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OAKLAND

CA ██████████

Account Number: ██████████

Offer:

Digital Starter Video and Performance Internet XF Double Play includes:

- XFINITY Digital Starter for primary outlet
- XFINITY Performance Internet or Performance Pro Internet (where available)
- For \$79.99 per month for months 1-12 and \$99.99 per month for months 13-24.

24 MONTH TERM CUSTOMER AGREEMENT

Dear DAN ADKINS

Thank you for choosing Comcast!

A description of the Offer ("Offer") you have ordered is set forth above. The Offer is subject to the terms and conditions of this agreement ("Agreement"), including the minimum term and early termination provisions under Section 5 below, and Comcast's Agreement for Residential Services.

Term and Conditions

1. If you do not cancel this Agreement within 30 days of the date of service installation/activation, as applicable, you will be billed for the services at the rates specified under the Offer. If you wish to cancel this Agreement, you must call Comcast at 1 800 XFINITY. Upon cancellation you are required to return all equipment provided by Comcast.
2. If you cancel this Agreement within 30 days of the date services are installed / activated, as applicable, the early termination fee specified in Section 5 shall not apply.
3. If you install service with a self installation kit, the 30 day period referenced above begins on the day your service is activated and if your service is installed by a Comcast installer, the 30 day period begins on the date of installation.
4. You will receive the services under the Offer for the first 24 MONTH S from the date the service is activated / installed, at the price specified above. Equipment, installation, taxes and fees, including Broadcast TV Fee (currently up to \$6.50 /mo.), Regional Sports Fee (currently up to \$4.50 /mo.) and if XFINITY Digital Voice is included, regulatory recovery fees and other applicable charges (e.g. per call or international charges) are extra, such charges and fees are subject to change during and after the term of this Agreement. AFTER THE 24 MONTH PERIOD, COMCAST'S THEN CURRENT APPLICABLE CHARGES WILL APPLY. You agree to maintain the service for 24 MONTH S ("Term") with your account in good standing. Comcast is not responsible for lost or misdirected agreements.
5. AN EARLY TERMINATION FEE OF UP TO \$230.00 SHALL APPLY IF YOU TERMINATE ALL XFINITY SERVICES DURING THE TERM OF THIS AGREEMENT. DURING THE TERM OF THIS AGREEMENT, THE EARLY TERMINATION FEE WILL BE REDUCED BY \$10.00 EVERY MONTH, BEGINNING WITH THE SECOND MONTH AFTER THE ACTIVATION /

INSTALLATION DATE. IN ADDITION, IF SERVICE IS DOWNGRADED, COMCAST'S APPLICABLE CHARGES FOR SERVICE AND EQUIPMENT WITHOUT A 24 MONTH AGREEMENT WILL APPLY TO ANY REMAINING SERVICES. YOU ALSO AGREE THAT FOLLOWING THE 24 MONTH PERIOD, COMCAST'S APPLICABLE CHARGES FOR SERVICES AND EQUIPMENT WITHOUT A 24 MONTH TERM AGREEMENT SHALL APPLY UNLESS SERVICE IS CANCELLED BY CALLING 1 (800) XFINITY.

6. If during the Term of this Agreement you cancel service because you move your residence to a location within a Comcast serviceable area and you reconnect to XFINITY TV, XFINITY Internet, XFINITY Digital Voice or XFINITY Home service within 30 days of your service disconnection, the amount of the early termination fee will be credited upon proof of installation. To receive the credit, you must contact Comcast by calling 1 855 487 0252 within forty five (45) days of service disconnection.
7. Services under the Offer are for one outlet (except as may be specified under the above Offer and for XFINITY Digital Voice). Comcast's applicable charges for installation, equipment, and other services not specifically included in the Offer described above (including without limitation, pay per view, and other non recurring charges) are additional. The provisions of this Agreement supplement the Comcast Agreement for Residential Services (as amended in accordance with its terms).
8. Comcast may rearrange, delete, add to or otherwise change programming or features or offerings contained in the services.

Again, thank you for choosing Comcast. Please call us if you have any questions.

Sincerely,

Comcast Customer Service

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