming from the City capital improvement projects fund. The bids for this project have been received and everything came in under budget and will be considered for approval by the City Council during an upcoming meeting. The construction should begin by the end of June 2016 and the entire project completed by October. CityTV will be included in the Roku streaming box as part of the upgrade.

The City's Facebook page has closed to 4,000 followers, the Twitter feed has close to 3,000 followers, and the YouTube Channel has just over 300 subscribers. There were 1.8 million views of the City's website from various pages and the department was recognized nationally for several awards on video projects.

Their funding included for an outside attorney to help with renewing the franchise agreement with Comcast that expires in 2018. Mr. Patterson asked if the closed captioning is mandated by law. Mr. Bozeman said not by the FCC but the since the city receives ADA federal funds that it is a requirement through them. Mr. Patterson asked how much federal funding does the city receive. Mr. Bozeman said he is unsure of how much the city as a whole received.

Additional changes to the upcoming budget are as follows:

- Increase in maintenance support costs for the new equipment
- Supply increase is due to the purchase of HD storage cards, devices, and accessories
- Field video equipment insurance has decreased due to the newer field cameras costing less than the older cameras

Chair Campbell asked if the maintenance support contract would be renewed annually. Mr. Bozeman said yes. The new equipment carries a year support but after that we would be looking at renewing the support each year. Mr. Patterson asked if the closed captioning would be a one-time fee or yearly. Mr. Bozeman said it will be an annual service. Someone at a remote location will be listening to the meeting and typing what is being said and that data comes back into our equipment as closed captioning text. Mr. Patterson asked what company would be providing the service. Mr. Bozeman said that is yet to be determined. Staff would follow the city procurement policy and either be bid out or take quotes for the services.

Mr. Patterson asked what the maintenance cost is prior to the upgrade to HD. Mr. Bozeman said the current equipment is at least 10 years old and there is no support is available on equipment that old and that line item for the past several years has been for repairing equipment and not under any support contract. Mr. Patterson asked what the assisted listening system is for the chambers. Mr. Bozeman said it is for persons who are hearing impaired and these devices are placed in the ear that amplifies the sound in the council chambers to better hear what is being said. **Mr. Shacklett made a motion to approve, seconded by Ms. McDonald. The motion passed.**

Follow up on 2014 Comcast Annual Report related to customer service telephone answering time's data

Mr. Bozeman said last year, Comcast provided the 2014 annual report and at that time it did not include the Murfreesboro quarterly customer service telephone answer information. This is something that is required in the franchise agreement on a Murfreesboro specific basis. Comcast implemented newer technology in their call centers and the equipment was only set up to collect data for the entire Big South Region. Staff requested Comcast correct this issue and begin providing the data again starting with the 4th quarter of 2015. Included in the agenda packet was the 4th quarter telephone answering data from Comcast. The 2014 Comcast annual report can now be closed.

Mr. Russel Byrd representing Comcast introduced the new Manager of External Affairs for the Middle Tennessee System, Kimberly Sasser Hayden. Mr. Byrd explained that he would still be a contact person. Ms. Hayden said she has a 15 year background in government in Nashville and in Tennessee as a whole and is happy to be partner with the City of Murfreesboro. Mr. Campbell asked Ms. Hayden what area she covers. Ms. Hayden said Middle Tennessee from Ft. Campbell down to Winchester. Mr. Campbell asked what east to west counties are covered. Ms. Hayden said from Dickson County to Wilson County.

Mr. Byrd went over the 2015 annual report in detail with the commission. Mr. Patterson asked if 38 was the number of complaints recorded. Mr. Byrd said 38 was the number they responded back to. Mr. King asked what "TC" and "drop" represented in the report. Mr. Byrd said that "TC" meant completed trouble calls and "drop" might be when a customer called with an issue and a truck went out the customer's house and replaced the drop that went to the customer's house. It could have been that the entire drop was replaced or connectors on the end. The issue that caused the customer to have problems was related to that drop. Mr. King asked if the 26,000 number is in Murfreesboro. Mr. Byrd said Murfreesboro only. All truck rolls are internally tracked by zip codes and when the phones were converted 2 years ago all numbers in the Big South Region went to One Switch that eliminated the ability to capture Murfreesboro's specific calls. Since that time, the back office software has been re-written to capture Murfreesboro only data.

A new customer experience challenge has been taken and Comcast is taking a look at how calls are handled and how customers are treated. In the next 24 to 36 months the customer experience will be their number one project. This will take a while to accomplish, but there will be 5,000 employees added to answer phone calls. There is an app available that can track the technician to see when he will be at the home. Chair Campbell asked what the name of the customer service app was or how to get it. Mr. Byrd said he will send it to Mr. Bozeman to forward to the Commission. Mr. King asked if there would be commercials highlighting the new appl. Mr. Byrd said it is currently being run. Ms. McDonald said she recently visited the Xfinity store in Murfreesboro and waited for 20 minutes before she was helped. It was a better experience than the Old Salem Hwy. location. Mr. Byrd said that was an excessive amount of time and that he would look into it. Mr. King asked where the 5,000 employees will be located. Mr. Byrd said they will be in Knoxville and Nashville. The hiring process will

start soon. There will be 2 major call centers built with 1 being in New Mexico. Mr. Lindsey asked if the employees would be English speaking. Mr. Byrd said some will be bilingual.

Staff Reports/Comments

Mr. Bozeman said there were 5 Comcast cable tv issues filed with the department and all have been addressed by Comcast but one is still pending related to a resident requesting if cable service was available to his home and if not how much would it cost to get it to his home. Mr. Byrd said his understanding was that the cost for construction to his home would be \$30,000 and he would personally contact the resident to go over the cost.

Franchise Fee Review

Mr. Bozeman said at the last meeting the commission will recall they approved the initial franchise fee review report and submission to Comcast for a response. A response from Comcast has been received and staff is trying to reach a settlement agreement to bring back to the Commission to wrap this up.

ATT U-verse

Mr. Bozeman stated from all indications ATT will be disbanding the U-verse cable tv service over the next several years. Mr. Lindsey asked if a representative from ATT U-verse will address the Commission on this. Mr. Bozeman said ATT holds a State cable tv franchise agreement and not a local franchise like Comcast. The Tennessee Regulatory Commission oversee those. It looks as if the ATT state franchising bill that State legislators promised would spur competition by being able to bypass local government franchising has failed.

There being no other business to come before the Commission, the meeting was adjourned **by motion of Mr. Shacklett seconded by Mr. Patterson. The motion carried by unanimous vote in favor.**

Tommy Campbell, Chair

MINUTES
of the
MURFREESBORO CABLE TELEVISION COMMISSION
April 11, 2016
City Hall, Council Chambers
12:00 p.m.

Members Present:

Tommy Campbell, Chair
Irene Pitts-McDonald, Vice Chair
Roger Heinrich
Phil King
Ronald Lindsey
Bill Shacklett

Marcus Delaney, Multimedia Producer
Michael Nevills, Multimedia Producer
John Padgett, Multimedia Producer
Cecilia Harrell, Video Journalist
Mike Browning, Public Information Officer

City:

Alan Bozeman, Communications Director
Kelley Baker, Assistant City Attorney
Kenya Tigg, Recording Secretary
Steve Burris, Multimedia Producer

Others Present:

Laura Clark, MTSU
Ty Whitaker, MTSU
Bret Gilbert, MTSU
Russell Byrd, Comcast
Kim Sasser Hayden, Comcast

Chair Campbell called the meeting to order and determined a quorum.

Consider minutes of the February 8, 2015 meeting

The minutes of the Murfreesboro Cable Television Commission meeting held on February 8, 2016, were presented for approval. **Ms. McDonald made a motion to approve, seconded by Mr. Lindsey. The motion passed.**

Pursuant to Order 98-03, conduct a public hearing to evaluate MTSU's use of both educational access channels as they relate to the public good, signal quality and other relevant factors. Mr. Bozeman said included in the agenda packet the Commission will find the criteria for evaluating the MTSU channels located on Comcast Channel 9 and 10. Reports from both channels have been provided. The criteria related to the evaluation includes public good, signal quality, and other relevant factors. MTSU staff is present to go over their reports and answer questions. The commission needs to conduct a public hearings.

Channel 9

Chair Campbell opened the public hearing. Ms. Laura Clark spoke for Channel 9. She stated Ms. Gail Fedak retired in the past year after 40 years of services. Ms. Fedak has laid a good foundation for Channel 9 and Mr. Ty Whitaker has taken over as Interim Director. The 3 criteria has been met very thoroughly and the important relevant factor is that they serve the K-12 community as well as the broader Murfreesboro community by the kind of program they present. Ty will explain about other things going on. Mr. Ty Whitaker, Interim Director of Channel 9 Education and Resource for MTSU said that their mission statement is to provide high quality educational and community programming for a diverse population of educational professionals, students and the general public in Rutherford County. During 2015 there were

many hours of program produced to benefit the Murfreesboro local Comcast community, 129 individual shows up from 110 shows last year. There are 195 outside produced educational programming from various vendors. Channel 9 produces editorial educational content 12 months out of the year. Tennessee Teachers Talk is a program that is one new initiatives that will place and is modeled after the MT Conversations Show. They would like to have more persons on staff to better serve Murfreesboro cable subscribers. Another initiative is completing the Center for Educational Media Professional Development facility. The channel is monitored during business hours continuously by 5 key personnel. In the engineering core room, the return from Comcast is monitored periodically during the day. The control room is monitored periodically throughout the day. In the event of an alarm or alert, the ERC production manager is alerted along with the system engineer. In the evening, the Channel is monitored by the production manager. If there is a technical issue, a remote desk top link can be established with the video server and correction made. The building is on an emergency generator and all equipment has battery backup. They will also be upgrading to HD servers this summer. Chair Campbell stated the channel has progressed greatly.

Channel 10

Mr. Bret Gilbert, News Director for the News Division of Channel 10 spoke. The General Manager Megan White was unable to make the meeting. Mr. Gilbert said within the last year they have seen a lot of growth with providing 110 hours of new content including a 30 minute news cast produced 3 times a week and might move up to 4 times a week in the next fall semester. There are multiple award shows broadcast throughout the year to the community. The general manager has several new shows in the works that will produce content next semester. Included in the report are bigger events that have happened in the last year. They hope to have more new shows in this next semester. It has been helpful to have a channel to produce their own shows that go live to their community. Chair Campbell asked if the channel feed is telecast through other media outlets. Mr. Gilbert said they can also be seen on ATT U-verse Channel 99 as well as online. Mr. Heinrich asked if the live stream is 24 hours a day. Mr. Gilbert said yes. Chair Campbell said he has enjoyed watching Channel 10. Chair Campbell closed the public hearing. **Mr. Shacklett made a motion to approve continuing MTSU Channel 9 and 10 be on the Comcast system for an additional year, seconded by Ms. McDonald. The motion passed with one abstention by Mr. Heinrich.**

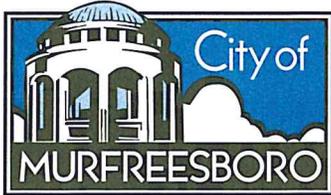
Staff Reports/Comments

Mr. Bozeman said included with the package are the latest Comcast cable tv issues filed with the department and one has been resolved by Comcast. He asked if Comcast had something to add on the outstanding issues. Ms. Hayden said that the issues are still being researched. Chair Campbell asked what issues are outstanding. Mr. Bozeman said they are all outstanding except the one filed by Dennis O Neal.

Mr. Bozeman said since the last meeting, there have been additional discussions with Comcast on the franchise fee review. Comcast has provided the additional information that was requested after receiving the report. Staff is working with Comcast to reach a settlement agreement and will bring something back to the Commission soon.

There being no other business to come before the Commission, the meeting was adjourned by motion of Mr. Lindsey seconded by Mr. Shacklett. The motion carried by unanimous vote in favor.

Tommy Campbell, Chair



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: June 21, 2016
Re: City Council and City School Board 2016 Candidate Forum

The Murfreesboro Communications Department would like to sponsor and recommend for the Murfreesboro Cable Television Commission's consideration, approval for the Department to cover the upcoming City Council, and City School Board Candidate Forums.

The League of Women Voters of Murfreesboro/Rutherford County will conduct the forums on July 18, 2016 starting at 6:30pm in City Hall Council Chambers. This forum, if approved for coverage, will cablecast live on CityTV and on the City website and replayed numerous times on the channel and archived on the City website for video on demand viewing.

The procedures for such a request which are stated in the CityTV Programming Policy and Procedures under section E. Program Sources are 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:

4. *To provide a forum for discussion of issues that bear upon the Murfreesboro community.*

The League of Women Voters of Murfreesboro/Rutherford County has followed all of the procedures as outline.

Ms. Leslie Collum from the League will be present to explain the format and answer any questions you may have regarding this request and/or her attached letter.

League of Women Voters of
Murfreesboro/Rutherford County
P.O. Box 4108
Murfreesboro, TN 37129

June 21, 2016

Alan Bozeman
Communications Director
City of Murfreesboro
111 West Vine Street
Murfreesboro, TN 37130

Dear Alan:

I would like to request that the Cable Commission co-sponsor with the League of Women Voters candidate Forums for City Council and City School Board. The League would like to conduct these forums on July 18, 2016 in the City Council Chamber and have CityTV televise them. We will comply with the requirements in the "Hold Harmless" document.

The League will be using a moderator from MTSU and will develop appropriate questions with input from City leaders. The format will be similar to previous forums in that the questions will not be given to the candidates ahead of time, the questions will be asked by a moderator, and the answers will be timed.

I will be happy to attend the Cable Commission meeting to answer any questions. I appreciate your previous support and look forward to working with you again on this important project.

Sincerely,

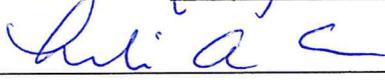


Leslie Collum
Co-President
League of Women Voters of Murfreesboro/Rutherford County

INDEMNIFICATION/HOLD HARMLESS AGREEMENT

In consideration for the City of Murfreesboro, TN cablecasting and webstreaming the **League of Women Voters of Murfreesboro/Rutherford County 2016 Murfreesboro City Candidate Forums** 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) League of Women Voters of Murfreesboro/Rutherford County
ADDRESS (city, state, zip) P.O. Box 4108 Murfreesboro, TN 37129
PHONE NUMBER & E-MAIL (615) 848-4751 lesliecollum@bellsouth.net
SIGNATURE  DATE June 21, 2016
(If signed on behalf of entity Title/Authority Co-President)

MEMO

To: Murfreesboro Cable Television Commission
From: Alan Bozeman, Communications Director
Date: June 22, 2016
Re: Comcast Cable Television Issues Cases

Attached you will find the Comcast cable television issues filed with this department since your last meeting.

Alan Bozeman

From: Tonya Rideout <info@natoa.org>
Sent: Thursday, April 21, 2016 3:04 PM
To: Alan Bozeman
Subject: NATOA News: NATOA Applauds Comcast's Xfinity TV Partner Program



NATOA Applauds Comcast's Xfinity TV Partner Program

FOR IMMEDIATE RELEASE -- April 21, 2016 -- The National Association of Telecommunications Officers and Advisors (NATOA) congratulates Comcast on the launch of its Xfinity TV Partner Program, which Comcast announced will permit consumers to access Comcast video content without the need to lease a set-top box. "We applaud Comcast for providing its customers with more viewing options, especially by alleviating the need to rent a set-top box," stated NATOA Executive Director Steve Traylor.

"We are very happy to see that the new service will provide access to Public, Education and Government (PEG) channels," added NATOA President Jodie Miller. "NATOA has often raised the importance of treating PEG programming the same as all other commercial and broadcast channels in terms of navigating, searching and recording programs. We appreciate that Comcast's new service recognizes the importance of PEG channels to local communities."

NATOA
3213 Duke Street, #695
Alexandria, Virginia 22314
703-519-8035

NATOA, 3213 DUKE STREET, #695, ALEXANDRIA, VA 22314

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Comcast Launches Xfinity TV Partner Program; Samsung First TV Partner To Join

New Xfinity TV Partner App will leverage open standard technologies to provide access to Xfinity TV content and guide on smart TVs and other IP-enabled devices.

Comcast today announced the launch of the Xfinity TV Partner Program to expand the range of retail devices its customers can use to access their Xfinity TV service. Leveraging open standard technologies, such as HTML5, the Xfinity TV Partner Program provides a common framework to which smart TV, TV-connected and IP-enabled retail device manufacturers can build to make the Xfinity TV Partner app available to eligible customers in Comcast markets without the need to lease a set-top box from Comcast.

As a result of Comcast's new partnership with Samsung Electronics Co, Ltd., the first smart TV manufacturer to sign up for the program, Comcast customers will soon be able to access their Xfinity TV cable service in the home via the Xfinity TV Partner app on 2016 Samsung Smart TVs.

"Comcast has long partnered with Samsung to bring our customers advanced, high-quality entertainment viewing experiences, and we are thrilled to have them on board to help launch this exciting program," said Mark Hess, Senior Vice President, Office of the Chief Technology Officer, Business and Industry Affairs, Comcast Cable. "We remain committed to giving our customers more choice in how, when and where they access their subscription, and the Xfinity TV Partner Program enables us to efficiently and effectively expand the range of devices our customers can utilize to do that."

Available later this year, the Xfinity TV Partner app will provide Samsung Smart TV customers with access to Xfinity's Emmy Award-winning guide and live and on demand programming, including local broadcast, cable and Public, Educational and Governmental (PEG) channels, as well as their cloud DVR recordings.

"Samsung is excited to collaborate with Comcast in new and innovative ways to deliver content into the homes of our customers," said Won Jin Lee, Executive Vice President, Samsung Electronics. "Samsung is focused on delivering the highest quality experience to our consumers while providing

them with a variety of choices to access their favorite content. This year, with our new Smart TV interface, it's easier than ever for Comcast subscribers to find and enjoy their favorite TV shows, movies and on demand services."

The new Xfinity TV Partner app is not an over-the-top product or Internet streaming service. It will enable Xfinity TV customers to receive their Xfinity TV cable service on connected TVs and other IP-enabled third-party devices. Partners who are interested in including the new app on their devices should visit <https://developer.xfinity.com/cableapp> <<https://developer.xfinity.com/cableapp>> or contact Comcast directly via email at partner@comcast.com <<mailto:partner@comcast.com>> .

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Comcast And Roku Bring Xfinity TV Partner App To Roku TVs And Roku Streaming Players

Customers will soon be able to access Comcast's cable service on Roku devices. App will feature Xfinity's Emmy Award-winning guide, live and on demand programming and more.

Comcast today announced a partnership with Roku Inc. that will continue to expand the range of retail devices Comcast's customers can use to access their Xfinity TV service. Later this year, Xfinity TV customers will be able to enjoy their cable subscription in the home via the new Xfinity TV Partner app designed specifically for Roku® TV™s and Roku streaming players.

"Roku is one of the largest providers of streaming TV devices and an innovative pioneer in the space, and we are thrilled to provide Xfinity TV customers with access to their subscription across Roku devices," said Mark Hess, Senior Vice President, Office of the Chief Technology Officer, Business and Industry Affairs, Comcast Cable. "We want to give our customers the ability to watch what they want, when and where they want, and we will continue to explore new partnerships to bring Xfinity TV content and user experience to even more retail devices."

Featuring Xfinity's Emmy Award-winning guide, the Xfinity TV Partner app for Roku devices will provide customers with access to their live and on demand programming, including local broadcast, cable and premium networks, Public, Educational and Governmental (PEG) channels, as well as their cloud DVR recordings.

"Roku customers enjoy the ability to access their pay TV subscription using their Roku player or Roku TV without the need to lease a set-top box. These types of channels are very popular on Roku and offer a lot of convenience to our customers," said Steve Shannon, GM of Content at Roku. "Comcast is one of the most popular pay TV operators in the U.S. and since many Roku customers are also Xfinity subscribers we believe the new Xfinity channel will be very popular when it launches this fall."

In addition to the new Xfinity TV Partner app for Roku, Comcast recently launched its broader Xfinity TV Partner Program which enables Xfinity TV customers to receive their Xfinity TV cable service on connected TVs and other IP-enabled third-party devices. Partners who are interested in including the new Xfinity TV Partner app on their devices should visit <https://developer.xfinity.com/cableapp> <<https://developer.xfinity.com/cableapp>> or contact Comcast directly via email at partner@comcast.com <<mailto:partner@comcast.com>> .