



Account Number  
8155 20 051 1199517

Billing Date  
Apr 12, 2019

Services From  
Apr 22, 2019 to May 21, 2019

Page  
1 of 3

## Hello Ruthann Ladue,

Thank you for choosing XFINITY from Comcast.

### Your bill at a glance

For 2694 19TH AVE, SAN FRANCISCO, CA, 94116-3010

Previous balance		\$128.43
EFT Payment - thank you	Apr 08	-\$128.43
Credits	Page 3	-\$5.00
<b>Balance forward</b>		<b>-\$5.00</b>
Regular monthly charges	Page 3	\$125.98
Taxes, surcharges & fees	Page 3	\$7.45
<b>New charges</b>		<b>\$133.43</b>

**Amount due** **\$128.43**

#### ! Thanks for paying by Auto Pay

Your electronic payment of \$128.43 will be applied on May 07, 2019.

### Your bill explained

- See Important information enclosed with this bill about price changes that may impact your bill. For more information visit [Xfinity.com/pricechanges](http://Xfinity.com/pricechanges)
- This page gives you a quick summary of your monthly bill. A detailed breakdown of your charges begins on page 3.

### Need help?

- Visit [xfinity.com/customersupport](http://xfinity.com/customersupport) or see page 2 for other ways to contact us.

Detach the bottom portion of this bill and enclose with your payment

Please write your account number on your check or money order



9602 S 300 W, STE B  
SANDY UT 84070-3302

RUTHANN LADUE  
PO BOX 8858  
EMERYVILLE, CA 94662-8858

Account number **8155 20 051 1199517**  
Automatic payment May 07, 2019

**Please pay** **\$128.43**

**Electronic payment will be applied May 07, 2019**

COMCAST  
P.O. BOX 60533  
CITY OF INDUSTRY CA 91716-0533

815520051119951700128439

## Did you know...

- ✓ You can set up automatic payments
- ✓ Manage your appointments
- ✓ Troubleshoot your devices

Visit [xfinity.com](http://xfinity.com) today.



## Introducing xFi Advantage – the next level of home WiFi performance, security and value.

It comes with everything you love about xFi, like the best speed, coverage and control and doesn't stop there:

- Includes our most advanced gateway
- Get enhanced network security to protect all of your connected devices
- A home WiFi assessment to help you get the best WiFi coverage in your home.

To learn more, call **1-800-xfinity**

Limited to customers with speeds of 250mbps and a compatible modem



## Contact

We're here to help when you need us.



### By chat

Visit [xfinity.com/chat](http://xfinity.com/chat)



### Social

Tweet us @comcastcares



### By app

Download the My Account app at [xfinity.com/apps](http://xfinity.com/apps)



### By phone

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



### In store

At your nearest XFINITY store  
find one at [xfinity.com/storelocator](http://xfinity.com/storelocator)

## Useful information

### Moving?

Visit [xfinity.com/moving](http://xfinity.com/moving) today to help you stay connected to all of your XFINITY services.

### Accessibility

If you are hearing/speech impaired, call 711.

For closed captioning concerns and other accessibility issues affecting customers with disabilities, call 1-855-270-0379, go online to chat live at <https://www.xfinity.com/support/account/accessibility-services>, email [accessibility@comcast.com](mailto:accessibility@comcast.com), fax 1-866-599-4268, or write to Comcast at 1701 JFK Blvd., Philadelphia, PA 19103-2838  
Attn: S. Adams.

## Ways to pay



### Looking to shorten your to-do list?

Set up automatic monthly payments and never worry about remembering to pay your bill again. Enrolling is fast, easy, and free at [xfinity.com/autopay](http://xfinity.com/autopay).



### Hello paperless billing, goodbye clutter

With paperless billing, you can pay and view your bill online. It's faster, easier and helps cut down the clutter, not the trees! Visit [xfinity.com/ecobill](http://xfinity.com/ecobill) to go green.

## Additional billing information

### Other ways to pay

Visit [xfinity.com/myaccount](http://xfinity.com/myaccount)  
Use the My Account app

## Balance forward -\$5.00

Previous balance	\$128.43
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Payment - thank you	Apr 08	-\$128.43
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## Credits -\$5.00

Customer-Owned Equipment - Adjustment	Apr 10	-\$5.00
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## Regular monthly charges \$125.98

### Your XFINITY package \$89.49

TV: Digital Starter Includes TV Box and Remote	\$70.99
TV: Digital Preferred Includes Access to On Demand Programming	\$18.50

### Equipment & services \$21.93

Digital Add'l Outlet Svc Includes CableCARD	\$9.95
Service to Additional TV with TV Adapter Qty 2 @ \$5.99 each	\$11.98

### Other charges \$14.56

Broadcast TV Fee	\$8.00
Regional Sports Fee	\$6.50
FCC Regulatory Fee	\$0.06

## Taxes, surcharges & fees \$7.45

### Service fees \$7.55

Franchise Fee	\$6.05
PEG Access Support	\$1.50

### Taxes & surcharges -\$0.10

State Sales Tax	-\$0.10
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### What's included?



**TV:** 220+ Channels

Visit [xfinity.com/myaccount](http://xfinity.com/myaccount) for more details

## Additional information

Your Local Franchise Authority is: City and County of San Francisco, DTIS 1 South Van Ness, 2nd Floor San Francisco, CA 94103 FCC Unit #CA0245 Sfcablelaison@ci.sf.ca.us (This Is Not a Payment or Service Center)

Beginning April 9, 2019, QVC2 IP HD and QVC3 IP HD will be added in Limited Basic. Only customers with compatible equipment will be able to view these channels.

Beginning April 12, 2019, CBeeBies will be added to the Xfinity Latino Package.

You have 120 days from the date of this bill to dispute any charges included on this bill.

## Legal Notice

**If you subscribe to Premium Cable and pay a rental fee for a Set-Top Box, you could receive benefits from a Class Action Settlement.**

*Si desea recibir esta notificación en español, llámenos o visite nuestra página web.*

A settlement has been reached with Defendants Comcast Corporation, Comcast Holdings Corporation, Comcast Cable Communications, LLC, and Comcast Cable Communications Holdings, Inc. (collectively "Comcast") in an action alleging antitrust violations and unfair trade practices related to the rental of "Set-Top Boxes" to Comcast's Premium Cable subscribers. The Settlement provides benefits to eligible current and former Comcast customers who file a Claim Form. All allegations in the lawsuit can be found in the Fourth Amended Consolidated Class Action Complaint, available on the Settlement website. Comcast denies the claims and allegations and says it did nothing wrong.

**Who is included? Comcast has determined that you may be a member of the Settlement Class.**

The Settlement Class includes all persons who: (a) resided within the states of California, Washington, or West Virginia during the Class Period or have opted out of Comcast's arbitration clause as recorded within the arbitration clause opt-out list kept at Comcast's offices; and (b) paid Comcast a rental fee for a Set-Top Box at any time during the Class Period. Among those excluded from the Settlement Class are Judge Anita B. Brody and members of her judicial staff of the United States District Court for the Eastern District of Pennsylvania, as well as any federal, state, or local governmental agency, and any judge, justice, or judicial officer presiding over this matter and members of their immediate families and judicial staffs. For a full list of individuals or entities who are excluded from the Settlement, visit [www.SetTopBoxSettlement.com](http://www.SetTopBoxSettlement.com).

The Class Period is from January 1, 2005 to September 5, 2018.

If you are unsure whether you opted out of Comcast's arbitration clause, then you may call 1-888-748-8055 or email [info@SetTopBoxSettlement.com](mailto:info@SetTopBoxSettlement.com) to determine whether you are recorded as an arbitration clause opt-out within the arbitration clause opt-out list kept at Comcast's offices.

**What does the Settlement provide?**

Subscribers who are Settlement Class Members and submit a valid Claim Form can receive between \$10.00 and \$15.00 payable by check. In lieu of that cash payment, Current Subscribers who are Settlement Class Members and submit a valid Claim Form have the option of receiving credits redeemable for a variety of Comcast services. Benefit options may vary depending on the period of time you rented a Set-Top Box and how many Set-Top Boxes you rented. Details regarding the Settlement benefits are in the Detailed Notice and the Settlement Agreement, available at [www.SetTopBoxSettlement.com](http://www.SetTopBoxSettlement.com). If more than \$15.5 million worth of claims are submitted by eligible claimants, the benefits will be distributed on a pro rata basis. If less than \$15.5 million worth of claims are submitted by eligible claimants, Comcast is entitled to retain the balance. To receive cash payment or Settlement Credits, you must submit a Claim Form. You can submit your claim online at [www.SetTopBoxSettlement.com](http://www.SetTopBoxSettlement.com) or request a paper Claim Form by calling 1-888-748-8055. The claim deadline is **August 31, 2019**.

**Your other options.**

If you do not want to be legally bound by the Settlement, you must exclude yourself by **July 9, 2019**. You may object to the Settlement by **July 9, 2019**. The Detailed Notice explains how to exclude yourself or object. The Court will hold a hearing on **September 10, 2019**, to consider whether to approve the Settlement and a request for attorneys' fees, costs, and expenses up to \$1.1 million and incentive awards to the four named Plaintiffs, not to exceed \$1,000 each. You or your own lawyer, if you have one, may ask to appear and speak at the hearing at your own cost, but you do not have to. For more information, call or visit the website.

# Important Information Regarding Your Xfinity Services and Pricing

San Francisco, South San Francisco, The Presidio Trust, Treasure Island, CA

Effective May 1, 2019

We hope you are enjoying your Xfinity services.

I am writing to tell you about some upcoming changes to your Xfinity services pricing. We understand you may have questions regarding changes to your bill, so I'd like to explain why they happen and to let you know how we're improving the value of your services and experiences with us.

Programming fees—the fees networks and broadcast stations charge us to deliver programming—continue to rise. These are among our biggest expenses, along with the cost of improving our products and services, enhancing our network, and investing in technology.

Additionally, there will be some changes to the “Other Charges, Service Fees, and Taxes” section of your bill to reflect current tax rates and tax adjustments.

If you are currently receiving services on a promotional basis or under a minimum term agreement associated with a specific rate, the prices for those specific services will not be affected during the applicable period. However, equipment charges, taxes and fees, including the Broadcast TV Fee and Regional Sports Network Fee, are subject to change here and could affect the overall amount you pay during the applicable period. When the promotional period or minimum term agreement ends, your price will reflect our new package prices.

More details on these price and fee changes are enclosed. For additional information, go to [xfinity.com/pricechange](http://xfinity.com/pricechange).

Please know we absorb many of these costs, but some must be passed through to customers. While some fees may be going up, we hope you see your services improving as well. From our products to our people, we're committed to delivering experiences you'll love.

Thank you for being an Xfinity customer.

Sincerely,

John Gauder  
Regional Vice President

81552000 (0010-0020, 0050, 0440, 0510-0520)

**We're committed to improving your experience. Here's some of what we offer:**

- The fastest Internet speeds to the most homes in the country
- Increased Internet speeds 17 times in 18 years
- Nearly all of our customers can now get 1 Gigabit download speeds if they choose—no other major provider can say that
- The Emmy Award-winning X1 platform delivers the most user-friendly experience
- The X1 Voice Remote integrates with some of your favorite apps like Amazon Prime Video, Netflix and YouTube
- The new Xfinity xFi platform gives Internet customers unmatched speed, coverage, and control with their home Internet service
- Xfinity WiFi hotspots are available in 19 million locations nationwide
- The Xfinity Stream app provides the most free shows and movies
- Xfinity On Demand offers 163,000+ shows and movies

# Important Information Regarding Your Xfinity Services and Pricing

San Francisco, South San Francisco, The Presidio Trust, Treasure Island, CA

Effective May 1, 2019

<b>DOUBLE PLAY PACKAGES</b>	Current	New
Internet Plus Basic	\$75.95	\$78.95
<b>XFINITY LATINO DOUBLE PLAY PACKAGES</b>	Current	New
Internet Plus Latino	\$75.95	\$78.95
<b>BASIC SERVICES</b>	Current	New
Broadcast TV Fee	\$8.00	\$9.50
<b>XFINITY TV SERVICES</b>	Current	New
Service to Additional TV with TV Adapter	\$5.99	\$6.99
<b>INTERNATIONAL SELECTIONS</b>	Current	New
TFC	\$12.99	\$11.99
<b>PAY-PER-VIEW AND ON DEMAND SUBSCRIPTION SERVICES</b>	Current	New
Acorn TV On Demand	\$4.99	\$5.99
<b>XFINITY TV EQUIPMENT</b>	Current	New
CableCARD	\$1.50	\$0.00
<b>MISCELLANEOUS</b>	Current	New
Regional Sports Fee	\$6.50	\$8.00
Late Fee - Xfinity TV Only	\$4.95	\$4.75
<b>BUNDLED PACKAGES</b>	Current	New
Internet Plus Instant TV	\$75.95	\$78.95
<b>XFINITY Instant TV Additional Services</b>	Current	New
Sports & News	\$28.50	\$27.00
<b>XFINITY Internet</b>	Current	New
Internet/Voice Equipment Rental	\$11.00	\$13.00

# New for you...



Beginning March 22, 2019, check out these new packages that will be available to you.

## Xfinity TV

### QUAD PLAY PACKAGES

#### X1 Saver Pro Quad Play

Includes Digital Starter for primary outlet, 20 Hour DVR Service, Performance Select Internet, Xfinity Voice Unlimited Select, and Xfinity Home Secure \$159.95

#### X1 Starter Pro Quad Play

Includes Digital Starter and HD programming for primary outlet, DVR Service, Extreme Pro Internet, Xfinity Voice Unlimited Select, and Xfinity Home Secure \$179.95

#### X1 Preferred Pro Quad Play

Includes Digital Preferred, SHOWTIME®, HD programming and choice of HBO® or Netflix Standard (HD) Plan for primary outlet, DVR Service, Gigabit Internet, Xfinity Voice Unlimited Select, and Xfinity Home Secure \$199.95

#### X1 Premier Pro Quad Play

Includes Digital Preferred, SHOWTIME®, STARZ®, CINEMAX®, THE MOVIE CHANNEL™, Sports Entertainment Package, HD programming and choice of HBO® or Netflix Standard (HD) Plan for primary outlet, DVR Service, Gigabit Internet, Xfinity Voice Unlimited Select, and Xfinity Home Secure \$219.95

### TRIPLE PLAY PACKAGES

#### X1 Saver Pro Triple Play

Includes Digital Starter for primary outlet, 20 Hour DVR Service, Performance Select Internet, and Xfinity Voice Unlimited Select \$120.00

#### X1 Starter Pro Triple Play

Includes Digital Starter and HD programming for primary outlet, DVR Service, Blast! Pro Internet, and Xfinity Voice Unlimited Select \$140.00

#### X1 Preferred Pro Triple Play

Includes Digital Preferred, SHOWTIME®, HD programming and choice of HBO® or Netflix Standard (HD) Plan for primary outlet, DVR Service, Extreme Pro Internet, and Xfinity Voice Unlimited Select \$160.00

#### X1 Premier Pro Triple Play

Includes Digital Preferred, SHOWTIME®, STARZ®, CINEMAX®, THE MOVIE CHANNEL™, Sports Entertainment Package, HD programming and choice of HBO® or Netflix Standard (HD) Plan for primary outlet, DVR Service, Gigabit Internet, and Xfinity Voice Unlimited Select \$180.00

#### X1 Starter Secure Pro Triple Play

Includes Digital Starter and HD programming for primary outlet, DVR Service, Blast! Pro Internet, and Xfinity Home Secure \$140.00

#### X1 Preferred Secure Pro Triple Play

Includes Digital Preferred, SHOWTIME®, HD programming and choice of HBO® or Netflix Standard (HD) Plan for primary outlet, DVR Service, Extreme Pro Internet, and Xfinity Home Secure \$160.00

#### X1 Premier Secure Pro Triple Play

Includes Digital Preferred, SHOWTIME®, STARZ®, CINEMAX®, THE MOVIE CHANNEL™, Sports Entertainment Package, HD programming and choice of HBO® or Netflix Standard (HD) Plan for primary outlet, DVR Service, Gigabit Internet, and Xfinity Home Secure \$180.00

### XFINITY LATINO TRIPLE PLAY PACKAGES

#### X1 Economy Plus Pro Latino Triple Play

Includes Economy Plus Latino TV for primary outlet, Performance Select Internet, and Xfinity Voice Unlimited Select with Carefree Minutes Latin America 300 \$110.00

#### X1 Saver Latino Pro Triple Play

Includes Starter Latino TV for primary outlet, 20 Hour DVR Service, Performance Select Internet, and Xfinity Voice Unlimited Select with Carefree Minutes Latin America 300 \$120.00

#### X1 Starter Latino Pro Triple Play

Includes Starter Latino TV and HD programming for primary outlet, DVR Service, Blast! Pro Internet, and Xfinity Voice Unlimited Select with Carefree Minutes Latin America 300 \$140.00

#### X1 Starter Secure Latino Pro Triple Play

Includes Starter Latino TV and HD programming for primary outlet, DVR Service, Blast! Pro Internet, and Xfinity Home Secure \$140.00

### DOUBLE PLAY PACKAGES

#### X1 Saver Pro Double Play

Includes Digital Starter for primary outlet, 20 Hour DVR Service, and Performance Select Internet \$100.00

#### X1 Starter Pro Double Play

Includes Digital Starter and HD programming for primary outlet, 20 Hour DVR Service, and Performance Pro Internet \$120.00

#### X1 Preferred Pro Double Play

Includes Digital Preferred, SHOWTIME® and HD programming for primary outlet, DVR Service, and Blast! Pro Internet \$140.00

#### X1 Premier Pro Double Play

Includes Digital Preferred, SHOWTIME®, STARZ®, CINEMAX®, THE MOVIE CHANNEL™, HD programming and choice of HBO® or Netflix Standard (HD) Plan for primary outlet, DVR Service, and Extreme Pro Internet \$160.00

### XFINITY LATINO DOUBLE PLAY PACKAGES

#### X1 Economy Plus Pro Latino Double Play

Includes Economy Plus Latino TV for primary outlet, and Performance Select Internet \$90.00

#### X1 Saver Latino Pro Double Play

Includes Starter Latino TV for primary outlet, 20 Hour DVR Service, and Performance Select Internet \$100.00

#### X1 Starter Latino Pro Double Play

Includes Starter Latino TV and HD programming for primary outlet, 20 Hour DVR Service, and Performance Pro Internet \$120.00

## Xfinity Instant TV

### BUNDLED PACKAGES

#### Internet Plus Instant TV Latino

Includes Limited Basic, Cine Plus and Deportes for simultaneous streaming on two devices, HD programming, 20 hours of cloud DVR service, and Performance Plus Internet \$78.95

## Xfinity Voice

#### Xfinity Voice – Unlimited Select

\$30.00

#### With TV, Internet, or Home

\$10.00

## Xfinity Internet

#### Performance Select

\$71.95

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Equipment, taxes and fees, including regulatory recovery fees, Broadcast TV Fee (up to \$10.00/mo.), Regional Sports Fee (up to \$8.00/mo.), and other applicable charges extra, and subject to change. Call for restrictions and complete details, or visit [xfinity.com](http://xfinity.com). ©2019 Comcast. All rights reserved.

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