



Account Number 8778 10 401 6889670  
 Billing Date 05/17/13  
 Total Amount Due -\$127.98  
 Auto Pay No Payment Due  
 Page 1 of 4

Contact us: @ www.comcast.com 1-800-XFINITY (934-6489)

## Ty Underwood

For service at:  
 5322 NE 23RD AVE  
 PORTLAND OR 97211-5526

## News from Comcast



Moving? XFINITY makes it easy to stay connected to your TV, Internet and home phone service. For more information about the XFINITY Mover's

Edge program, call our dedicated move specialists at 1-855-MOV-EDGE or visit [comcast.com/moversedge](http://comcast.com/moversedge) today!

Big news| XFINITY and Verizon Wireless have teamed up to bring you more great services| Visit [comcast.com/wireless](http://comcast.com/wireless) to find out about great deals for XFINITY customers.

This is not an invoice, no balance is due.

### Monthly Statement Summary

Previous Balance	125.94
Total Payments	-251.88
New Charges - see below	-2.04
<b>Total Amount Due</b>	<b>-\$127.98</b>
Auto Pay	No Payment Due

### New Charges Summary

XFINITY TV	3.99
XFINITY Internet	36.99
XFINITY Voice	-4.17
Partial Month Charges & Credits	-38.85
<i>Changes were made to your account this month. See the following pages for more details.</i>	
<b>Total New Charges</b>	<b>-\$2.04</b>

**You saved \$19.96 this month with your XFINITY services!**



9602 S 300 W. STE B SANDY UT 84070-3302  
 8778 1000 NO RP 17 05182013 NNNNNNNN 01 998103

TY UNDERWOOD  
 5322 NE 23RD AVE  
 PORTLAND, OR 97211-5526

Account Number 8778 10 401 6889670  
 Auto Pay No Payment Due  


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**Total Amount Due - \$127.98**  


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**Auto Payment Will Be Made On 06/06/13**

COMCAST CABLE  
 PO BOX 34744  
 SEATTLE WA 98124-1744

877810401688967000127985



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Payments

Table with 2 columns: Payment Description, Amount. Includes Credit Card Payment - 05/07/13 (-125.94), EFT Payment - 05/07/13 (-125.94), Total Payments (-\$251.88).

XFINITY TV

Table with 3 columns: Service Name, Period, Price. Includes Service Protection Plan (05/27 - 06/26, 3.99), Signature Support - Inside Home Wiring Protection For Your Cable Tv, High-Speed Internet and Phone Services, Total XFINITY TV (\$3.99).

XFINITY Internet

Table with 3 columns: Service Name, Period, Price. Includes Modem Lease Fee (05/27 - 06/26, 7.00), Performance Starter (05/27 - 06/26, 49.95), Internet Service, Service Discount (-19.96), Total XFINITY Internet (\$36.99).

XFINITY Voice

Table with 2 columns: Description, Amount. Includes For Telephone Number(s): (503)719-5626, Univ. Connectivity Chg. - Recurring (-0.87), City License Fee - Recurring (-1.42), Regulatory Recovery Fees - Recurring (-1.88).

XFINITY Voice, cont.

The Regulatory Recovery Fee (RRF) is a Comcast service charge imposed on voice services to recover Comcast's contributions for federal, state and municipal regulatory programs and assessments, including, without limitation, universal service. The RRF is neither government mandated nor a tax or fee imposed on you by the government, but is an amount that Comcast retains. The aggregated fee may vary based on service usage patterns and program surcharge rates, and may change over time.

View Voice Detail at www.comcast.com/viewbill

Total XFINITY Voice -\$4.17

Partial Month Charges & Credits

Because we had already billed you when the latest changes were made to your account, we have adjusted this bill. Listed in this section are credits and/or charges for these changes.

Effective 05/09/13, Modem Lease Fee at a monthly rate of \$7.00, High Speed Internet at a monthly rate of \$51.95 and Comcast Unlimited Pkg at a monthly rate of \$44.95 were removed from your account. Modem Lease Fee at a monthly rate of \$7.00 and High Speed Internet at a monthly rate of \$64.95 were added to your account.

Effective 05/13/13, High Speed Internet at a monthly rate of \$64.95 and Blast| Internet Svc at a monthly rate of \$10.00 were removed from your account. Performance Starter at a



Our customer service center locations and hours are: 7037 NE Sandy Blvd., Portland - EFF. MARCH 14, 2011| Mon-Fri 9am-7pm and Sat 9am-5pm; closed Sunday 2830 NE Hogan Rd., Gresham Mon-Fri 9am-6pm; closed Saturday & Sunday.

For cable TV regulatory information, please contact: Mt. Hood Cable Regulatory Commission, 111 SW Columbia St., Ste. 600, Portland, OR 97201 (503) 823-5385. Your FCC CUID Number is OR0241/OR0366

\*\*\*\*\* (THIS IS NOT A CABLE STORE) \*\*\*\*\*

For billing, sales and customer service, please call Comcast toll free at 1-888-824-8264.





Service Details, cont.

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**Partial Month Charges & Credits, cont.**

monthly rate of \$49.95 with a monthly discount of \$19.96 was added to your account.

**Adjustments for services removed 05/09/13**

Modem Lease Fee	05/09 - 05/26	-4.06
18 days @ \$0.2255/day based on a monthly rate of \$7.00		

High Speed Internet	05/09 - 05/26	-30.16
18 days @ \$1.6755/day based on a monthly rate of \$51.95		

Comcast Unlimited Pkg	05/09 - 05/26	-26.09
18 days @ \$1.4494/day based on a monthly rate of \$44.95		

**Adjustments for services added 05/09/13**

Modem Lease Fee	05/09 - 05/26	4.06
18 days @ \$0.2255/day based on a monthly rate of \$7.00		

High Speed Internet	05/09 - 05/26	37.70
18 days @ \$2.0944/day based on a monthly rate of \$64.95		

**Adjustments for services removed 05/13/13**

High Speed Internet	05/13 - 05/26	-29.33
14 days @ \$2.0950/day based on a monthly rate of \$64.95		

Blast  Internet Svc	05/13 - 05/26	-4.51
14 days @ \$0.3221/day based on a monthly rate of \$10.00		

**Adjustments for services added 05/13/13**

Performance Starter	05/13 - 05/26	22.55
14 days @ \$1.6107/day based on a monthly rate of \$49.95		

Service Discount		-9.01
14 days @ \$0.6435/day based on a monthly discount of \$19.96		

**Total Partial Month Charges & Credits - \$38.85**





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## COMCAST PRICE INFORMATION

East Portland, Hayden Island, Linnton

June, 2013

Dear Valued Customer:

All of us at Comcast are committed to improving your entertainment and communications experience, and we continue to invest in making your services even better. While we continue to make these and other investments, we periodically need to adjust prices due to increases we incur in programming and other business costs. Starting July 1, 2013, new prices will apply to select\* Video, Internet and Digital Voice services and equipment as indicated in this letter.

We want to make sure you are getting the most out of your XFINITY® services. Here are some highlights of the many services available to you, as well as some of the improvements we've made in the past year:

- XFINITY On Demand™—gives you thousands of top shows, hit movies and more—with **90% FREE**.
- XFINITY delivers the fastest Internet. You get **reliably fast speed—even during peak use periods**—so you have the speed you need to connect all your devices at the same time.
- We now offer many **free help and how-to videos**. Visit [www.youtube.com/xfinity](http://www.youtube.com/xfinity) to learn how to program your remote control or your DVR, manage parental controls, sign up for paperless billing, and so much more.
- We've improved our online experience. We invite you to visit our new and improved website: [www.comcast.com/myaccount](http://www.comcast.com/myaccount) to login or set up your user name.

You can manage your account preferences, equipment settings, pay your bill, manage appointments, and get help whenever you need it. You can also watch your favorite programs online, set your DVR, and add your favorite shows to your Queue.

Plus, visit our mobile site at [m.comcast.com](http://m.comcast.com) from your smartphone to manage appointments, check your balance, and receive text alerts.

Of course, we back up our services with the Comcast Customer Guarantee. We promise to provide you a consistently superior experience, including 24/7 customer service, two-hour appointment windows and on-time arrival—or we'll give you a free premium channel for three months.

Still have questions? Visit us at [www.comcast.com/questions](http://www.comcast.com/questions) or call us at 1-877-806-7905. Thank you for choosing Comcast. We value you as a customer, and we look forward to continuing to serve you.

*\* If you are 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.*

<b>LIMITED BASIC (per month)</b>	Current Price	New Price
Limited Basic . . . . .	\$13.77	\$15.07

<b>XFINITY INTERNET INSTALLATION FEE (per occurrence) (except for Extreme 105)</b>	Current Price	New Price
Professional Internet Installation . . . . .	\$ 50.00	\$ 99.99

<b>XFINITY VOICE INSTALLATION FEE (per occurrence)</b>	Current Price	New Price
Standard Installation . . . . .	\$ 50.00	\$ 99.99

<b>XFINITY TV INSTALLATION FEES</b>	Current Price	New Price
Hourly Service Charge (Custom Installation) . . . . .	\$33.50	\$32.50
In Home service visit . . . . .	\$30.50	\$31.50
Unwired Home (Standard Installation) . . . . .	\$43.00	\$42.50
Wired Home (Standard Installation) . . . . .	\$33.00	\$32.00
Additional Outlet (new) with initial installation of service . . .	\$13.50	\$13.00
Additional Outlet (new) after initial installation of service . . .	\$32.50	\$31.50
Relocate Additional Outlet with initial installation of service .	\$15.00	\$13.00
Relocate Additional Outlet after initial installation of service .	\$30.50	\$28.00
Upgrade of Service (in-home visit required) . . . . .	\$25.00	\$25.50
Downgrade of Service (in-home visit required) . . . . .	\$12.50	\$11.70

<b>XFINITY TV INSTALLATION FEES</b>	Current Price	New Price
Connect VCR/DVD with initial installation of service . . . . .	\$10.50	\$ 7.70
Connect VCR/DVD after initial installation of service . . . . .	\$20.50	\$16.00
Activate Pre-Existing Additional Outlet with initial installation of service . . . . .	\$ 6.25	\$ 5.50
Activate Pre-Existing Additional Outlet after initial installation of service . . . . .	\$20.00	\$21.50

<b>EQUIPMENT</b>	Current Price	New Price
Remote Control . . . . .	\$ 0.20	\$ 0.15
HD Digital Converter (Limited Basic Only) . . . . .	\$ 2.50	\$ 2.20
CableCARD (2nd card in device) . . . . .	\$ 1.10	\$ 1.00

Certain services available separately or as a part of other levels of service. 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 are for residential service only and do not include federal, state and local taxes, FCC user and franchise fees or Regulatory Recovery fees or other related costs, and are subject to change. Not all services are available in all areas. 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](http://www.comcast.com/equipmentpolicy). After a notice of an increase in rates, you may change your level of service at no additional charge for a period of 30 days from the effective date of the change. Otherwise, a fee may apply. Please refer to your billing statement for your Local Franchise Authority's name and address.

4010, 4020, 4200

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