

INFORMATION ONLY



September 2, 2015

Mary Beth Henry
Manager
Office for Community Technology
PO Box 745
Portland, OR 97207

Dear Ms. Henry:

Effective with October billing, new rates will apply to select* products and equipment; those changes are detailed in the attached notice that customers will receive with September bills. We would like to draw your attention to some service additions that illustrate the value of our Video, Internet, and Phone services:

- Comcast added five countries to the list of regions outside the US to which Xfinity Voice Unlimited customers can call at no additional charge.
- New “Where’s My Tech” app provides customers with the following information:
 - Upcoming appointments
 - A more precise arrival window
 - A picture and name of the technician
 - The technicians GPS location within 15 minutes of arrival
 - An alert when the technician has arrived
 - If the technician is running late
- Customers can now receive detailed email confirmation of credits they receive
- Customers can scan photos of their credit cards with the My Account app for payment

Should you have any questions regarding this matter or if I can be of any further assistance, please contact me at (503) 605-6349.

Sincerely,

Marc Farrar
Regional Vice President of Government Affairs

**If a customer is currently receiving services on a promotional basis, under a minimum term agreement associated with a specific rate, or in the guaranteed period of one of our SurePrice™ plans, the prices for those specific services will not be affected during the applicable period. .*

XFINITY® Products And Services Price List

Adair Village, Albany, Aloha, Amity, Banks, Battleground, Beaverton, Benton County, Carlton, Clackamas, Clackamas County, Columbia City, Cornelius, Corvallis, Damascus, Dayton, Dundee, Durham, Eugene, Fair View, Forest Grove, Gaston, Gladstone, Gresham, Happy Valley, Harrisburg, Hillsboro, Johnson City, Junction City, Keizer, King City, Lafayette, Lake Oswego, Lane County, Lebanon, Marion County, Maywood Park, McMinnville, Millersburg, Milwaukie, Multnomah County, Newberg, North Plains, Oregon City, Philomath, Polk County, Portland, Rivergrove, Salem, Scappoose, Sherwood, Sodaville, Springfield, St. Helens, Sweet Home, Tangent, Tigard, Troutdale, Tualatin, Washington County, Waterloo, West Linn, Wilsonville, Wood Village, Yamhill, Oregon, Camas, Castle Rock, Cowlitz County, Kalama, Kelso, La Center, Longview, Ridgefield, Vancouver, Washougal, Woodland, Washington

We're writing to let you know that starting on October 1, 2015, prices for select XFINITY TV and Internet services and fees will change.

Such changes are a function of a variety of factors including increases to programming and business costs as well as product and technology upgrades.

If you have any questions, please call us anytime at 1-877-508-5498.

Below is a summary of the price changes:

Changes for XFINITY TV

Basic Services	Today	10/01/15
Broadcast TV Fee	\$1.50	\$3.75
Digital Services		
XFINITY TV 450 Latino	\$64.95	\$69.95
Basic and Digital Ancillary Services		
Digital Adapter Additional Outlet Service (SD or HD)	\$2.99	\$3.99
Miscellaneous Fees		
Regional Sports Network Fee	\$1.00	\$2.00

Changes for XFINITY Internet

XFINITY Internet	Today	10/01/15
Performance 25 Internet Service Only	\$61.95	\$59.95
Performance 25 with XFINITY TV or Voice Service	\$48.95	\$59.95

Changes for Bulk Tenant Services

Bulk Tenant	Today	10/01/15
Tenant Preferred & Internet Package	\$72.45	\$75.45

If you're currently receiving services on a promotional basis, under a minimum term agreement associated with a specific rate, or in the guaranteed period of one of our SurePrice™ plans, the prices for those specific services will not be affected during the applicable period.



877/1000 1010-1090, 1110-1160, 2000-2050, 2110-2150, 2230-2300, 3010-3180, 4010-4220, 4250, 5010-5060, 5110-5180, 6010-6120, 6210-6240, 6300, 7010-7100

SA8FF00P

Starting October 1, 2015, the following packages will no longer be available for new subscription.

If you're currently subscribed to one of these services, the prices will change.

Changes for XFINITY Internet

XFINITY Internet	Today	10/01/15
Performance Internet with TV or Voice Service	\$53.95	\$56.95
Performance Internet Internet Service Only	\$66.95	\$69.95
Performance upgrade from Performance 25	\$5.00	\$10.00
Blast! Internet with TV or Voice Service	\$65.95	\$69.95
Blast! Internet Internet Service Only	\$78.95	\$82.95
Blast! upgrade from Performance 25	\$17.00	\$23.00
Blast! upgrade from Performance	\$12.00	\$13.00
Extreme 250 upgrade from Performance	\$80.00	\$75.00
Extreme 250 upgrade from Blast!	\$70.00	\$60.00

Changes for Bundled Packages

Double Play Packages	Today	10/01/15
Internet Plus	\$69.95	\$72.95
Blast! Extra	\$74.95	\$79.95
Double Play Bundle Performance Internet + Local with More	\$78.90	\$81.90
TV Latino 150 Bundle with Performance Internet	\$83.90	\$86.90
Blast! Plus	\$84.95	\$89.95
Double Play Bundle Performance Internet + Voice Unlimited - when subscribing to video service	\$93.90	\$96.90

Double Play Bundle Performance Internet + Voice Unlimited	\$98.90	\$101.90
TV Latino 450 Bundle with Voice Unlimited	\$109.90	\$114.90
Double Play Bundle Blast! Internet + Voice Unlimited	\$110.90	\$114.90
TV Latino 450 Bundle with Starz + Blast! Internet	\$140.90	\$149.90
Preferred Bundle with Performance Internet	\$143.44	\$146.44
MultiLatino Ultra Bundle with Starz + Blast! Internet	\$159.40	\$163.40
Preferred Plus Bundle with Performance Internet	\$178.44	\$181.44
Premier Bundle with Performance Internet	\$198.44	\$201.44

Triple Play Packages

	Today	10/01/15
Everyday Triple Play XF	\$92.85	\$94.85
Starter Bundle with Performance Internet + Local with More	\$149.89	\$152.89
Starter Bundle with Performance Internet + Voice Unlimited	\$164.89	\$167.89
Paquete Bundle Starter, MultiLatino, Performance Internet, Voice Unlimited	\$181.84	\$184.84
Preferred Plus Bundle with Performance Internet + Voice Unlimited	\$218.39	\$221.39

If you're currently receiving services on a promotional basis, under a minimum term agreement associated with a specific rate, or in the guaranteed period of one of our SurePrice™ plans, the prices for those specific services will not be affected during the applicable period.



SA8FF00Q

Great News

Beginning October 20, 2015 the following packages will now include faster speeds. These changes will not effect the price of the packages listed below.

Performance Pro Internet
with download speeds
up to 75 Mbps!

Blast! Pro Internet
with download speeds
up to 150 Mbps!

Beginning October 20, 2015
the following packages and
services will no longer be
available for new subscription.

QUAD PLAY PACKAGES

- Starter XF Quad Play Bundle
- Preferred XF Quad Play Bundle
- HD Preferred XF Quad Play Bundle

QUAD PLAY PACKAGES

- HD Preferred Plus XF Quad Play Bundle
- HD Premier XF Quad Play Bundle
- HD Complete Quad Play Bundle

XFINITY LATINO PAQUETE TRIPLE

- XFINITY 3150 Latino
- XFINITY 2150 Latino

TRIPLE PLAY PACKAGES

- Starter XF Triple Play Bundle
- Preferred XF Triple Play Bundle
- HD Preferred XF Triple Play Bundle
- XH PF Starter XF Triple Play Bundle
- XH PF Preferred XF Triple Play Bundle
- XH PF HD Preferred XF Triple Play Bundle
- XH PM Starter XF Triple Play Bundle
- XH PM Preferred XF Triple Play Bundle
- XH PM HD Preferred XF Triple Play Bundle

TRIPLE PLAY PACKAGES

- HD Preferred Plus XF Triple Play Bundle
- HD Premier XF Triple Play Bundle
- HD Complete Triple Play Bundle

DOUBLE PLAY PACKAGES

- Blast Plus

XFINITY INTERNET

- Economy Plus
- Performance
- Blast!

XFINITY LATINO PAQUETE TRIPLE

- XFINITY 3300 Latino
- XFINITY 3450 Latino
- XFINITY 3600 Latino
- XFINITY 3650 Latino

DOUBLE PLAY PACKAGES

- Starter XF Double Play
- Preferred XF Double Play
- XFINITY 2300 Latino
- XFINITY 2450 Latino
- XFINITY 2600 Latino

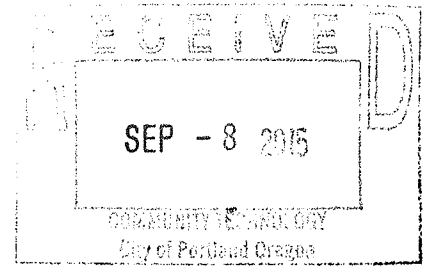


SA8FF07Q



September 3, 2015

Mary Beth Henry
Manager
Office for Community Technology
PO Box 745
Portland, OR 97207



Re: Important Information about Customer Set Top Boxes

Dear Ms. Henry:

As part of our continuing effort to keep you informed, I wanted to let you know about an upcoming change affecting Comcast's set top boxes. Beginning October 20, 2015, customers in the Oregon/SW Washington region, including the MHCRC service area, will be asked to upgrade their set top boxes to take advantage of our HD Enhanced Program. With this upgrade, customers will enjoy improved HD picture quality and be able to record and store more programs on their DVRs.

To continue to view all of their current favorite HD channels and take advantage of our new HD Enhanced Program, customers will need to upgrade their set top boxes. We have included instructions for upgrading their cable boxes in our notification to customers. These instructions are:

- Tune to channel 1995 on each of your TVs and follow the onscreen instructions to see if the set top box needs to be replaced.
- If the set top box needs to be replaced, customers can order a free Self-Installation Kit from the TV, order online or visit an XFINITY retail store or service center. Customers can also schedule a professional in-home installation for a one-time fee by calling 1-800-XFINITY. There is no charge for the replacement box(es), provided that customers don't opt for a higher level of service.

The number of customers impacted by this upgrade represents around 12% of video customers in our region. While we recognize this change may be an inconvenience to customers, this change will pave the way for more HD options and faster Internet speeds.

We are informing our customers of this upcoming change through letters to their homes and set top box messaging. A sample notification letter is attached for your reference. We will continue to notify customers on an ongoing basis about this change, including any deadlines for action, and will keep you informed as well.

Please feel free to call me at (503) 605-6349 if you have any questions.

Sincerely,

Marc Farrar
Regional Vice President of External Affairs

xfinity

the future of awesome™

<Sam A Sample>
<123 Main Street>
<XX, VA>
<Anytown, US 12345-6789>

Sam Sample,
Your cable box needs
to be upgraded.

FPO
Dear Sam A. Sample:

As part of our *HD Enhanced Program*, we're improving the way we deliver HD channels and paving the way for more HD options, faster Internet speeds and Cloud TV. How will we make these changes happen? For starters, we'll have to replace some digital converters (cable boxes) with models that are compatible with our new enhanced HD.

Our records show that one or more of your cable boxes may need to be replaced. To check which ones, just tune to **channel 1995** on each of your TVs and follow the on-screen instructions. If your cable box needs to be replaced, you can order a new one right from your TV. We'll send a Free Self Installation Kit to your home with instructions for returning your current box.

You can also order a Free Self Installation Kit online by visiting xfinity.com/HDenhanced or exchange your existing cable box by bringing it to an XFINITY® retail store or service center. Professional installation is available for a one-time fee. Just call **1-800-XFINITY** and follow the *HD Enhanced* menu options to schedule your appointment or to ask any questions.

Remember, to make sure your service isn't disrupted, **you must respond quickly** to replace your XFINITY cable box. For more details, visit xfinity.com/HDenhanced or call **1-800-XFINITY** and select *HD Enhanced* today.

Sincerely,

Name
Title
Comcast

P.S. Have questions? Turn over for important answers about our *HD Enhanced Program*.

**Go to channel 1995 to upgrade your existing cable box
for our more advanced technology.**

Or visit xfinity.com/HDenhanced to learn more.

Frequently Asked Questions about the *HD Enhanced Program*.

1 **Why am I being asked to replace my cable box?**

We're upgrading the way we deliver HD channels. This improvement will pave the way for additional HD channels, faster Internet speeds and Cloud TV. Once that upgrade occurs, you will not be able to view a number of your HD channels unless you have upgraded your devices. Our records show that one or more of your current cable boxes will not be able to display some HD channels after the upgrade.

2 **What happens if I don't switch my cable box?**

You will lose access to some HD channels on TVs with older cable boxes.

3 **How do I know if my cable box needs replacing?**

Just tune the digital converter on each of your TVs to **channel 1995**. It will display if your cable box is compatible with the upcoming changes or not.

4 **How do I get a new cable box?**

Once you've determined that your cable box needs to be replaced, you can order your new one right from **channel 1995** on your TV. Simply follow the on-screen instructions and we'll ship a replacement to your home. You can also order a replacement cable box online at xfinity.com/HDenhanced. If you prefer, you can pick one up at an XFINITY® retail store or service center, or schedule a professional installation for a one-time fee.

5 **Can I upgrade to XFINITY on the X1 Entertainment Operating System®?**

Yes! In fact, as part of the *HD Enhanced Program*, you have two options to step up to X1. Just tune to channel 1995 on your TV and follow the on-screen instructions or call **1-800-XFINITY** for more details.

6 **How do I return my existing cable box?**

- If you receive your new cable box in the mail, follow the instructions enclosed in your Self Installation Kit for returning your device.
- If you pick up your new cable box at an XFINITY retail store or service center, you can return your existing cable box there.
- If your new cable box is professionally installed, your technician will take your existing equipment.

**Don't let your HD channels slip away.
Go to channel 1995 to upgrade your cable box.
Or visit xfinity.com/HDenhanced to learn more.**





**MT. HOOD CABLE
REGULATORY COMMISSION**

Serving Multnomah County and the Cities of
Fairview, Gresham, Portland, Troutdale and Wood Village

September 4, 2015

George Thomson Jr.
Associate General Counsel
Frontier Communications
1800 41st St.
Everett, WA 98201

Trent Anderson
Vice President and General Manager
Frontier Communications
20575 NW Von Neumann
Beaverton, OR 97006

Jason Mocca
General Manager
Frontier Communications
150 NW 20th St.
Gresham, OR 97030

Dear Sirs,

This letter is to notify Frontier that its April-June 2015 (2nd Quarter) franchise fee and PEG/I-Net Fee payment, due on August 14, 2015, was received by the City of Portland Treasury (via ACH) on August 27, 2015 (13 days late). In accordance with Frontier cable services franchise agreement Section 8.5 "Interest Charge on Late Payments," Frontier must pay interest on the past due amount calculated at a rate per annum equal to the highest Bank Prime Rate during the period of delinquency plus two percent (2%). The "Bank Prime Rate" means the prime lending rate as it appears in The Wall Street Journal during the period of delinquency.

The MHCRC Financial Manager has calculated the total amount of the interest due as follows:

(Source: 8/26/15 Internet-Wall Street Journal prime rate is 3.25%)

Prime rate, federal funds rate, COFI			
	This week	Month ago	Year ago
<u>WSJ Prime Rate</u>	3.25	3.25	3.25

Updated 8/26/2015

Simple Interest Formula				
Frontier	Amount	Interest Rate	Days Delinquent	Late Interest Balance Owed
Franchise Fee	\$ 57,732.76	5.25%	13	\$ 107.95
PEG Fees	\$ 34,639.66	5.25%	13	\$ 64.77
Payments that were due on 08/14 and received on 08/27				\$ 172.72

Therefore, Frontier owes a total interest payment of \$172.72, due immediately. Please notify us when Frontier initiates the ACH for the interest payment.

Please contact me if you have any questions or need further information.

Sincerely,



Julie S. Omelchuck
MHCRC Program Manager

Cc. Mary Beth Henry, MHCRC Staff Director
Janice Hammond Getten, MHCRC Financial Manager
Rana Razavi, Frontier Communications Financial Analyst