



**TOWN OF HOPKINTON**  
**SELECT BOARD MEETING AGENDA**  
**Tuesday, March 1, 2022 6:00 PM**  
**REMOTE MEETING**

Please click the link below to join the meeting:

<https://us02web.zoom.us/j/83370991944?pwd=cnl3aGsrOGhkOVZwNFU1VGREa0VQZz09>

Passcode: 673348

Or One tap mobile :

US: +13017158592,,83370991944# or +13126266799,,83370991944#

Or Telephone:

Dial(for higher quality, dial a number based on your current location):

US: +1 301 715 8592 or +1 312 626 6799 or +1 646 876 9923 or +1 253 215 8782 or +1 346 248 7799 or +1 408 638 0968 or +1 669 900 6833

Webinar ID: 833 7099 1944

International numbers available: <https://us02web.zoom.us/j/83370991944>

- 6:00 PM**            **CALL TO ORDER**  
1.                    **PLEDGE OF ALLEGIANCE**
- 6:01 PM**            **PUBLIC FORUM**  
2.                    Residents are invited to share ideas, opinions or ask questions regarding Town Government.
- 6:10 PM**            **CONSENT AGENDA**  
3.                    The Select Board will consider the following consent agenda:
- a.    **MINUTES** - The Select Board will consider approving the Minutes of the February 8, 2022 and February 15, 2022 meeting.
  - b.    **RESIGNATION** - The Select Board will consider accepting the resignation of Ekaterina Naumova from the Cultural Council.
- 6:11 PM**            **BOARD/COMMITTEE APPOINTMENTS**  
4.                    The Select Board will consider the following Board/Committee appointment:
- Youth Commission, one voting member vacancy, term expires 6/30/2022. There are also 2 non-voting student representative vacancies (1 Middle School, 1 High School).
- Applicants: Evanya Mathur and Priya Vasudevan  
Supporting Exhibits: [Board/Committee Applications](#)
- 6:15 PM**            **PEDESTRIAN CONNECTIVITY SURVEY RESULTS**  
5.                    The Select Board will hear a presentation from Gary Trendel, Chair, Planning Board, on the results of a pedestrian connectivity survey.  
Supporting Exhibits: [Pedestrian Connectivity Survey Presentation](#)
- 6:25 PM**            **APPOINTMENT - POLICE OFFICER**

6. The Select Board will consider appointing Police Officer Candidate Matthew Latour to the Hopkinton Police Department.  
Supporting Exhibits: [Resume](#)
- 6:30 PM PUBLIC LISTENING SESSION - FY 23 COMPREHENSIVE BUDGET**
7. The Select Board will hold a public listening session on the proposed FY 23 Comprehensive Budget.  
Supporting Exhibits: [FY2023 Budget Review Slides](#)
- 8:00 PM 2022 ANNUAL TOWN MEETING ARTICLES**
8. The Select Board will discuss its own annual town meeting articles.  
Supporting Exhibits: [ATM 2022 Select Board/Town Manager Warrant Articles - Select Board Meeting 3-1-2022](#)
- 8:10 PM TOWN MANAGER REPORT**
9. The Select Board may consider the Town Manager's Report.
- 8:15 PM LIAISON REPORTS/BOARD INVITES**
10. Board members will provide liaison reports and review any invites.  
Supporting Exhibit: [FY 22 Liaison Assignments](#)
- 8:20 PM FUTURE BOARD AGENDA ITEMS**
11. Board members will identify future agenda items.
- 8:25 PM ADJOURN**

### Correspondence to Select Board

1. Eversource Vegetation Management - Application of Herbicides in 2022
2. Xfinity Form 500
3. Xfinity Annual Notice
4. 2022-02-10 Email - Cumberland Farms Driveway Safety
5. 2022-02-24 Email from Darlene Hayes - Accident at Cumberland Farms

### Upcoming Select Board Meetings

1. March 15, 2022
2. April 5, 2022
3. April 12, 2022
4. April 19, 2022
5. May 2, 2022 (Annual Town Meeting)

The listed matters are those reasonably anticipated by the Chair to be discussed at the meeting. Not all items may in fact be discussed and other items not listed may also be brought up for discussion to the extent permitted by law. Unless an agenda item is a posted public hearing, the matter may be considered earlier than the indicated time if there are last minute

cancellations or other unforeseen events which cause the Board to move more quickly through the agenda.



Elaine Lazarus <elaine1@hopkintonma.gov>

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## Hopkinton Cultural Council Resignation

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**Ekaterina Naumova** <enaumova83@gmail.com>  
To: Elaine Lazarus <elaine1@hopkintonma.gov>  
Cc: cdegan@hopkintonma.gov

Wed, Feb 16, 2022 at 8:32 PM

Hi Elaine,

This email is my written resignation whereby the Select Board is notified that I am leaving my position as a member of the HCC, as I'm moving out of state, so that they can accept the resignation and the vacancy can be posted.

Thank you,  
Ekaterina

# Application Form

## Profile

Evanya

First Name

Mathur

Last Name

Middle Initial

[Redacted]

Email Address

[Redacted]

Home Address

[Redacted]

Suite or Apt

[Redacted]

City

[Redacted]

State

[Redacted]

Postal Code

[Redacted]

Primary Phone

[Redacted]

Alternate Phone

Student

Employer

Student

Job Title

## Which Boards would you like to apply for?

Youth Commission: Submitted

## Interests & Experiences

Please tell us about yourself and why you want to serve.

### Why are you interested in serving on a board or commission?

I have been a passionate member of the town and have tried my best to forward my cultural values and beliefs in the work that I do. I believe that the community is the vessel for change and for unity in a society. For Hopkinton, our culture and community set us apart, especially through our youth. I have experience in working with the people in my community through the Hopkinton Freedom Team, The South Asian Circle of Hopkinton, and the secretary of the Hopkinton High School Diversity Club. I have seen what it means to inspire freedom of thought and expression through my podcast that I created called Opinionated. The Youth Commission will help forward my message of creativity mixed with forwarding our youth to create a better future for the town of Hopkinton.

[Resume.pdf](#)

Upload a Resume

# Evanya Mathur

[REDACTED]  
Hopkinton, MA, 01748  
[REDACTED]

## Education

**Hopkinton High School - *Sophomore***

September 2020 - September 2024

Rising sophomore at Hopkinton High School located in Hopkinton High School

Honors: High Honors

GPA: 4.5 weighted (4.1 unweighted)

## Experience

December 2020 - Present

**Hopkinton Independent, Hopkinton, MA - *Contributing Writer***

- ❖ Contributing Author for various columns and news stories at the newspaper. I work directly with the managing editor to create stories and content on a bi-weekly basis.

June 2021 - Present

**Beachlex, Hopkinton, MA - *Blog Writer***

- ❖ Researcher and writer for Beachlex, a non-profit focused on raising awareness regarding ocean conservation and marine biology. My job extends to researching and writing a wide variety of articles focusing on knowledge regarding ocean conservancy.

December 2020 - Present

**Hopkinton Living, Hopkinton, MA - *Contributing Editorial Columnist***

- ❖ Manage the editorial and athletic column for the Hopkinton Living magazine, a local multimedia magazine focused on highlighting community members and sharing ideas and culture within the community.

## Volunteer Experience

August 2021 - Present

### **South Asian Affinity Group, Hopkinton, MA** - *Vice President*

- ❖ The South Asian Affinity Group at Hopkinton High School looks to unify and diversify the school community while also exemplifying the South Asian culture and flare that lies in the town. As VP, I oversee ongoing projects and lead discussions while being apart of decisions made for the growing club.

March 2021 - Present

### **Hopkinton Diversity Club, Hopkinton, MA** - *Fundraising Chair*

- ❖ Fundraising coordinator for the HHS Diversity Club. My job extends to leading the funding initiatives and planned events for the projects brought to the public by the club. The Hopkinton Diversity Club is based on the pillars of culture and outreach.

February 2021 - Present

### **Hopkinton Tutors, Hopkinton, MA** - *Academic Tutor*

- ❖ A part of the peer tutoring program at Hopkinton High School for fellow peers or underclassmen at Hopkinton Middle School. Currently tutoring in subjects of social sciences and mathematics.

January 2021 - Present

### **Hopkinton School Council, Hopkinton, MA** - *Student Board Member*

- ❖ Represent the Class of 2024 as a student advisor to the school council: a committee made up of parents, teachers, and faculty members. The council meets to discuss future policies and decisions for the Hopkinton High School and the impact it will have on all aspects of the educational community

June 2021 - Present

### **MannMukti, Austin, TX** - *Youth Fellow*

- ❖ Accepted into the MunnMukti Youth Fellow Program - a six-month program designed to forward activism and awareness within the South-Asian community to advocate for mental health. This program will be broken down into both education and advocacy of a select group of South Asian youths. MannMukti will give the opportunity to lead within the community for awareness surrounding mental health.

February 2021 - Present

### **Mental Health Collaborative, Boston, MA** - *Young Adult Advisor*

- ❖ The Mental Health Collaborative's Young Adult Advisory Board strives to destigmatize mental health and collaborate with youth in our community to further build a more aware and compassionate society.

## Projects

- ❖ [The Comparison of Different Vinegars with Flower Food on Cut White Roses](#)
  - 2020 HHS Science Fair

## Skills

- ❖ Research-based writing
- ❖ Creative writing
- ❖ Microsoft Powerpoint
- ❖ Microsoft Excel

## Awards

- ❖ Spanish Underclassmen's Award
- ❖ Science Underclassmen's Award
- ❖ Social Sciences Underclassmen's Award

## Languages

- ❖ English - Native proficiency
- ❖ Hindi - Native proficiency
- ❖ Spanish - Full professional proficiency



## Application Form

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### Profile

Priya Vasudevan  
First Name Middle Initial Last Name

[Redacted]  
Email Address

[Redacted]  
Home Address

[Redacted]  
Suite or Apt

[Redacted]  
City

[Redacted]  
State

[Redacted]  
Postal Code

[Redacted]  
Primary Phone

[Redacted]  
Alternate Phone

Massachusetts Medical Society Senior Program Manager  
Employer Job Title

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### Which Boards would you like to apply for?

Youth Commission: Submitted

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### Interests & Experiences

Please tell us about yourself and why you want to serve.

#### Why are you interested in serving on a board or commission?

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Youth have a role to change the current status of society while maintaining the culture and good values. In order to make a positive impact, they need guidance and support. I am attaching my simple resume, which succinctly explains a bit about myself. I am very much excited about the programs Hopkinton Youth Commission currently supports for our youth, would be very happy to be part of the team.

[Hopkinton\\_Youth\\_Commission.docx](#)

Upload a Resume

I am currently in a Senior Management role at Massachusetts Medical Society, Waltham. I lead the IT/ERP program - which includes managing cross-functional team, budget, and vendor management. I developed governing policy for the ERP program.

In addition, I volunteered for Waltham Public Library Computer lab and Melrose Human Rights Commission. Currently, I volunteer for Hopkinton Senior Center and undergoing regulatory volunteer training for Faith and Family Hospice.

I always believe- every human has a role to play- strives to create a positive impact on the planet. Growing up in India, I had challenges that come with every developing nation. I am grateful for the mentors and support I got at the right time, which changed my outlook on life and showed the importance of perseverance to do good.

I am in the USA for 15 years; I am amazed at the opportunities available for youth development in the USA. I made Hopkinton my home 2 years ago and cannot say how grateful I am to the community, town, and our schools. Mother of 10 and 12 years old, I understand supportive community's contribution in a growing child's life and on his/her family. Like I said earlier, I had good mentors and support at right time. Now, I believe it is an opportunity for me to pay back to society so the next generation gets the support. I was waiting for a volunteer opportunity at Hopkinton Youth Commission, was truly thrilled to find out the vacancy.

If given the opportunity to serve at Hopkinton Youth Commission, I will strive to bring positive impact and I will work my best to be a value-added member of HYC's team.

# Matthew LaTour

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**University of Connecticut**, Storrs, CT

*Bachelor of Arts:* Cognitive Science

**Douglas High School**, Douglas, MA

*High School Diploma*

## EXPERIENCE

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**Massachusetts State Police Municipal Academy #9**, New Braintree, MA

*Treasurer*

- MPTC Full-Time Certification

**UMass Worcester Police Department**, Worcester, MA

*Police Officer*

- Completed Field Training Program
- Training in De-escalation Strategies, Tactical Planning and Sound Decision Making
- Working closely with the Medical School and Hospital staff
- Utilization of IMC and CJIS databases
- Enforcing motor vehicle law

## LEADERSHIP & VOLUNTEER

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**United States Service Academy Nominee**

- Congressional nomination for a U.S. Military Service Academy
- Selected by Congressman James P. McGovern

**UConn Boxing Team**, Storrs CT

*President*

*Captain*

- Maintaining contact with student government organizations about student affairs
- Overseeing use of funds by the organization
- Securing funding and approval from the student government for travel and competition
- Leading club fundraising efforts
- Leading and training new and existing members

**UConn Community Outreach**, Storrs, CT

*Volunteer*

- Working with community groups to complete tasks for maintaining land trusts
- Contributing to environmental protection of conservation land

**UConn Brazilian Jiu Jitsu**, Storrs CT

*Member*

- Martial art for practical grappling techniques and self-defense

To whom it may concern,

I am writing to express my interest in the position for a full-time Police Officer that the Hopkinton Police Department has posted. Hopkinton Police Department has impressive community involvement and a great reputation with other agencies in the area. It would be a great opportunity to have the chance to serve with the department and community.

I am currently employed with the UMass Worcester Police Department where I serve the medical school and medical center. I graduated from the State Police Academy where I received a full-time certificate from the MPTC.

I am interested in transferring to Hopkinton because it would allow me to establish a career and develop my professional skills in a place where I can impact a great community.

I have attached my resume and would be glad to supply any additional information. I look forward to hearing from you. Thank you for your time and consideration.

Respectfully,

Matthew LaTour



# Town of Hopkinton FY 2023 Budget Listening Session - Summary

*Growth with Equity*

March 1, 2022

## **Budget Listening Sessions Goals**

- Broad Overview
- Discuss Priorities and the Town's Financial Future
- Listen to Community Feedback on the Budget Proposal
- Promote Engagement, Fairness and Transparency

# Acknowledgements

This Budget Recommendation would not have been possible without:

- Community Hopkinton
- MVP Town Boards and Committees
- Budget Advisory Group
- Town and School Department Staff

# What would the proposed FY23 budget do?

- Sustain Current Service Levels
- Pay The Bills
- Targets Service Increases to Growth, Diversity, Equity, Belonging & Inclusion
- Renew Capital Infrastructure - Climate Change and Growth
- Progress Funding Long-Term Liabilities
- Comply with Financial Policies
- Estimated Tax Increase of 2.09%\* to the Average Single Family Home

\*Future year tax impact will increase in subsequent years if proposed FY23 capital projects are approved.

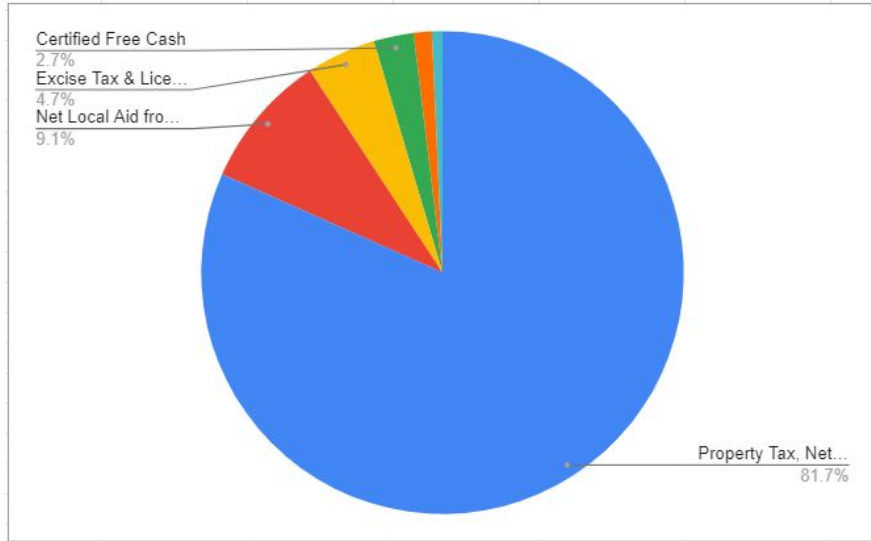


# FY22 Budget Update

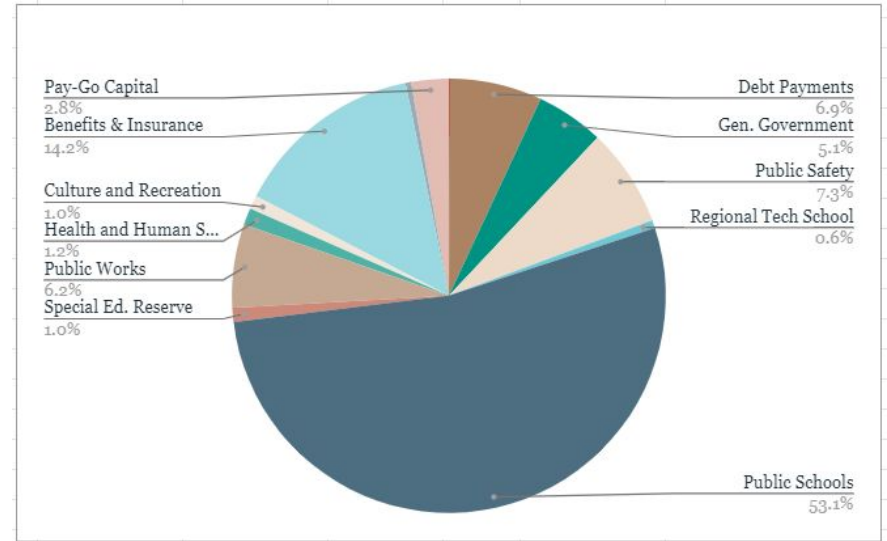
- Revenues:
  - Tax collections remain strong
  - No significant impact on Local Receipts from COVID-19 or other factors
- Expenses:
  - General Fund expenditures overall trending as anticipated

# FY23 Proposed Operating Budget; \$104.5 Million in Revenue and Expenses

## Sources of Funds (Revenue)



## Uses of Funds (Expenses)



# Proposed FY23 Budget Revenue Overview

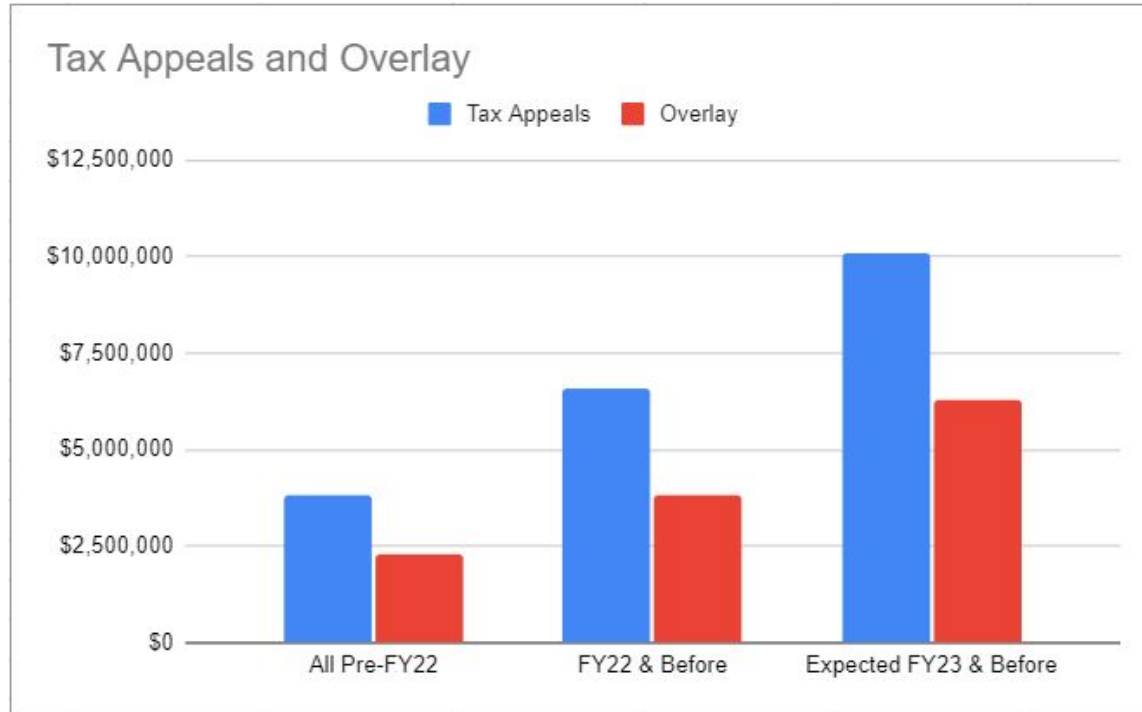
## Property Taxes:

Tax Base	\$78,088,438
New Growth	\$2,500,000
Excluded Debt	\$6,191,346
Overlay Reserve	(\$2,500,000)
Net Local Aid from State:	\$9,689,011
Certified "Free Cash":	\$3,184,742
Other Revenue*:	<u>\$7,351,119</u>

Total: \$104,504,656

*\*Includes Excise Taxes, Ambulance Receipts, Licenses, Cost Share from Enterprise Funds and Insurance Proceeds*

# Sources of Funds - Considering Overlay Levels



# Proposed FY23 Budget Expenditures Overview

## Operating Expenses

Town Departments	\$37,339,851
Education (HPS & Keefe Tech)	\$57,213,807
Debt Principal & Interest*, All Departments	<u>\$7,194,987</u>
Total Proposed General Fund Operating Budget	\$101,072,530

## Capital and Reserves

Pay As You Go Capital Items, All Departments	\$2,933,140
Contribution to OPEB Liability	\$420,250

**Total FY23 Proposed Budget: \$104,504,656**

*\*Includes One Year of Interest Payments from \$4,378,761 of Proposed Capital Projects*

# Proposed FY23 Operating Budget Expense Changes

Overall proposed \$5.7M increase in budgeted expenses, including:

## **Increases:**

- \$1.1M Capital Projects
- \$2.6M Education
- \$1.2M Town Departments
- \$1.1M Employee Benefits and Insurance\*

## **Decreases:**

- \$337K Debt Service

*\*Large portions of Benefits & Insurance support Education*

# Enterprise Funds

- Water Enterprise Fund
  - Short and Long-Term Remediation of PFAS
  - 4.5% Requested **Decrease** in FY23 Operating Budget
  - \$2.05M in Capital Requests, including \$1.9M in PFAS Related Costs
  
- Sewer Enterprise Fund
  - Financially Stable
  - 0.5% Requested Increase in FY23 Operating Budget
  - No FY23 Capital Requests

# Proposed FY23 Capital Budget

## General Fund:

Pay As You Go Capital Items, All Departments	\$2,933,140
Proposed Capital Projects Capital Outlay from Borrowing*	\$4,378,761

## Water Enterprise Fund:

Pay As You Go Capital Items	\$2,050,000
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## Community Preservation Fund:

Pay As You Go Capital Items**	<u>\$1,372,600</u>
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Total Capital Outlay, All Funds	\$10,734,501
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\* One Year of Short-Term Interest Included in the Proposed FY23 Operating Budget

\*\*Possible Land Purchases Not Included, Pending Negotiations and CPC Vote



## **Reserve Balances as of 12/31/2021**

General Stabilization      \$3,997,679

Capital Stabilization      \$347,102

School Stabilization      \$3,143,912

## Key Takeaway

It is your Town Budget - Engage - Community Feedback is Integral to the Final Budget Proposed at Town Meeting



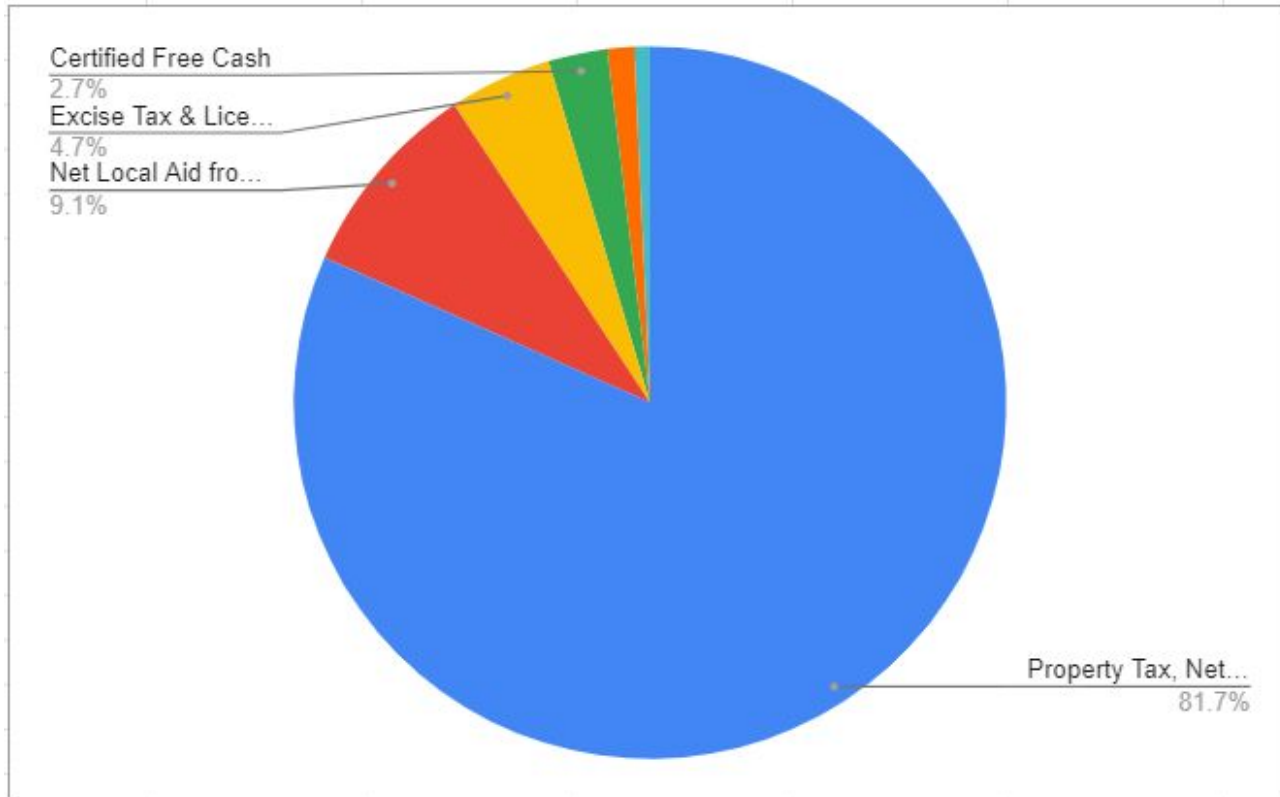
# Town of Hopkinton FY 2023 Budget Listening Session - Detail

*Growth with Equity*

March 1, 2022



## Sources of Funds



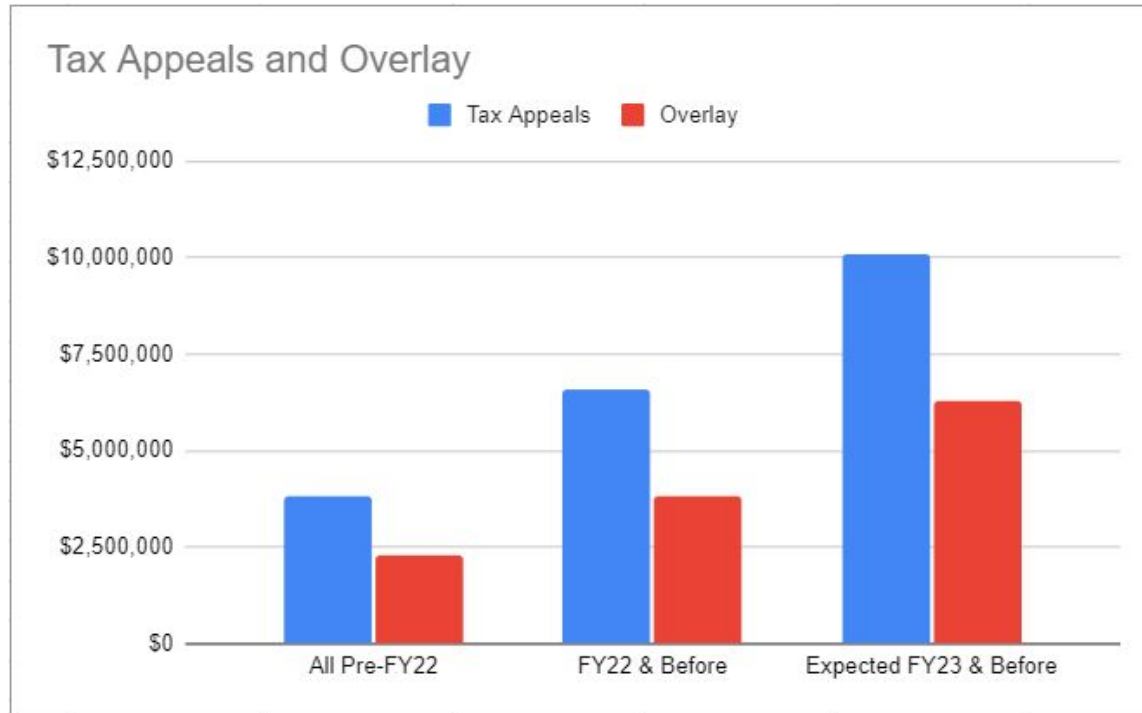


## Sources of Funds - The Levy Base & Provision for Abatements (Overlay)

Sources of Funds	FY22 Budgeted Sources of Funds	FY23 Estimated Sources of Funds	% Chg. FY21 - FY22	Tax impact
Levy Base	\$72,765,443	\$78,088,438	7.3%	2.31%
New Growth	\$2,000,000	\$2,500,000	25.0%	3.03%
Debt Exclusions	\$6,367,657	\$6,191,346	-2.8%	-0.21%
Less - Provision for tax abatements/exemptions	-\$500,000	-\$2,500,000	400.0%	
Estimated Net Property Tax Revenue	\$80,633,100	\$84,279,784	4.5%	5.12%
Excess from Prior Fiscal Year (Cert. Free Cash)	\$2,645,278	\$3,184,742	20.4%	
State Aid	\$9,427,975	\$10,172,326	7.9%	
Less - Regional and State Program Charges	-\$472,521	-\$483,315	2.3%	
Estimated Net State Aid	\$8,955,454	\$9,689,011	8.2%	
Excise Tax, Licenses, other Local Receipts	\$4,595,805	\$4,872,666	6.0%	
Cost Share from Enterprise Funds	\$698,595	\$757,355	8.4%	
Ambulance, Library Foundation, misc. sources	\$1,196,506	\$916,098	-23.4%	
Insurance Proceeds	\$0	\$805,000	n/a	
<b>Total Sources of Funds:</b>	<b>\$98,724,738</b>	<b>\$104,504,656</b>	<b>5.9%</b>	



## Sources of Funds - Considering Overlay Levels





## Sources of Funds - New Growth

Sources of Funds	FY22 Budgeted Sources of Funds	FY23 Estimated Sources of Funds	% Chg. FY21 - FY22	Tax impact
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## Sources of Funds - Debt Exclusions; Net Property Tax Available

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## Sources of Funds - Certified Free Cash

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## Sources of Funds - Local Aid from the Commonwealth

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Ambulance, Library Foundation, misc. sources	\$1,196,506	\$916,098	-23.4%	
Insurance Proceeds	\$0	\$805,000	n/a	
<b>Total Sources of Funds:</b>	<b>\$98,724,738</b>	<b>\$104,504,656</b>	<b>5.9%</b>	

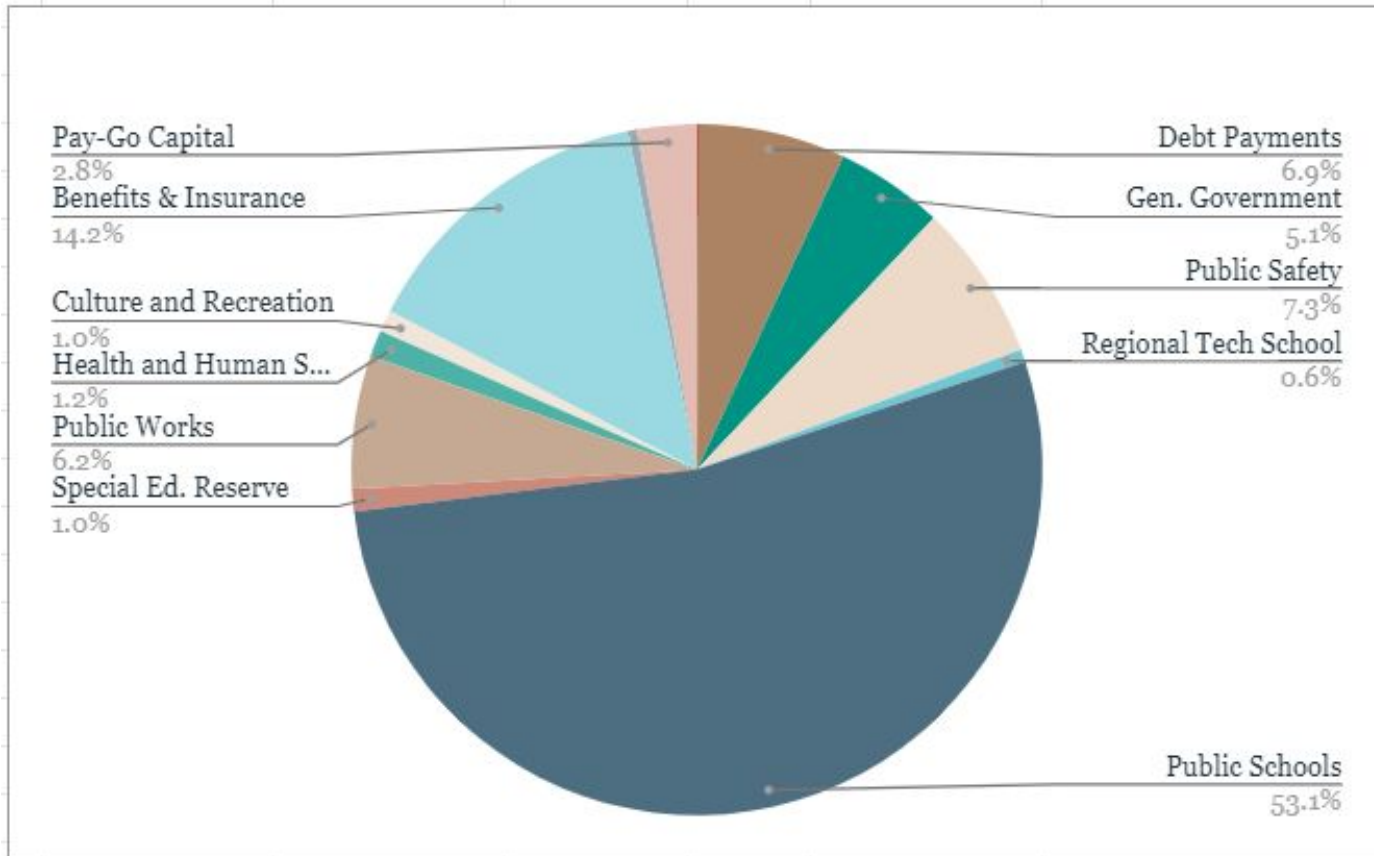


## Sources of Funds - Other Sources of Revenue

Sources of Funds	FY22 Budgeted Sources of Funds	FY23 Estimated Sources of Funds	% Chg. FY21 - FY22	Tax impact
Levy Base	\$72,765,443	\$78,088,438	7.3%	2.31%
New Growth	\$2,000,000	\$2,500,000	25.0%	3.03%
Debt Exclusions	\$6,367,657	\$6,191,346	-2.8%	-0.21%
Less - Provision for tax abatements/exemptions	<u>-\$500,000</u>	<u>-\$2,500,000</u>	<u>400.0%</u>	
Estimated Net Property Tax Revenue	\$80,633,100	\$84,279,784	4.5%	5.12%
Excess from Prior Fiscal Year (Cert. Free Cash)	\$2,645,278	\$3,184,742	20.4%	
State Aid	\$9,427,975	\$10,172,326	7.9%	
Less - Regional and State Program Charges	<u>-\$472,521</u>	<u>-\$483,315</u>	<u>2.3%</u>	
Estimated Net State Aid	\$8,955,454	\$9,689,011	8.2%	
Excise Tax, Licenses, other Local Receipts	\$4,595,805	\$4,872,666	6.0%	
Cost Share from Enterprise Funds	\$698,595	\$757,355	8.4%	
Ambulance, Library Foundation, misc. sources	\$1,196,506	\$916,098	-23.4%	
Insurance Proceeds	\$0	\$805,000	n/a	
<b>Total Sources of Funds:</b>	<b>\$98,724,738</b>	<b>\$104,504,656</b>	<b>5.9%</b>	



## Uses of Funds



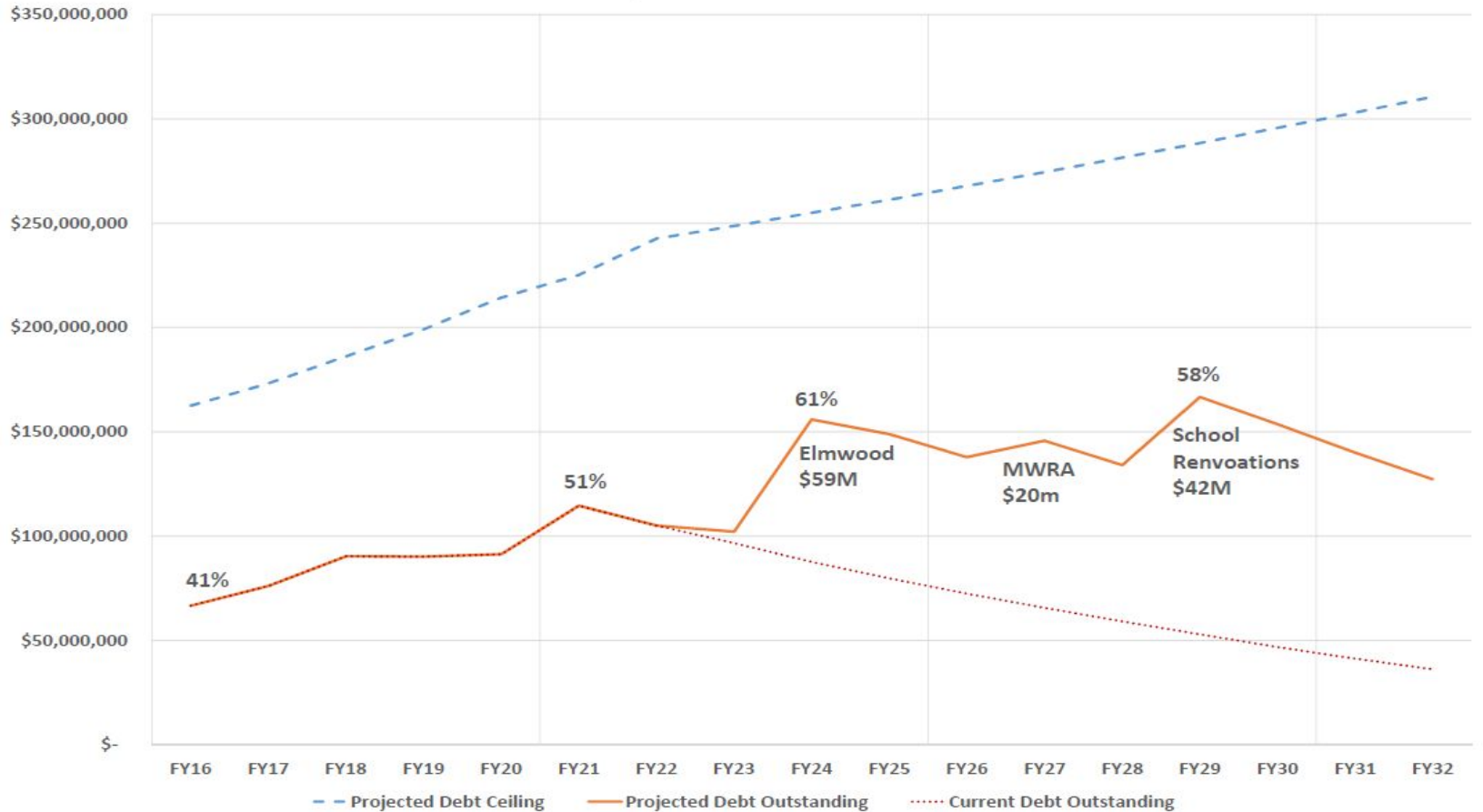


## Uses of Funds - Debt Principal and Interest

Uses of Funds	FY22 Budgeted Uses of Funds	FY23 Estimated Uses of Funds	% Chg. FY21 - FY22
Tax lien administration costs	\$50,000	\$50,000	0.0%
State funded Library spending	\$28,736	\$28,736	0.0%
Repayment of Debt Principal and Interest	\$7,532,399	\$7,194,987	-4.5%
Deficits and Judgments	\$0	\$0	0.0%
Snow and Ice Surge Costs	\$0	\$0	0.0%
General Government	\$4,875,550	\$5,283,535	8.4%
Public Safety	\$7,359,365	\$7,674,460	4.3%
Regional Technical Vocational School	\$597,379	\$597,379	0.0%
Hopkinton Public Schools Education	\$53,966,911	\$55,522,404	4.9%
Special Education Reserve Fund		\$1,094,024	
Public Works	\$6,214,621	\$6,499,584	4.6%
Health and Human Services	\$1,239,862	\$1,300,075	4.9%
Culture and Recreation	\$854,534	\$1,053,435	23.3%
Employee Benefits and Insurance	\$13,752,451	\$14,852,647	8.0%
<i>Sub-Total Departmental Operating Funding</i>	<i>\$88,860,673</i>	<i>\$93,877,543</i>	<i>5.6%</i>
Transfer to OPEB (post-retirement health care)	\$410,000	\$420,250	2.5%
Transfer to Stabilization	\$0	\$0	n/a
Town Meeting Capital Articles, free cash	\$1,842,930	\$2,933,140	59.2%
<b>Total Uses of Funds:</b>	<b>\$98,724,738</b>	<b>\$104,504,656</b>	<b>5.9%</b>



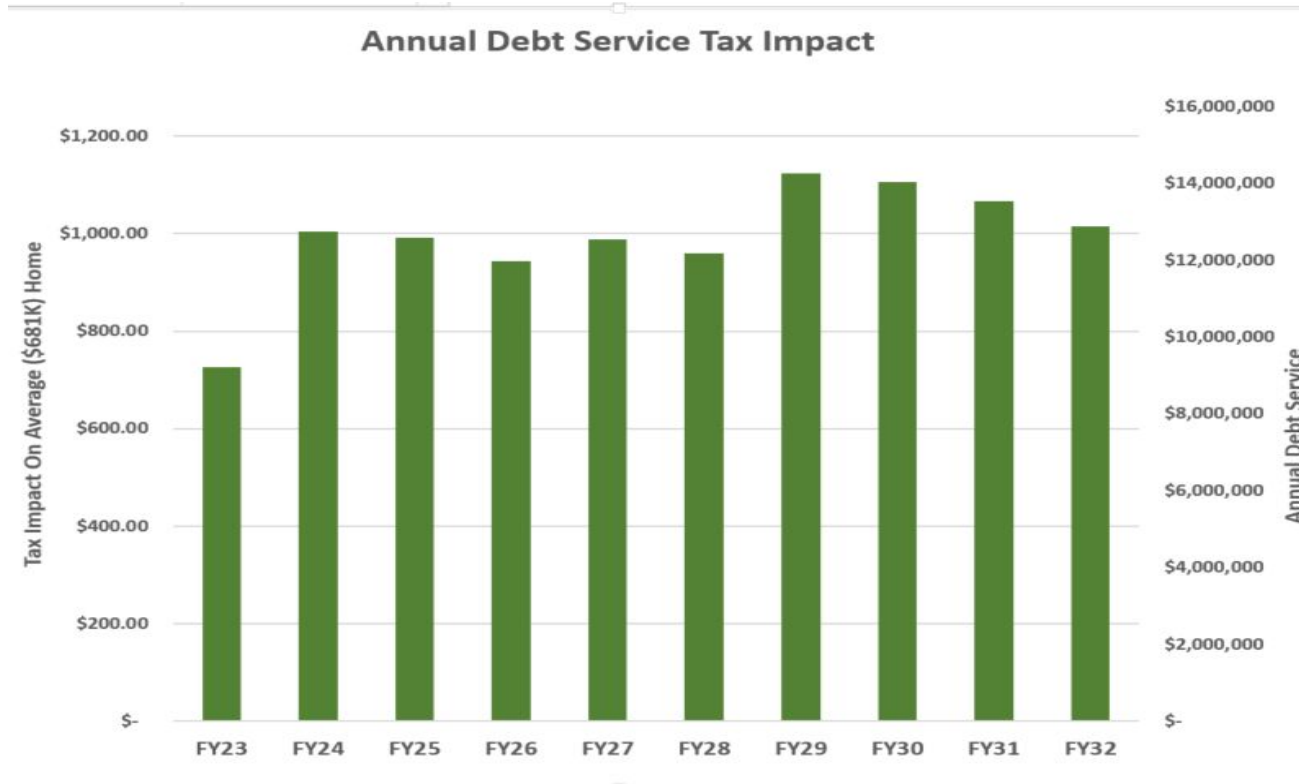
## Long Term Debt Forecast



Note: Projected Debt Outstanding includes all unapproved capital plans for FY24-27 & School plans for FY28-32



## Uses of Funds - Debt Principal and Interest



Note: Projected debt service included all unapproved capital plans for FY 24-27 & School Plans FY 28-32



## Uses of Funds - Departmental Spending

Uses of Funds	FY22 Budgeted Uses of Funds	FY23 Estimated Uses of Funds	% Chg. FY21 - FY22
Tax lien administration costs	\$50,000	\$50,000	0.0%
State funded Library spending	\$28,736	\$28,736	0.0%
Repayment of Debt Principal and Interest	\$7,532,399	\$7,194,987	-4.5%
Deficits and Judgments	\$0	\$0	0.0%
Snow and Ice Surge Costs	\$0	\$0	0.0%
General Government	\$4,875,550	\$5,283,535	8.4%
Public Safety	\$7,359,365	\$7,674,460	4.3%
Regional Technical Vocational School	\$597,379	\$597,379	0.0%
Hopkinton Public Schools Education	\$53,966,911	\$55,522,404	4.9%
Special Education Reserve Fund		\$1,094,024	
Public Works	\$6,214,621	\$6,499,584	4.6%
Health and Human Services	\$1,239,862	\$1,300,075	4.9%
Culture and Recreation	\$854,534	\$1,053,435	23.3%
Employee Benefits and Insurance	\$13,752,451	\$14,852,647	8.0%
<i>Sub-Total Departmental Operating Funding</i>	<i>\$88,860,673</i>	<i>\$93,877,543</i>	<i>5.6%</i>
Transfer to OPEB (post-retirement health care)	\$410,000	\$420,250	2.5%
Transfer to Stabilization	\$0	\$0	n/a
Town Meeting Capital Articles, free cash	\$1,842,930	\$2,933,140	59.2%
<b>Total Uses of Funds:</b>	<b>\$98,724,738</b>	<b>\$104,504,656</b>	<b>5.9%</b>





## Uses of Funds - Other Post Employment Benefits (Retiree Healthcare) Funding

Uses of Funds	FY22 Budgeted Uses of Funds	FY23 Estimated Uses of Funds	% Chg. FY21 - FY22
Tax lien administration costs	\$50,000	\$50,000	0.0%
State funded Library spending	\$28,736	\$28,736	0.0%
Repayment of Debt Principal and Interest	\$7,532,399	\$7,194,987	-4.5%
Deficits and Judgments	\$0	\$0	0.0%
Snow and Ice Surge Costs	\$0	\$0	0.0%
General Government	\$4,875,550	\$5,283,535	8.4%
Public Safety	\$7,359,365	\$7,674,460	4.3%
Regional Technical Vocational School	\$597,379	\$597,379	0.0%
Hopkinton Public Schools Education	\$53,966,911	\$55,522,404	4.9%
Special Education Reserve Fund		\$1,094,024	
Public Works	\$6,214,621	\$6,499,584	4.6%
Health and Human Services	\$1,239,862	\$1,300,075	4.9%
Culture and Recreation	\$854,534	\$1,053,435	23.3%
Employee Benefits and Insurance	\$13,752,451	\$14,852,647	8.0%
<i>Sub-Total Departmental Operating Funding</i>	<i>\$88,860,673</i>	<i>\$93,877,543</i>	<i>5.6%</i>
<b>Transfer to OPEB (post-retirement health care)</b>	<b>\$410,000</b>	<b>\$420,250</b>	<b>2.5%</b>
Transfer to Stabilization	\$0	\$0	n/a
Town Meeting Capital Articles, free cash	\$1,842,930	\$2,933,140	59.2%
<b>Total Uses of Funds:</b>	<b>\$98,724,738</b>	<b>\$104,504,656</b>	<b>5.9%</b>



## Uses of Funds - Stabilization, 12/31/21 Balance is \$4.0M

Uses of Funds	FY22 Budgeted Uses of Funds	FY23 Estimated Uses of Funds	% Chg. FY21 - FY22
Tax lien administration costs	\$50,000	\$50,000	0.0%
State funded Library spending	\$28,736	\$28,736	0.0%
Repayment of Debt Principal and Interest	\$7,532,399	\$7,194,987	-4.5%
Deficits and Judgments	\$0	\$0	0.0%
Snow and Ice Surge Costs	\$0	\$0	0.0%
General Government	\$4,875,550	\$5,283,535	8.4%
Public Safety	\$7,359,365	\$7,674,460	4.3%
Regional Technical Vocational School	\$597,379	\$597,379	0.0%
Hopkinton Public Schools Education	\$53,966,911	\$55,522,404	4.9%
Special Education Reserve Fund		\$1,094,024	
Public Works	\$6,214,621	\$6,499,584	4.6%
Health and Human Services	\$1,239,862	\$1,300,075	4.9%
Culture and Recreation	\$854,534	\$1,053,435	23.3%
Employee Benefits and Insurance	\$13,752,451	\$14,852,647	8.0%
<i>Sub-Total Departmental Operating Funding</i>	<i>\$88,860,673</i>	<i>\$93,877,543</i>	<i>5.6%</i>
Transfer to OPEB (post-retirement health care)	\$410,000	\$420,250	2.5%
Transfer to Stabilization	\$0	\$0	n/a
Town Meeting Capital Articles, free cash	\$1,842,930	\$2,933,140	59.2%
<b>Total Uses of Funds:</b>	<b>\$98,724,738</b>	<b>\$104,504,656</b>	<b>5.9%</b>



## Uses of Funds - Pay As You Go Capital

Uses of Funds	FY22 Budgeted Uses of Funds	FY23 Estimated Uses of Funds	% Chg. FY21 - FY22
Tax lien administration costs	\$50,000	\$50,000	0.0%
State funded Library spending	\$28,736	\$28,736	0.0%
Repayment of Debt Principal and Interest	\$7,532,399	\$7,194,987	-4.5%
Deficits and Judgments	\$0	\$0	0.0%
Snow and Ice Surge Costs	\$0	\$0	0.0%
General Government	\$4,875,550	\$5,283,535	8.4%
Public Safety	\$7,359,365	\$7,674,460	4.3%
Regional Technical Vocational School	\$597,379	\$597,379	0.0%
Hopkinton Public Schools Education	\$53,966,911	\$55,522,404	4.9%
Special Education Reserve Fund		\$1,094,024	
Public Works	\$6,214,621	\$6,499,584	4.6%
Health and Human Services	\$1,239,862	\$1,300,075	4.9%
Culture and Recreation	\$854,534	\$1,053,435	23.3%
Employee Benefits and Insurance	\$13,752,451	\$14,852,647	8.0%
<i>Sub-Total Departmental Operating Funding</i>	<i>\$88,860,673</i>	<i>\$93,877,543</i>	<i>5.6%</i>
Transfer to OPEB (post-retirement health care)	\$410,000	\$420,250	2.5%
Transfer to Stabilization	\$0	\$0	n/a
Town Meeting Capital Articles, free cash	\$1,842,930	\$2,933,140	59.2%
<b>Total Uses of Funds:</b>	<b>\$98,724,738</b>	<b>\$104,504,656</b>	<b>5.9%</b>



## Uses of Funds - Pay As You Go Capital

<b>General Fund - Pay as You Go</b>				
	<b>Hopkinton Department</b>	<b>Project</b>	<b>Amount Requested</b>	<b>Town Manager Recommends</b>
155-1	Information Technology	End User Computer Hardware Renewal	\$66,750	\$66,750
155-2	Information Technology	Datacenter Upgrades & Redundancy	\$58,000	\$58,000
155-3	Information Technology	Videoconferencing Updates	\$22,390	\$22,390
155-4	Information Technology	Electronic Document Management System	\$70,000	\$70,000
214-1	Communications	Public Safety Radio System Feasibility Study	\$100,000	\$100,000
220-1	Fire	Engine 4 Replacement	\$805,000	\$805,000
210-1	Police	Patrol Cruiser Replacement (3)	\$180,000	\$180,000
300-1	Public Schools	High School Auditorium Stage & Lighting	\$325,000	\$325,000
300-2	Public Schools	Districtwide Computer Network Switches	\$75,000	\$75,000
300-3	Public Schools	Wetlands Order of Condition Additional; ATM 2018, ART 14	\$60,000	\$60,000
410-2	Facilities	Fire Station Roof HVAC Replacement, Add to ATM 2017, ART 20	\$252,000	\$252,000
410-3	Facilities	Police Station Roof Replacement Cost Growth	\$187,000	\$187,000
410-4	Facilities	Police Station Mechanical System Upgrades	\$96,000	\$96,000
410-5	Facilities	Senior Center Dining Facility Expansion - Design	\$35,000	\$35,000
410-6	Facilities	Center School Reuse Design	\$100,000	\$100,000
420-1	Public Works	Street Sweeper (S-23) Replacement	\$270,000	\$270,000
420-2	Public Works	Sidewalk Replacement, Walcott St.	\$45,000	\$45,000
430-3	Public Works	Street Sweeper (S-22) Replacement	\$270,000	\$0
420-4	Public Works	Super Duty Pickup/Dump (S-12) Replacement	\$86,000	\$86,000
420.5	Public Works	Tree Truck, Additional; ATM 2019, ART 20	\$100,000	\$100,000
<b>Total Pay as You Go:</b>			<b>\$3,203,140</b>	<b>\$2,933,140</b>



## Sources and Uses of One Time Funding

	FY22 Budgeted Sources of Funds	FY23 Estimated Sources of Funds	% Chg. FY21 - FY22
<b>Sources of Non-Recurring (1-Time) Funds</b>			
Excess from Prior Fiscal Year (Cert. Free Cash)	\$2,645,278	\$3,184,742	20.4%
Insurance Proceeds	\$0	\$805,000	n/a
Reappropriation of ATM 2019 Art 17C Fire Station Study	\$0	\$75,000	n/a
Reappropriation of ATM 2021 Art 16 Renew Engine 4	\$0	\$110,000	n/a
<b>Total Sources of Non-Recurring Funds:</b>	<b>\$2,645,278</b>	<b>\$4,174,742</b>	<b>57.8%</b>
<b>Uses of Non-Recurring (1-Time) Funds</b>			
	FY22 Budgeted Uses of Funds	FY23 Estimated Uses of Funds	% Chg. FY21 - FY22
Transfer to OPEB (post-retirement health care)	\$410,000	\$420,250	2.5%
Transfer to Stabilization	\$0	\$0	n/a
Town Meeting Capital Articles, free cash	\$1,842,930	\$2,933,140	59.2%
<b>Total Uses of Non-Recurring Funds:</b>	<b>\$2,252,930</b>	<b>\$3,353,390</b>	<b>48.8%</b>
<b>Non-Recurring Funds Used for Operations:</b>	<b>\$392,348</b>	<b>\$821,352</b>	<b>109.3%</b>



## Other Capital Projects Proposed for Consideration as Excluded Debt

<b>General Fund - Borrowing Excluded from Tax Levy Limit</b>					
	<b>Hopkinton Department</b>	<b>Project</b>	<b>Amount Requested</b>	<b>Town Manager Recommends</b>	<b>Tax Impact</b>
220-2	Fire	Engine 2 Replacement	\$736,318	\$736,318	
		<i>Estimated Long Term Borrowing Cost for Year 1 Principal &amp; Interest</i>	\$77,890	\$77,890	0.09%
410-1	Facilities	Fire Station 2 (Woodville) Upgrades	\$400,000	\$400,000	
		<i>Estimated Long Term Borrowing Cost for Year 1 Principal &amp; Interest</i>	\$27,369	\$27,369	0.03%
420-6	Public Works	Lake Maspenock Dam	\$400,000	\$400,000	
		<i>Estimated Long Term Borrowing Cost for Year 1 Principal &amp; Interest</i>	\$36,339	\$36,339	0.04%
300-4	Public Schools	Air Handling Unit Replacement	\$475,000	\$475,000	
		<i>Estimated Long Term Borrowing Cost for Year 1 Principal &amp; Interest</i>	\$43,152	\$43,152	0.05%
300-6	Public Schools	Solar & Battery Storage Project	\$6,287,000		
		<i>Estimated Long Term Borrowing Cost for Year 1 Principal &amp; Interest</i>			0.00%
300-7	Public Schools	Marathon School Cost (2021 ATM Art 17) Increase	\$695,900	\$695,900	
		<i>Estimated Long Term Borrowing Cost for Year 1 Principal &amp; Interest</i>	\$47,615	\$47,615	0.06%
630-1	Parks and Recreation	Replace Surface at Fruit Street Athletic Field	\$1,671,543	\$1,671,543	
		<i>Estimated Long Term Borrowing Cost for Year 1 Principal &amp; Interest</i>	\$179,326	\$179,326	0.22%
<b>Total Borrowing Excluded from Tax Levy Limit:</b>			<b>\$9,865,761</b>	<b>\$4,378,761</b>	
<i>Estimated Year 1 Principal &amp; Interest</i>			\$411,691	\$411,691	0.50%



## Five Year Capital Plan; Sheet 1 of 2

		<b>Department</b>	<b>General Fund Project</b>	<b>FY 2023 Amount Requested</b>	<b>FY2024 Initial Plan</b>	<b>FY2025 Initial Plan</b>	<b>FY2026 Initial Plan</b>	<b>FY2027 Initial Plan</b>
155	1	Info. Technology	End User Computer Hardware Renewal	\$66,750	\$59,650	\$52,555	\$52,555	\$52,555
155	2	Info. Technology	Datacenter Upgrades & Redundancy	\$58,000			\$75,000	
155	3	Info. Technology	Videoconferencing Updates	\$22,390			\$39,000	
155	4	Info. Technology	Electronic Document Management System	\$70,000				
155	5	Info. Technology	Multi Function Printer Cyclical Replacement (2)		\$16,000	\$16,000	\$16,000	\$16,000
210	1	Police	Patrol Cruiser Replacment (3)	\$180,000	\$185,000	\$190,000	\$197,000	\$205,000
214	1	Communications	Public Safety Radio System Upgrade	\$100,000	\$3,000,000			
220	1	Fire	Engine 2 Replacement	\$736,318				
220	2	Fire	Engine 4 Replacement	\$805,000				
220	2	Fire	Pickup (C-3) F250 Replacement		\$70,000			
220	3	Fire	Vehicle (C-5) Ford Explorer Replacement		\$60,000			
220	4	Fire	Ambulance (A-3) Replacement			\$450,000		
220	5	Fire	SCBA (?)			\$380,000		
220	6	Fire	Vehicle (C-4) Ford Explorer Replacement				\$75,000	
220	7	Fire	Vehicle (B-6) Replacement					\$100,000
300	1	Public Schools	High School Auditorium Stage & Lighting	\$325,000				
300	2	Public Schools	Technology Upgrades (FY23 Switches)	\$75,000	\$75,000	\$75,000	\$75,000	\$75,000
300	3	Public Schools	Wetlands Order of Condition	\$60,000				
300	4	Public Schools	Air Handling Unit Replacement	\$475,000	\$25,000	\$100,000	\$135,000	\$175,000
300	5	Public Schools	Middle School Roof Replacement Cost Growth		TBD			
300	6	Public Schools	Solar & Battery Storage Project	\$0				
300	7	Public Schools	Marathon Addition Cost Add; 2021 ATM ART17	\$695,900				
300	8	Public Schools	Elmwood School Renovation or Replacement		\$59,000,000			
300	9	Public Schools	Middle School Gym Partition Wall		\$35,000			
300	10	Public Schools	Master Traffic Pattern Improvement		\$2,200,000		\$870,000	
300	11	Public Schools	Additional Turf Athletic Fields (3)		\$4,000,000	\$4,000,000		
300	12	Public Schools	Building & Grounds Equipment and Vehicles			\$59,000		\$42,000
300	13	Public Schools	Loop Road, Sidewalk, Parking Paving			\$1,500,000	\$490,000	
300	14	Public Schools	Building & Grounds Storage Facility				\$450,000	
300	15	Public Schools	Kitchen Equipment					\$50,000



## Five Year Capital Plan; Sheet 2 of 2

			<u>FY 2023 Amount Requested</u>	<u>FY2024 Initial Plan</u>	<u>FY2025 Initial Plan</u>	<u>FY2026 Initial Plan</u>	<u>FY2027 Initial Plan</u>
	<u>Department</u>	<u>General Fund Project</u>					
410	1	Facilities	Fire Station 2 (Woodville) Upgrades	\$400,000			
410	2	Facilities	Fire Station 1 (Main St) Roof Replacement	\$252,000			
410	3	Facilities	Police Station Roof Replacement Cost Growth	\$187,000			
410	4	Facilities	Police Station Mechanical System Upgrades	\$96,000			
410	5	Facilities	Senior Center Dining Facility Expansion	\$35,000	\$265,000		
410	6	Facilities	Center School Reuse Design	\$100,000			
410	7	Facilities	Senior Center Kitchen Equipment & Ventilation		\$100,000		
410	8	Facilities	Fire Main Envelope Repairs		\$140,000		
410	9	Facilities	Town Hall Boiler Replacement			\$100,000	
410	10	Facilities	Fruit St. Building Oil to Gas Conversion				\$100,000
410	11	Facilities	Fruit St. Garage Repairs			\$300,000	
410	12	Facilities	Senior Center HVAC Renewal				\$275,000
420	1	Public Works	Street Sweeper (S-23) Replacement	\$270,000			
420	2	Public Works	Sidewalk Replacement, Walcott St.	\$45,000			
420	3	Public Works	Street Sweeper (S-22) Replacement		\$270,000		
420	4	Public Works	Superduty Pickup/Dump (S-12) Replacement	\$86,000			
420	5	Public Works	Tree Truck; Add to ATM 2019 Art 20	\$100,000			
420	6	Public Works	Lake Maspenock Dam	\$400,000			
420	6	Public Works	Loader (L-9), CAT 928 Replacement		\$200,000		
420	6	Public Works	Superduty Dump (S-4) INT 7600 Replacement		\$215,000		
420	7	Public Works	Backhoe (S-21) CAT 420 Replacement		\$140,000		
420	8	Public Works	Superduty Pickup (M-1) F350 Replacement			\$65,000	
420	9	Public Works	Loader (L-11), CAT 928 Replacement			\$200,000	
420	10	Public Works	Superduty Dump (S-6) INT 7600 Replacement			\$215,000	
420	11	Public Works	Superduty Dump (S-24) INT 7600 Replacement			\$215,000	
420	12	Public Works	Bopmag Roller Replacement			\$25,000	
420	13	Public Works	Car (C-1) Explorer Replacement				\$55,000
420	14	Public Works	Superduty Dump (S-5) INT 7600 Replacement			\$225,000	
420	15	Public Works	Superduty Dump (S-8) INT 7600 Replacement			\$225,000	
420	16	Public Works	Trackless Tractor (S-18) Replacement			\$200,000	
420	17	Public Works	Car (C-2) Sedan Replacement				\$25,000
420	18	Public Works	Trackless Tractor (S-19) Replacement				\$200,000
420	19	Public Works	Superduty Dump (S-25) PB 348 Replacement				\$225,000
630	1	Parks & Rec.	Fruit Street Field Renewal	\$1,671,543			
			\$90,030,216	\$7,311,901	\$70,055,650	\$7,642,555	\$3,579,555
							\$1,440,555

Note: Public Schools Plan on tab (c) shows an additional \$49.39M in requests for FY 2028 - 2032





## Hopkinton Public Schools Extended Capital Plan - Large Expense past 5 Year Horizon

	Description	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032
FF & E	HVAC DISTRICTWIDE	\$135,000	\$50,000	\$135,000	\$160,000	\$100,000
FF & E	BOILER REPLACEMENTS		\$200,000	\$1,000,000		
FF & E	GENERATORS	\$30,000	\$150,000		\$150,000	
FF & E	ROOF REPLACEMENTS (design & construction)		\$2,875,000			
FF & E	KITCHEN EQUIPMENT	\$100,000		\$50,000		\$40,000
FF & E	BUILDING AND GROUNDS EQUIPMENT / VEHICLES		\$50,000		\$50,000	\$50,000
FF & E	AUDITORIUM LIGHTING UPGRADE					
Building	SOLAR PROJECTS		\$1,000,000			
Building	BUILDING AND GROUNDS STORAGE FACILITY					
Building	ELMWOOD RENOVATION / REPLACEMENT					
Building	MIDDLE SCHOOL / HIGH SCHOOL / HOPKINS ADDITION / RENOVATION		\$42,000,000			
Building	MIDDLE SCHOOL BROWN GYM PARTITION WALL					
Building	FIRE PROTECTION			\$40,000		
Campus	LOOP ROAD / SIDEWALK / PARKING LOT CAMPUS PAVING	\$600,000				
Campus	MASTER PLAN TRAFFIC PATTERN - MS/HS					
Campus	MASTER PLAN TRAFFIC PATTERN - HOPKINS					
Campus	SECURITY				\$50,000	
Campus	TRACK & FIELD 3 PROJECT / ADDITIONAL TURF FIELDS					
Campus	WETLANDS ORDER OF CONDITIONS					
Technology	SYSTEMWIDE SECURITY UPGRADES					
Technology	SYSTEMWIDE TECHNOLOGY UPGRADES	\$75,000	\$75,000	\$75,000	\$75,000	\$75,000
	<b>Total - Capital Replacements</b>	<b>\$940,000</b>	<b>\$46,400,000</b>	<b>\$1,300,000</b>	<b>\$485,000</b>	<b>\$265,000</b>

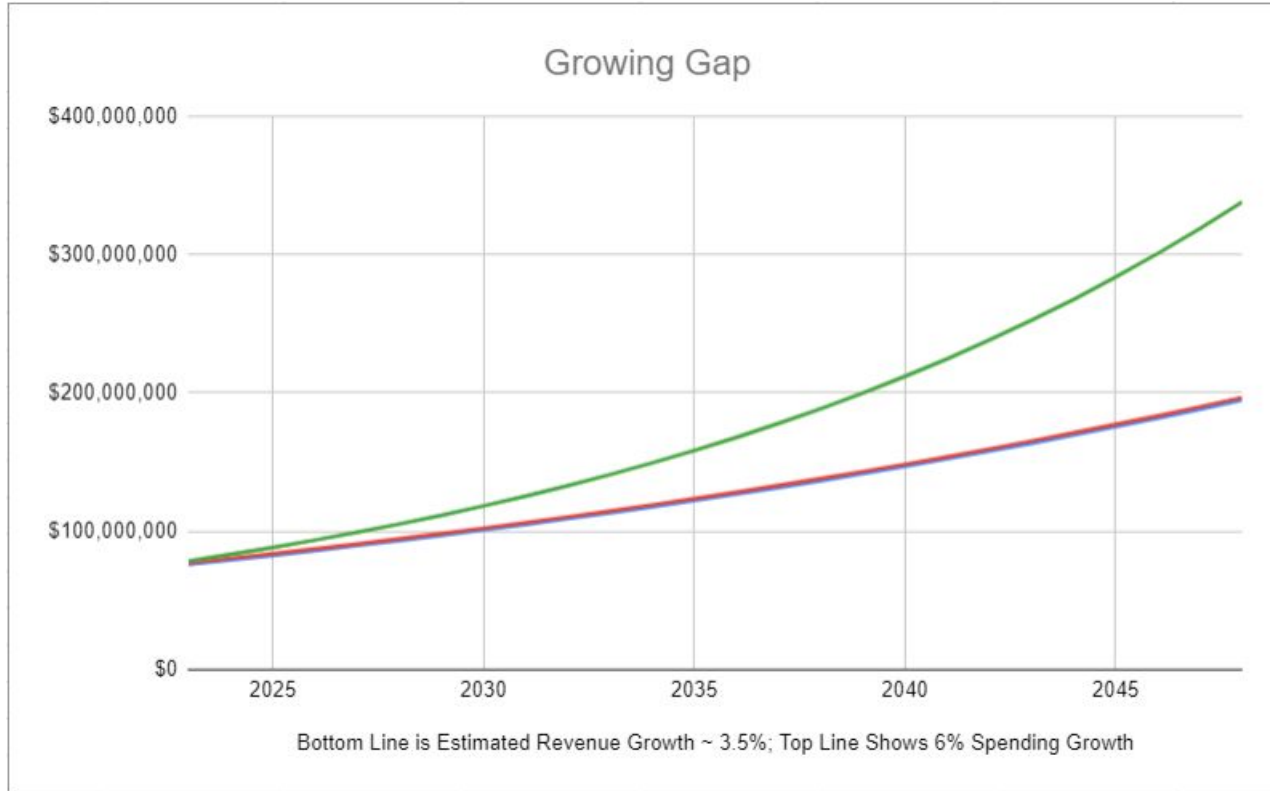


## Review of Long Term Issues

1. Town Employee Pension Target Full Funding 2038
2. Retiree Health Care Fund Target Full Funding 2045-2060
3. Stabilization Very Close to Town Policy Level
4. Long Term Debt Load Forecast within Policy/Law
5. MWRA Connection Consequential to Small User Base (Xk?)
6. Avoiding use of one time funding for recurring needs
7. Structural challenge of prop 2.5, especially in high inflation



## Long-Term Challenge of Managing Budget Cost Growth if/when NG Tapers Off





## What does the FY 2023 Budget Accomplish?

- Promotes Diversity, Equity, Belonging & Inclusion Through Targeted Service Increases
- Manages Climate Change and Growth
- Sustains Current Service Levels
- Meets Debt and Contractual Obligations
- Progress on Funding Long-Term Liabilities
- Healthy Renewal of Capital Infrastructure
- Compliant with Financial Policies and Tax Impact Limits



Questions ? ? ?



## Supplementary Slide: Uses of Funds Detail - General Government 1 of 2

<b>122</b>	<b>Select Board</b>					
	Expenses	2,000	2,000	2,000	0	0.0%
	<b>Total</b>	2,000	2,000	2,000	0	0.0%
<b>123</b>	<b>Town Manager</b>					
	Personal Services	452,453	479,237	479,237	26,784	5.9%
	Expenses	31,300	32,300	32,300	1,000	3.2%
	<b>Total</b>	483,753	511,537	511,537	27,784	5.7%
<b>131</b>	<b>Appropriation Committee</b>					
	Expenses	500	0	0	-500	-100.0%
	Reserve Fund	125,000	125,000	125,000	0	0.0%
	<b>Total</b>	125,500	125,000	125,000	-500	-0.4%
<b>133</b>	<b>Accounting</b>					
	Personal Services	159,513	223,366	223,366	63,853	40.0%
	Expenses	23,200	27,000	27,000	3,800	16.4%
	<b>Total</b>	182,713	250,366	250,366	67,653	37.0%
<b>135</b>	<b>Finance</b>					
	Personal Services	138,615	648,498	648,498	509,883	367.8%
	Expenses	1,835	103,785	103,785	101,950	5555.6%
	Appraisal Services			171,500	171,500	100.0%
	<b>Total</b>	140,450	752,283	823,783	783,333	557.7%
<b>137</b>	<b>Procurement &amp; Grants</b>					
	Personal Services	75,000	0	0	-75,000	-100.0%
	Expenses	5,000	0	0	-5,000	-100.0%
	<b>Total</b>	80,000	0	0	-80,000	-100.0%
<b>141</b>	<b>Assessors</b>					
	Personal Services	212,537	0	0	-212,537	-100.0%
	Expenses	17,550	0	0	-17,550	-100.0%
	Appraisal Services	181,500	0	0	-181,500	-100.0%
	<b>Total</b>	411,587	0	0	-411,587	-100.0%
<b>145</b>	<b>Treasurer/Collector</b>					
	Personal Services	307,568	0	0	-307,568	-100.0%
	Expenses	76,900	0	0	-76,900	-100.0%
	<b>Total</b>	384,468	0	0	-384,468	-100.0%
<b>151</b>	<b>Legal</b>					
	Legal Counsel	280,000	283,500	283,500	3,500	1.3%
	<b>Total</b>	280,000	283,500	283,500	3,500	1.3%
<b>152</b>	<b>Human Resources</b>					
	Personal Services	229,704	290,866	293,628	33,824	14.8%
	Compensation Contingency	325,000	500,000	500,000	175,000	53.8%
	Expenses	124,456	124,486	124,486	30	0.0%
	<b>Total</b>	679,160	915,352	888,114	208,954	30.8%



## Supplementary Slide: Uses of Funds Detail - General Government 2 of 2

<b>155</b>	<b>Information Technology</b>					
	Personal Services	349,733	349,353	349,353	-380	-0.1%
	Expenses	588,700	673,204	673,204	84,504	14.4%
	<b>Total</b>	<b>938,433</b>	<b>1,022,557</b>	<b>1,022,557</b>	<b>84,124</b>	<b>9.0%</b>
<b>161</b>	<b>Town Clerk</b>					
	Personal Services	138,435	159,413	159,413	20,978	15.2%
	Expenses	7,395	10,030	10,030	2,635	35.6%
	<b>Total</b>	<b>145,830</b>	<b>169,443</b>	<b>169,443</b>	<b>23,613</b>	<b>16.2%</b>
<b>162</b>	<b>Election &amp; Registration</b>					
	Personal Services	9,750	25,496	25,496	15,746	161.5%
	Expenses	15,150	27,330	27,330	12,180	80.4%
	<b>Total</b>	<b>24,900</b>	<b>52,826</b>	<b>52,826</b>	<b>27,926</b>	<b>112.2%</b>
<b>170</b>	<b>Land Use, Planning &amp; Permitting</b>					
	Personal Services	553,529	612,832	599,832	16,303	2.9%
	Expenses	44,892	21,607	21,607	-23,285	-51.9%
	<b>Total</b>	<b>598,421</b>	<b>634,439</b>	<b>591,439</b>	<b>-6,982</b>	<b>-1.2%</b>
<b>177</b>	<b>Green Committee</b>					
	Expenses	165	200	200	35	21.2%
	<b>Total</b>	<b>165</b>	<b>200</b>	<b>200</b>	<b>35</b>	<b>21.2%</b>
<b>173</b>	<b>Open Space Committee</b>					
	Expenses	12,100	15,000	15,000	2,900	24.0%
	<b>Total</b>	<b>12,100</b>	<b>15,000</b>	<b>15,000</b>	<b>2,900</b>	<b>24.0%</b>
<b>187</b>	<b>Trail Committees</b>					
	Upper Charles Tr. Comm. Expenses	52,300	54,000	54,000	1,700	3.3%
	Trails Coord. Mgt. Comm. Expenses	25,000	25,000	25,000	0	0.0%
	<b>Total</b>	<b>77,300</b>	<b>79,000</b>	<b>79,000</b>	<b>1,700</b>	<b>2.2%</b>
<b>192</b>	<b>Town Hall</b>					
	Expenses	8,270	8,270	8,270	0	0.0%
	<b>Total</b>	<b>8,270</b>	<b>8,270</b>	<b>8,270</b>	<b>0</b>	<b>0.0%</b>
<b>194</b>	<b>Cable Committee</b>					
	Expenses	0	0	0	0	0.0%
	<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.0%</b>
<b>199</b>	<b>Other General Government</b>					
	Public Relations	0	60,000	60,000	60,000	100.0%
	Town Reports	5,000	5,000	5,000	0	0.0%
	Audit	48,000	48,000	48,000	0	0.0%
	Transfer: Water Ent., Fire Prot.	247,500	247,500	247,500	0	0.0%
	<b>Total</b>	<b>300,500</b>	<b>360,500</b>	<b>360,500</b>	<b>60,000</b>	<b>20.0%</b>
	<b>Total General Government</b>	<b>4,876,550</b>	<b>5,182,273</b>	<b>5,283,535</b>	<b>407,985</b>	<b>8.4%</b>



## Supplementary Slide: Uses of Funds Detail - Public Safety

<u>Public Safety</u>						
<b>210</b>	<b>Police</b>					
	Personal Services	2,850,635	2,913,989	2,895,989	45,354	1.6%
	Expenses	175,783	199,506	199,506	23,723	13.5%
	Auxiliary Police Expenses	3,000	3,000	3,000	0	0.0%
	<b>Total</b>	<b>3,029,418</b>	<b>3,116,495</b>	<b>3,098,495</b>	<b>69,077</b>	<b>2.3%</b>
<b>214</b>	<b>Communications</b>					
	Personal Services	682,180	767,595	742,595	60,415	8.9%
	Expenses	46,585	56,935	56,935	10,350	22.2%
	<b>Total</b>	<b>728,765</b>	<b>824,530</b>	<b>799,530</b>	<b>70,765</b>	<b>9.7%</b>
<b>220</b>	<b>Fire</b>					
	Personal Services	3,262,944	3,420,174	3,420,174	157,230	4.8%
	Expenses	292,500	309,700	309,700	17,200	5.9%
	<b>Total</b>	<b>3,555,444</b>	<b>3,729,874</b>	<b>3,729,874</b>	<b>174,430</b>	<b>4.9%</b>
<b>244</b>	<b>Sealer of Weights &amp; Measures</b>					
	Personal Services	3,320	3,420	3,420	100	3.0%
	Expenses	1,300	1,300	1,300	0	0.0%
	<b>Total</b>	<b>4,620</b>	<b>4,720</b>	<b>4,720</b>	<b>100</b>	<b>2.2%</b>
<b>292</b>	<b>Animal Control</b>					
	Personal Services	34,118	35,141	35,141	1,023	3.0%
	Expenses	7,000	6,700	6,700	-300	-4.3%
	<b>Total</b>	<b>41,118</b>	<b>41,841</b>	<b>41,841</b>	<b>723</b>	<b>1.8%</b>
	<b>Total Public Safety</b>	<b>7,359,365</b>	<b>7,717,460</b>	<b>7,674,460</b>	<b>315,095</b>	<b>4.3%</b>





## Supplementary Slide: Uses of Funds Detail - Education

<u>Education</u>						
<b>300</b>	<b>Hopkinton Public Schools</b>					
	Hopkinton Public Schools	53,966,911	57,116,428	55,522,404	1,555,493	2.9%
	Hopkinton Public Schools			1,094,024	1,094,024	100.0%
	<b>Total</b>	53,966,911	57,116,428	56,616,428	2,649,517	4.9%
<b>800</b>	<b>Regional Technical Vocational School</b>					
	Regional Schools	597,379	597,379	597,379	0	0.0%
	<b>Total</b>	597,379	597,379	597,379	0	0.0%
	<b>Total Education</b>	<b>54,564,290</b>	<b>57,713,807</b>	<b>57,213,807</b>	<b>2,649,517</b>	<b>4.9%</b>

Hopkinton Public Schools Education	\$53,966,911	\$55,522,404	4.9%
Special Education Reserve Fund		\$1,094,024	



## Supplementary Slide: Uses of Funds Detail - Public Works & Facilities

<b>410 Engineering &amp; Facilities</b>						
Personal Services	322,198	350,384	350,384	28,186	8.7%	
Expenses	990,088	1,009,464	1,009,464	19,378	2.0%	
<b>Total</b>	<b>1,312,284</b>	<b>1,359,848</b>	<b>1,359,848</b>	<b>47,564</b>	<b>3.6%</b>	
<b>420 Public Works Administration</b>						
Personal Services	485,335	544,832	544,832	59,497	12.3%	
<b>Total</b>	<b>485,335</b>	<b>544,832</b>	<b>544,832</b>	<b>59,497</b>	<b>12.3%</b>	
<b>422 Highway</b>						
Personal Services	915,938	1,026,600	1,026,600	110,662	12.1%	
Expenses	618,900	619,200	619,200	300	0.0%	
Sidewalk Maintenance	50,000	50,000	50,000	0	0.0%	
Pavement Management	501,000	550,000	501,000	0	0.0%	
Stormwater System	370,000	370,000	370,000	0	0.0%	
Parks & Rec. Facility Support	105,000	105,000	105,000	0	0.0%	
Lake Maspenock Weed Control	60,000	60,000	60,000	0	0.0%	
<b>Total</b>	<b>2,620,838</b>	<b>2,780,800</b>	<b>2,731,800</b>	<b>110,962</b>	<b>4.2%</b>	
<b>423 Snow &amp; Ice</b>						
Snow & Ice Control	350,000	350,000	350,000	0	0.0%	
<b>Total</b>	<b>350,000</b>	<b>350,000</b>	<b>350,000</b>	<b>0</b>	<b>0.0%</b>	
<b>424 Street Lighting</b>						
Street Lights	33,000	33,000	33,000	0	0.0%	
<b>Total</b>	<b>33,000</b>	<b>33,000</b>	<b>33,000</b>	<b>0</b>	<b>0.0%</b>	
<b>426 Traffic Control</b>						
Traffic Lights	25,000	25,000	25,000	0	0.0%	
<b>Total</b>	<b>25,000</b>	<b>25,000</b>	<b>25,000</b>	<b>0</b>	<b>0.0%</b>	
<b>427 Tree Warden</b>						
Personal Services	14,354	14,354	14,354	0	0.0%	
Expenses	250,000	250,000	250,000	0	0.0%	
<b>Total</b>	<b>264,354</b>	<b>264,354</b>	<b>264,354</b>	<b>0</b>	<b>0.0%</b>	
<b>429 Other Storm Control</b>						
Storm Control	10,000	10,000	17,000	7,000	70.0%	
<b>Total</b>	<b>10,000</b>	<b>10,000</b>	<b>17,000</b>	<b>7,000</b>	<b>70.0%</b>	
<b>433 Waste Collection &amp; Disposal</b>						
Recycling Salaries	10,000	10,000	10,000	0	0.0%	
Rubbish Collection/Disposal	479,750	494,139	494,139	14,389	3.0%	
Rubbish Disposal	387,100	402,875	402,875	35,775	9.7%	
Recycling Expense	20,000	23,000	23,000	3,000	15.0%	
Recycling Collection/Disposal	225,760	232,536	232,536	6,776	3.0%	
Household Hazardous Waste	10,000	10,000	10,000	0	0.0%	
<b>Total</b>	<b>1,112,610</b>	<b>1,172,550</b>	<b>1,172,550</b>	<b>59,940</b>	<b>5.4%</b>	
<b>491 Cemetery Commission</b>						
Personal Services	0	0		0	0.0%	
Expenses	1,200	1,200	1,200	0	0.0%	
<b>Total</b>	<b>1,200</b>	<b>1,200</b>	<b>1,200</b>	<b>0</b>	<b>0.0%</b>	
<b>Total Public Works</b>	<b>6,214,621</b>	<b>6,541,585</b>	<b>6,499,584</b>	<b>284,963</b>	<b>4.6%</b>	



## Supplementary Slide: Uses of Funds Detail - Health and Human Services

<b>511</b>	<b>Health Services</b>					
	Personal Services	281,654	304,926	304,926	23,272	8.3%
	Expenses	93,690	103,390	103,390	9,700	10.4%
	<b>Total</b>	<b>375,344</b>	<b>408,316</b>	<b>408,316</b>	<b>32,972</b>	<b>8.8%</b>
<b>541</b>	<b>Senior Center</b>					
	Personal Services	426,804	436,180	436,180	9,376	2.2%
	Expenses	40,955	44,955	44,955	4,000	9.8%
	<b>Total</b>	<b>467,759</b>	<b>481,135</b>	<b>481,135</b>	<b>13,376</b>	<b>2.9%</b>
<b>542</b>	<b>Youth &amp; Family Services</b>					
	Personal Services	204,440	209,250	209,250	4,810	2.4%
	Expenses	68,670	77,725	77,725	9,055	13.2%
	<b>Total</b>	<b>273,110</b>	<b>286,975</b>	<b>286,975</b>	<b>13,865</b>	<b>5.1%</b>
<b>543</b>	<b>Veterans Services</b>					
	Veterans District	47,349	47,349	47,349	0	0.0%
	Veterans Service Benefits	75,000	75,000	75,000	0	0.0%
	Veterans Supplies	1,300	1,300	1,300	0	0.0%
	<b>Total</b>	<b>123,649</b>	<b>123,649</b>	<b>123,649</b>	<b>0</b>	<b>0.0%</b>
	<b>Total Health &amp; Human Services</b>	<b>1,239,862</b>	<b>1,300,075</b>	<b>1,300,075</b>	<b>60,213</b>	<b>4.9%</b>



## Supplementary Slide: Uses of Funds Detail - Culture and Recreation

<b>610</b>	<b>Library</b>					
	Personal Services	584,839	882,391	784,391	199,552	34.1%
	Expenses	46,865	64,965	45,965	-900	-1.9%
	<b>Total</b>	<b>631,704</b>	<b>947,356</b>	<b>830,356</b>	<b>198,652</b>	<b>31.4%</b>
<b>620</b>	<b>Parks and Recreation</b>					
	Personal Services	171,830	167,579	167,579	-4,251	-2.5%
	Expenses	18,000	22,500	22,500	4,500	25.0%
	Rec Facility Debt Service	0	0	0	0	100.0%
	<b>Total</b>	<b>189,830</b>	<b>190,079</b>	<b>190,079</b>	<b>249</b>	<b>0.1%</b>
<b>691</b>	<b>Historic Commission</b>					
	Expenses	1,000	1,000	1,000.00	0	0.0%
	<b>Total</b>	<b>1,000</b>	<b>1,000</b>	<b>1,000.00</b>	<b>0</b>	<b>0.0%</b>
<b>692</b>	<b>Celebrations</b>					
	Memorial Day	2,000	32,000	2,000.00	0	0.0%
	<b>Total</b>	<b>2,000</b>	<b>32,000</b>	<b>2,000.00</b>	<b>0</b>	<b>0.0%</b>
<b>692</b>	<b>Townwide Celebration - Hopkinton D:</b>					
	Expenses	30,000	32,000	30,000.00	0	0.0%
	<b>Total</b>	<b>30,000</b>	<b>32,000</b>	<b>30,000.00</b>	<b>0</b>	<b>0.0%</b>
<b>695</b>	<b>Historic District Commission</b>					
	Expenses	0	0	0.00	0	0.0%
	<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.0%</b>
	<b>Total Culture &amp; Recreation</b>	<b>854,534</b>	<b>1,202,435</b>	<b>1,053,435</b>	<b>198,901</b>	<b>23.3%</b>




## Supplementary Slide: Uses of Funds Detail - Debt; Employee Benefits and Insurance

<b>Debt Service</b>						
<b>700</b>	<b>Debt Service</b>					
	Retirement of Debt	5,001,080	4,820,122	4,820,122	-180,958	-3.6%
	Long Term Interest	2,531,319	2,253,386	2,253,386	-277,933	-11.0%
	Short Term Interest	0	121,479	121,479	121,479	0.0%
	<b>Total Debt Service</b>	<b>7,532,399</b>	<b>7,194,987</b>	<b>7,194,987</b>	<b>-337,412</b>	<b>-4.5%</b>
<b>Employee Benefits&amp;Insurance</b>						
	<b>Total Employee Benefits &amp; Insurance</b>	<b>13,752,451</b>	<b>14,852,647</b>	<b>14,852,647</b>	<b>1,100,196</b>	<b>8.0%</b>



**TOWN OF HOPKINTON**  
**TOWN MANAGER'S OFFICE**  
**Norman Khumalo, Town Manager**

TO: Town of Hopkinton Select Board  
FROM: Norman Khumalo, Town Manager   
DATE: February 18, 2022  
RE: Further Revision, Fiscal Year (FY) 2023 Comprehensive Budget Transmittal  
  
REF: (A) My Memo of 2/4/22, Revised FY23 Comprehensive Budget Transmittal

Reference (A) provided a revised budget recommendation that addressed \$1 million of the \$1.5 million shortfall that arose from the steps necessary in response to Eversource's appeal of 60% of their 2022 property tax bill.

This memo reports resolution of the remaining \$500,000. The School Department will spend down School Department revolving balances in fiscal year (FY) 2023, which will result in a reduction of \$500,000 in the amount recommended for appropriation to the Hopkinton Public Schools.

To be clear, this revised recommendation will allow for 100% of the spending requested for the Hopkinton Public Schools.

I thank the School Committee and School Department leaders for working collaboratively with Town Hall to resolve this challenging issue in a collaborative "One Town, One Solution" approach.

Enclosure: (1) Projected Sources and Uses of Funds, FY 2023, Revised  
(2) General Fund Five Year Financial Forecasting Model, Revised  
(3) Line by Line Appropriation Summary, FY 2023, Revised  
(4) Projected Tax Impact, FY 2023  
(5) Capital Improvement Summary, FY 2023  
(6) Five Year Capital Improvement Preview, FY 2023 - 2027

**Town of Hopkinton; FY 2023 General Fund Sources and Uses 2/18/2022**

<b>Sources of Funds</b>	<b>FY22 Budgeted Sources of Funds</b>	<b>FY23 Estimated Sources of Funds</b>	<b>% Chg. FY21 - FY22</b>	<b>Tax impact</b>
Levy Base	\$72,765,443	\$78,088,438	7.3%	2.31%
New Growth	\$2,000,000	\$2,500,000	25.0%	3.03%
Debt Exclusions	\$6,367,657	\$6,191,346	-2.8%	-0.21%
Less - Provision for tax abatements/exemptions	<u>-\$500,000</u>	<u>-\$2,500,000</u>	<u>400.0%</u>	
Estimated Net Property Tax Revenue	\$80,633,100	\$84,279,784	4.5%	5.12%
Excess from Prior Fiscal Year (Cert. Free Cash)	\$2,645,278	\$3,184,742	20.4%	
State Aid	\$9,427,975	\$10,172,326	7.9%	
Less - Regional and State Program Charges	<u>-\$472,521</u>	<u>-\$483,315</u>	<u>2.3%</u>	
Estimated Net State Aid	\$8,955,454	\$9,689,011	8.2%	
Excise Tax, Licenses, other Local Receipts	\$4,595,805	\$4,872,666	6.0%	
Cost Share from Enterprise Funds	\$698,595	\$757,355	8.4%	
Ambulance, Library Foundation, misc. sources	\$1,196,506	\$916,098	-23.4%	
Insurance Proceeds	\$0	\$805,000	n/a	
<b>Total Sources of Funds:</b>	<b>\$98,724,738</b>	<b>\$104,504,656</b>	<b>5.9%</b>	

<b>Uses of Funds</b>	<b>FY22 Budgeted Uses of Funds</b>	<b>FY23 Estimated Uses of Funds</b>	<b>% Chg. FY21 - FY22</b>
Tax lien administration costs	\$50,000	\$50,000	0.0%
State funded Library spending	\$28,736	\$28,736	0.0%
Repayment of Debt Principal and Interest	\$7,532,399	\$7,194,987	-4.5%
Deficits and Judgments	\$0	\$0	0.0%
Snow and Ice Surge Costs	\$0	\$0	0.0%
General Government	\$4,875,550	\$5,283,535	8.4%
Public Safety	\$7,359,365	\$7,674,460	4.3%
Regional Technical Vocational School	\$597,379	\$597,379	0.0%
Hopkinton Public Schools Education	\$53,966,911	\$55,522,404	4.9%
Special Education Reserve Fund		\$1,094,024	
Public Works	\$6,214,621	\$6,499,584	4.6%
Health and Human Services	\$1,239,862	\$1,300,075	4.9%
Culture and Recreation	\$854,534	\$1,053,435	23.3%
Employee Benefits and Insurance	\$13,752,451	\$14,852,647	8.0%
<i>Sub-Total Departmental Operating Funding</i>	<i>\$88,860,673</i>	<i>\$93,877,543</i>	<i>5.6%</i>
Transfer to OPEB (post-retirement health care)	\$410,000	\$420,250	2.5%
Transfer to Stabilization	\$0	\$0	n/a
Town Meeting Capital Articles, free cash	\$1,842,930	\$2,933,140	59.2%
<b>Total Uses of Funds:</b>	<b>\$98,724,738</b>	<b>\$104,504,656</b>	<b>5.9%</b>

**Encl: (1)**

Town of Hopkinton; General Fund Five Year Financial Forecasting Model

2/18/2022

	FY22 Enacted	FY23 Plan	% Change	FY24 Forecast	FY25 Forecast	FY26 Forecast
Levy Base	\$70,990,676	\$76,183,842		\$80,588,438	\$84,603,149	\$88,518,228
Amended prior year growth	\$2,725					
2 1/2% increase	\$1,774,835	\$1,904,596	2.5%	\$2,014,711	\$2,115,079	\$2,212,956
New Growth	\$3,415,606	\$2,500,000		\$2,000,000	\$1,800,000	\$1,600,000
Overrides/(Underrides)				\$0	\$0	\$0
Debt Exclusions	\$6,367,657	\$6,191,346		\$6,239,276	\$5,873,482	\$5,561,223
Unused Levy						
<b>Net Tax Levy</b>	<b>\$82,551,499</b>	<b>\$86,779,784</b>		<b>\$90,842,425</b>	<b>\$94,391,710</b>	<b>\$97,892,407</b>
Cherry Sheet Receipts	\$9,427,975	\$10,172,326		\$10,172,326	\$10,680,942	\$11,214,989
MSBA Reimbursements	\$0	\$0		\$0	\$0	\$0
Local Receipts	\$4,200,236	\$4,872,666		\$5,067,573	\$5,270,276	\$5,481,087
<b>Subtotal, Revenues</b>	<b>\$96,179,710</b>	<b>\$101,824,776</b>		<b>\$106,082,324</b>	<b>\$110,342,928</b>	<b>\$114,588,483</b>
<b>Add: Additional Sources</b>						
Free Cash - operating	\$692,348	\$821,352		\$0	\$0	\$0
Free Cash - capital/other	\$1,952,930	\$2,363,390		\$2,775,000	\$2,608,750	\$2,450,813
Enterprise - Indirect Costs	\$698,595	\$757,355		\$776,289	\$795,696	\$815,588
Overlay Surplus	\$0					
General Stabilization Fund	\$0	\$0		\$0	\$0	\$0
School Stabilization Fund		\$0				
Other	\$1,196,506	\$731,098		\$594,185	\$591,377	\$588,956
Insurance Proceeds		\$805,000				
Unused Capital Balances		\$185,000		\$25,000	\$25,000	\$25,000
<b>Subtotal</b>	<b>\$4,540,379</b>	<b>\$5,663,195</b>		<b>\$4,170,474</b>	<b>\$4,020,823</b>	<b>\$3,880,357</b>
<b>Less:</b>						
Prov for Abate/Exemp	-\$1,522,830	-\$2,500,000		-\$2,500,000	-\$2,500,000	-\$2,500,000
Cherry sheet offsets	-\$28,736	-\$28,736		-\$28,335	-\$29,446	-\$30,600
Snow & Ice		\$0		\$0	\$0	\$0
Cherry Sheet charges	-\$472,521	-\$483,315		-\$483,315	-\$507,481	-\$532,855
Tax title	-\$50,000	-\$50,000		-\$50,000	-\$50,000	-\$50,000
Deficits & Judgements	-\$7,532,399	\$0		\$0	\$0	\$0
Debt Service		-\$7,194,987		-\$7,288,711	-\$6,792,651	-\$6,373,989
Parks Enterprise Subsidy	\$0	\$0		\$0	\$0	\$0
Other	\$0	\$0		\$0	\$0	\$0
<b>Subtotal</b>	<b>-\$9,606,486</b>	<b>-\$10,257,038</b>		<b>-\$10,350,361</b>	<b>-\$9,879,577</b>	<b>-\$9,487,444</b>
<b>Net Sources avail. for Approp</b>	<b>\$91,113,603</b>	<b>\$97,230,933</b>		<b>\$99,902,437</b>	<b>\$104,484,173</b>	<b>\$108,981,396</b>
<b>Expenditures By Category:</b>	<b>FY21 Enacted</b>	<b>FY22 Plan</b>	<b>% Change</b>	<b>FY23 Forecast</b>	<b>FY24 Forecast</b>	<b>FY25 Forecast</b>
General Government	\$4,875,550	\$5,283,535	8.4%	\$5,468,459	\$5,659,855	\$5,857,950
Public Safety	\$7,359,365	\$7,674,460	4.3%	\$7,943,066	\$8,221,073	\$8,508,811
Education	\$54,564,290	\$56,119,783	4.9%	\$58,925,772	\$61,872,061	\$64,965,664
Speical Education Reserve Fund		\$1,094,024		\$1,115,904	\$1,138,223	\$1,160,987
Public Works	\$6,214,621	\$6,499,584	4.6%	\$6,727,069	\$6,962,517	\$7,206,205
Human Services	\$1,239,862	\$1,300,075	4.9%	\$1,345,578	\$1,392,673	\$1,441,416
Culture & Recreation	\$854,534	\$1,053,435	23.3%	\$1,090,305	\$1,128,466	\$1,167,962
Employee Benefits & Insurance	\$13,752,451	\$14,852,647	8.0%	\$16,040,859	\$17,324,127	\$18,710,058
<b>Subtotal, Omnibus Budget</b>	<b>\$88,860,673</b>	<b>\$93,877,543</b>		<b>\$98,657,013</b>	<b>\$103,698,995</b>	<b>\$109,019,053</b>
Articles - non-capital						
Articles - capital	\$1,842,930	\$2,933,140		\$1,800,000	\$1,800,000	\$1,800,000
Transfer to Stabilization Fund(s)	\$0	\$0		\$208,000	\$213,200	\$218,530
Transfer to OPEB Trust	\$410,000	\$420,250		\$430,756	\$441,525	\$452,563
<b>Total Expenditures</b>	<b>\$91,113,603</b>	<b>\$97,230,933</b>		<b>\$101,095,769</b>	<b>\$106,153,720</b>	<b>\$111,490,146</b>
<b>Surplus (Shortfall)</b>	<b>\$0</b>	<b>\$0</b>		<b>-\$1,193,332</b>	<b>-\$1,669,547</b>	<b>-\$2,508,750</b>

ENCL: (2)



Town of Hopkinton; Departmental Detail Budgets, FY 2023

2/18/2022

	(A)	(B)	(C)	(A to C)	(A to C)
	FY22	FY23 Dept	FY23 Town Mgr.	\$ Chg.	% Chg.
	Enacted	Requests	Recommend	FY22-23	FY22-23

**FUND 1000: GENERAL FUND**

**General Government**

**122 Select Board**

Expenses	2,000	2,000	2,000	0	0.0%
<b>Total</b>	<b>2,000</b>	<b>2,000</b>	<b>2,000</b>	<b>0</b>	<b>0.0%</b>

**123 Town Manager**

Personal Services	452,453	479,237	479,237	26,784	5.9%
Expenses	31,300	32,300	32,300	1,000	3.2%
<b>Total</b>	<b>483,753</b>	<b>511,537</b>	<b>511,537</b>	<b>27,784</b>	<b>5.7%</b>

**131 Appropriation Committee**

Expenses	500	0	0	-500	-100.0%
Reserve Fund	125,000	125,000	125,000	0	0.0%
<b>Total</b>	<b>125,500</b>	<b>125,000</b>	<b>125,000</b>	<b>-500</b>	<b>-0.4%</b>

**133 Accounting**

Personal Services	159,513	223,366	223,366	63,853	40.0%
Expenses	23,200	27,000	27,000	3,800	16.4%
<b>Total</b>	<b>182,713</b>	<b>250,366</b>	<b>250,366</b>	<b>67,653</b>	<b>37.0%</b>

**135 Finance**

Personal Services	138,615	648,498	648,498	509,883	367.8%
Expenses	1,835	103,785	103,785	101,950	5555.9%
Appraisal Services			171,500	171,500	100.0%
<b>Total</b>	<b>140,450</b>	<b>752,283</b>	<b>923,783</b>	<b>783,333</b>	<b>557.7%</b>

**137 Procurement & Grants**

Personal Services	75,000	0	0	-75,000	-100.0%
Expenses	5,000	0	0	-5,000	-100.0%
<b>Total</b>	<b>80,000</b>	<b>0</b>	<b>0</b>	<b>-80,000</b>	<b>-100.0%</b>

**141 Assessors**

Personal Services	212,537	0	0	-212,537	-100.0%
Expenses	17,550	0	0	-17,550	-100.0%
Appraisal Services	181,500	0	0	-181,500	-100.0%
<b>Total</b>	<b>411,587</b>	<b>0</b>	<b>0</b>	<b>-411,587</b>	<b>-100.0%</b>

**145 Treasurer/Collector**

Personal Services	307,568	0	0	-307,568	-100.0%
Expenses	76,900	0	0	-76,900	-100.0%
<b>Total</b>	<b>384,468</b>	<b>0</b>	<b>0</b>	<b>-384,468</b>	<b>-100.0%</b>

**151 Legal**

Legal Counsel	280,000	283,500	283,500	3,500	1.3%
<b>Total</b>	<b>280,000</b>	<b>283,500</b>	<b>283,500</b>	<b>3,500</b>	<b>1.3%</b>

**152 Human Resources**

Personal Services	229,704	290,866	263,628	33,924	14.8%
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**Town of Hopkinton; Departmental Detail Budgets, FY 2023**

**2/18/2022**

	(A) FY22 Enacted	(B) FY23 Dept Requests	(C) FY23 Town Mgr. Recommend	(A to C) \$ Chg. FY22-23	(A to C) % Chg. FY22-23
Compensation Contingency	325,000	500,000	500,000	175,000	53.8%
Expenses	124,456	124,486	124,486	30	0.0%
<b>Total</b>	<b>679,160</b>	<b>915,352</b>	<b>888,114</b>	<b>208,954</b>	<b>30.8%</b>
<b>155 Information Technology</b>					
Personal Services	349,733	349,353	349,353	-380	-0.1%
Expenses	588,700	673,204	673,204	84,504	14.4%
<b>Total</b>	<b>938,433</b>	<b>1,022,557</b>	<b>1,022,557</b>	<b>84,124</b>	<b>9.0%</b>
<b>161 Town Clerk</b>					
Personal Services	138,435	159,413	159,413	20,978	15.2%
Expenses	7,395	10,030	10,030	2,635	35.6%
<b>Total</b>	<b>145,830</b>	<b>169,443</b>	<b>169,443</b>	<b>23,613</b>	<b>16.2%</b>
<b>162 Election &amp; Registration</b>					
Personal Services	9,750	25,496	25,496	15,746	161.5%
Expenses	15,150	27,330	27,330	12,180	80.4%
<b>Total</b>	<b>24,900</b>	<b>52,826</b>	<b>52,826</b>	<b>27,926</b>	<b>112.2%</b>
<b>170 Land Use, Planning &amp; Permitting</b>					
Personal Services	553,529	612,832	569,832	16,303	2.9%
Expenses	44,892	21,607	21,607	-23,285	-51.9%
<b>Total</b>	<b>598,421</b>	<b>634,439</b>	<b>591,439</b>	<b>-6,982</b>	<b>-1.2%</b>
<b>177 Green Committee</b>					
Expenses	165	200	200	35	21.2%
<b>Total</b>	<b>165</b>	<b>200</b>	<b>200</b>	<b>35</b>	<b>21.2%</b>
<b>173 Open Space Committee</b>					
Expenses	12,100	15,000	15,000	2,900	24.0%
<b>Total</b>	<b>12,100</b>	<b>15,000</b>	<b>15,000</b>	<b>2,900</b>	<b>24.0%</b>
<b>187 Trail Committees</b>					
Upper Charles Tr. Comm. Expenses	52,300	54,000	54,000	1,700	3.3%
Trails Coord. Mgt. Comm. Expenses	25,000	25,000	25,000	0	0.0%
<b>Total</b>	<b>77,300</b>	<b>79,000</b>	<b>79,000</b>	<b>1,700</b>	<b>2.2%</b>
<b>192 Town Hall</b>					
Expenses	8,270	8,270	8,270	0	0.0%
<b>Total</b>	<b>8,270</b>	<b>8,270</b>	<b>8,270</b>	<b>0</b>	<b>0.0%</b>
<b>194 Cable Committee</b>					
Expenses	0	0	0	0	0.0%
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.0%</b>
<b>199 Other General Government</b>					
Public Relations	0	60,000	60,000	60,000	100.0%
Town Reports	5,000	5,000	5,000	0	0.0%
Audit	48,000	48,000	48,000	0	0.0%
Transfer: Water Ent., Fire Prot.	247,500	247,500	247,500	0	0.0%
<b>Total</b>	<b>300,500</b>	<b>360,500</b>	<b>360,500</b>	<b>60,000</b>	<b>20.0%</b>

**Town of Hopkinton; Departmental Detail Budgets, FY 2023**

**2/18/2022**

	(A) FY22 Enacted	(B) FY23 Dept Requests	(C) FY23 Town Mgr. Recommend	(A to C) \$ Chg. FY22-23	(A to C) % Chg. FY22-23
<b>Total General Government</b>	<b>4,875,550</b>	<b>5,182,273</b>	<b>5,283,535</b>	<b>407,985</b>	<b>8.4%</b>

**Public Safety**

**210 Police**

Personal Services	2,850,635	2,913,989	2,895,989	45,354	1.6%
Expenses	175,783	199,506	199,506	23,723	13.5%
Auxiliary Police Expenses	3,000	3,000	3,000	0	0.0%
<b>Total</b>	<b>3,029,418</b>	<b>3,116,495</b>	<b>3,098,495</b>	<b>69,077</b>	<b>2.3%</b>

**214 Communications**

Personal Services	682,180	767,595	742,595	60,415	8.9%
Expenses	46,585	56,935	56,935	10,350	22.2%
<b>Total</b>	<b>728,765</b>	<b>824,530</b>	<b>799,530</b>	<b>70,765</b>	<b>9.7%</b>

**220 Fire**

Personal Services	3,262,944	3,420,174	3,420,174	157,230	4.8%
Expenses	292,500	309,700	309,700	17,200	5.9%
<b>Total</b>	<b>3,555,444</b>	<b>3,729,874</b>	<b>3,729,874</b>	<b>174,430</b>	<b>4.9%</b>

**244 Sealer of Weights & Measures**

Personal Services	3,320	3,420	3,420	100	3.0%
Expenses	1,300	1,300	1,300	0	0.0%
<b>Total</b>	<b>4,620</b>	<b>4,720</b>	<b>4,720</b>	<b>100</b>	<b>2.2%</b>

**292 Animal Control**

Personal Services	34,118	35,141	35,141	1,023	3.0%
Expenses	7,000	6,700	6,700	-300	-4.3%
<b>Total</b>	<b>41,118</b>	<b>41,841</b>	<b>41,841</b>	<b>723</b>	<b>1.8%</b>

**Total Public Safety 7,359,365 7,717,460 7,674,460 315,095 4.3%**

**Education**

**300 Hopkinton Public Schools**

Hopkinton Public Schools	53,966,911	57,116,428	55,522,404	1,555,493	2.9%
Hopkinton Public Schools			1,094,024	1,094,024	100.0%
<b>Total</b>	<b>53,966,911</b>	<b>57,116,428</b>	<b>56,616,428</b>	<b>2,649,517</b>	<b>4.9%</b>

**800 Regional Technical Vocational School**

Regional Schools	597,379	597,379	597,379	0	0.0%
<b>Total</b>	<b>597,379</b>	<b>597,379</b>	<b>597,379</b>	<b>0</b>	<b>0.0%</b>

**Total Education 54,564,290 57,713,807 57,213,807 2,649,517 4.9%**

**Public Works**

**410 Engineering & Facilities**

Personal Services	322,198	350,384	350,384	28,186	8.7%
Expenses	990,086	1,009,464	1,009,464	19,378	2.0%
<b>Total</b>	<b>1,312,284</b>	<b>1,359,848</b>	<b>1,359,848</b>	<b>47,564</b>	<b>3.6%</b>

**420 Public Works Administration**

**Town of Hopkinton; Departmental Detail Budgets, FY 2023**

**2/18/2022**

	(A) FY22 Enacted	(B) FY23 Dept Requests	(C) FY23 Town Mgr. Recommend	(A to C) \$ Chg. FY22-23	(A to C) % Chg. FY22-23
Personal Services	485,335	544,832	544,832	59,497	12.3%
<b>Total</b>	<b>485,335</b>	<b>544,832</b>	<b>544,832</b>	<b>59,497</b>	<b>12.3%</b>
<b>422 Highway</b>					
Personal Services	915,938	1,026,600	1,026,600	110,662	12.1%
Expenses	618,900	619,200	619,200	300	0.0%
Sidewalk Maintenance	50,000	50,000	50,000	0	0.0%
Pavement Management	501,000	550,000	501,000	0	0.0%
Stormwater System	370,000	370,000	370,000	0	0.0%
Parks & Rec. Facility Support	105,000	105,000	105,000	0	0.0%
Lake Maspenock Weed Control	60,000	60,000	60,000	0	0.0%
<b>Total</b>	<b>2,620,838</b>	<b>2,780,800</b>	<b>2,731,800</b>	<b>110,962</b>	<b>4.2%</b>
<b>423 Snow &amp; Ice</b>					
Snow & Ice Control	350,000	350,000	350,000	0	0.0%
<b>Total</b>	<b>350,000</b>	<b>350,000</b>	<b>350,000</b>	<b>0</b>	<b>0.0%</b>
<b>424 Street Lighting</b>					
Street Lights	33,000	33,000	33,000	0	0.0%
<b>Total</b>	<b>33,000</b>	<b>33,000</b>	<b>33,000</b>	<b>0</b>	<b>0.0%</b>
<b>426 Traffic Control</b>					
Traffic Lights	25,000	25,000	25,000	0	0.0%
<b>Total</b>	<b>25,000</b>	<b>25,000</b>	<b>25,000</b>	<b>0</b>	<b>0.0%</b>
<b>427 Tree Warden</b>					
Personal Services	14,354	14,354	14,354	0	0.0%
Expenses	250,000	250,000	250,000	0	0.0%
<b>Total</b>	<b>264,354</b>	<b>264,354</b>	<b>264,354</b>	<b>0</b>	<b>0.0%</b>
<b>429 Other Storm Control</b>					
Storm Control	10,000	10,000	17,000	7,000	70.0%
<b>Total</b>	<b>10,000</b>	<b>10,000</b>	<b>17,000</b>	<b>7,000</b>	<b>70.0%</b>
<b>433 Waste Collection &amp; Disposal</b>					
Recycling Salaries	10,000	10,000	10,000	0	0.0%
Rubbish Collection/Disposal	479,750	494,139	494,139	14,389	3.0%
Rubbish Disposal	367,100	402,875	402,875	35,775	9.7%
Recycling Expense	20,000	23,000	23,000	3,000	15.0%
Recycling Collection/Disposal	225,760	232,536	232,536	6,776	3.0%
Household Hazardous Waste	10,000	10,000	10,000	0	0.0%
<b>Total</b>	<b>1,112,610</b>	<b>1,172,550</b>	<b>1,172,550</b>	<b>59,940</b>	<b>5.4%</b>
<b>491 Cemetery Commission</b>					
Personal Services	0	0		0	0.0%
Expenses	1,200	1,200	1,200	0	0.0%
<b>Total</b>	<b>1,200</b>	<b>1,200</b>	<b>1,200</b>	<b>0</b>	<b>0.0%</b>
<b>Total Public Works</b>	<b>6,214,621</b>	<b>6,541,585</b>	<b>6,499,584</b>	<b>284,963</b>	<b>4.6%</b>

**Health and Human Services**

Town of Hopkinton; Departmental Detail Budgets, FY 2023

2/18/2022

	(A) FY22 Enacted	(B) FY23 Dept Requests	(C) FY23 Town Mgr. Recommend	(A to C) \$ Chg. FY22-23	(A to C) % Chg. FY22-23
<b>511 Health Services</b>					
Personal Services	281,654	304,926	304,926	23,272	8.3%
Expenses	93,690	103,390	103,390	9,700	10.4%
<b>Total</b>	<b>375,344</b>	<b>408,316</b>	<b>408,316</b>	<b>32,972</b>	<b>8.8%</b>
<b>541 Senior Center</b>					
Personal Services	426,804	436,180	436,180	9,376	2.2%
Expenses	40,955	44,955	44,955	4,000	9.8%
<b>Total</b>	<b>467,759</b>	<b>481,135</b>	<b>481,135</b>	<b>13,376</b>	<b>2.9%</b>
<b>542 Youth &amp; Family Services</b>					
Personal Services	204,440	209,250	209,250	4,810	2.4%
Expenses	68,670	77,725	77,725	9,055	13.2%
<b>Total</b>	<b>273,110</b>	<b>286,975</b>	<b>286,975</b>	<b>13,865</b>	<b>5.1%</b>
<b>543 Veterans Services</b>					
Veterans District	47,349	47,349	47,349	0	0.0%
Veterans Service Benefits	75,000	75,000	75,000	0	0.0%
Veterans Supplies	1,300	1,300	1,300	0	0.0%
<b>Total</b>	<b>123,649</b>	<b>123,649</b>	<b>123,649</b>	<b>0</b>	<b>0.0%</b>
<b>Total Health &amp; Human Services</b>	<b>1,239,862</b>	<b>1,300,075</b>	<b>1,300,075</b>	<b>60,213</b>	<b>4.9%</b>
<b><u>Culture and Recreation</u></b>					
<b>610 Library</b>					
Personal Services	584,839	882,391	784,391	199,552	34.1%
Expenses	46,865	64,965	45,965	-900	-1.9%
<b>Total</b>	<b>631,704</b>	<b>947,356</b>	<b>830,356</b>	<b>198,652</b>	<b>31.4%</b>
<b>620 Parks and Recreation</b>					
Personal Services	171,830	167,579	167,579	-4,251	-2.5%
Expenses	18,000	22,500	22,500	4,500	25.0%
Rec Facility Debt Service	0	0	0	0	100.0%
<b>Total</b>	<b>189,830</b>	<b>190,079</b>	<b>190,079</b>	<b>249</b>	<b>0.1%</b>
<b>691 Historic Commission</b>					
Expenses	1,000	1,000	1,000.00	0	0.0%
<b>Total</b>	<b>1,000</b>	<b>1,000</b>	<b>1,000.00</b>	<b>0</b>	<b>0.0%</b>
<b>692 Celebrations</b>					
Memorial Day	2,000	32,000	2,000.00	0	0.0%
<b>Total</b>	<b>2,000</b>	<b>32,000</b>	<b>2,000.00</b>	<b>0</b>	<b>0.0%</b>
<b>692 Townwide Celebration - Hopkinton Da</b>					
Expenses	30,000	32,000	30,000.00	0	0.0%
<b>Total</b>	<b>30,000</b>	<b>32,000</b>	<b>30,000.00</b>	<b>0</b>	<b>0.0%</b>
<b>695 Historic District Commission</b>					
Expenses	0	0	0.00	0	0.0%
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.0%</b>
<b>Total Culture &amp; Recreation</b>	<b>854,534</b>	<b>1,202,435</b>	<b>1,053,435</b>	<b>198,901</b>	<b>23.3%</b>

Town of Hopkinton; Departmental Detail Budgets, FY 2023

2/18/2022

	(A) FY22 Enacted	(B) FY23 Dept Requests	(C) FY23 Town Mgr. Recommend	(A to C) \$ Chg. FY22-23	(A to C) % Chg. FY22-23
<b>Debt Service</b>					
<b>700 Debt Service</b>					
Retirement of Debt	5,001,080	4,820,122	4,820,122	-180,958	-3.6%
Long Term Interest	2,531,319	2,253,386	2,253,386	-277,933	-11.0%
Short Term Interest	0	121,479	121,479	121,479	0.0%
<b>Total Debt Service</b>	<b>7,532,399</b>	<b>7,194,987</b>	<b>7,194,987</b>	<b>-337,412</b>	<b>-4.5%</b>

**Employee Benefits & Insurance**

<b>Total Employee Benefits &amp; Insurance</b>	<b>13,752,451</b>	<b>14,852,647</b>	<b>14,852,647</b>	<b>1,100,196</b>	<b>8.0%</b>
<b>Total General Fund Spending</b>	<b>96,393,072</b>	<b>101,705,269</b>	<b>101,072,530</b>	<b>4,679,458</b>	<b>4.9%</b>

**FUND 2400: COMMUNITY PRESERVATION**

<b>193 CPA Administration</b>					
Personal Services	12,095	12,095	12,095	0	0.0%
Expenses	60,210	70,210	70,210	10,000	16.6%
<b>Total</b>	<b>72,305</b>	<b>82,305</b>	<b>82,305</b>	<b>10,000</b>	<b>13.8%</b>
<b>700 Debt Service</b>					
Retirement of Debt	250,000	250,000	250,000	0	0.0%
Long Term Interest	51,619	43,019	43,019	-8,600	-16.7%
<b>Total</b>	<b>301,619</b>	<b>293,019</b>	<b>293,019</b>	<b>-8,600</b>	<b>-2.9%</b>
<b>Total Community Preservation</b>	<b>373,924</b>	<b>375,324</b>	<b>375,324</b>	<b>1,400</b>	<b>0.4%</b>

**FUND 6000: SEWER ENTERPRISE**

<b>Direct Costs</b>					
<b>440 Sewer</b>					
Personal Services	174,818	174,818	174,818	0	0.0%
Expenses	913,862	916,162	916,162	2,300	0.3%
<b>Total</b>	<b>1,088,680</b>	<b>1,090,980</b>	<b>1,090,980</b>	<b>2,300</b>	<b>0.2%</b>
<b>700 Debt Service</b>					
Retirement of Debt	862,940	874,431	874,431	11,491	1.3%
Long Term Interest	147,789	131,312	131,312	-16,477	-11.1%
<b>Total</b>	<b>1,010,729</b>	<b>1,005,743</b>	<b>1,005,743</b>	<b>-4,986</b>	<b>-0.5%</b>
<b>Appropriation</b>	<b>2,099,409</b>	<b>2,096,723</b>	<b>2,096,723</b>	<b>-2,686</b>	<b>-0.1%</b>
<b>Indirect Costs</b>					
Employee Benefits & Pensions	309,724	324,382	324,382	14,658	4.7%
Shared Employees				0	0.0%
Shared Facility		0	0	0	
Other (Workers comp)		0	0	0	
<b>Indirect Cost Total</b>	<b>309,724</b>	<b>324,382</b>	<b>324,382</b>	<b>14,658</b>	<b>4.7%</b>
<b>Total Sewer Enterprise</b>	<b>2,409,133</b>	<b>2,421,105</b>	<b>2,421,105</b>	<b>11,972</b>	<b>0.5%</b>

Town of Hopkinton; Departmental Detail Budgets, FY 2023

2/18/2022

	(A) FY22 Enacted	(B) FY23 Dept Requests	(C) FY23 Town Mgr. Recommend	(A to C) \$ Chg. FY22-23	(A to C) % Chg. FY22-23
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**FUND 6100: WATER ENTERPRISE**

**Direct Costs**

<b>450 Water</b>					
Personal Services	434,572	452,831	452,831	18,259	4.2%
Expenses	860,546	884,046	884,046	23,500	2.7%
<b>Total</b>	<b>1,295,118</b>	<b>1,336,877</b>	<b>1,336,877</b>	<b>41,759</b>	<b>3.2%</b>

<b>700 Debt Service</b>					
Retirement of Debt	639,641	521,284	521,284	-118,357	-18.5%
Long Term Interest	260,689	217,983	176,567	-84,122	-32.3%
<b>Total</b>	<b>900,330</b>	<b>739,267</b>	<b>697,851</b>	<b>-202,479</b>	<b>-22.5%</b>

<b>Appropriation</b>	<b>2,195,448</b>	<b>2,076,144</b>	<b>2,034,728</b>	<b>-160,720</b>	<b>-7.3%</b>
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**Indirect Costs**

Employee Benefits & Pensions	388,872	432,973	432,973	44,101	11.3%
Shared Employees				0	0.0%
Shared Facility				0	0.0%
Other (Workers comp)				0	0.0%
<b>Total</b>	<b>388,872</b>	<b>432,973</b>	<b>432,973</b>	<b>44,101</b>	<b>11.3%</b>

<b>Total Water Enterprise</b>	<b>2,584,320</b>	<b>2,509,117</b>	<b>2,467,701</b>	<b>-116,619</b>	<b>-4.5%</b>
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**FUND 6300: PEG ACCESS**

**Direct Costs**

<b>630 PEG Access</b>					
Personal Services	253,000	253,000	0	-253,000	-100.0%
Expenses	93,947	93,947	0	-93,947	-100.0%
Capital Budget		0	0	0	100.0%
<b>Total</b>	<b>346,947</b>	<b>346,947</b>	<b>0</b>	<b>-346,947</b>	<b>-100.0%</b>

<b>Total PEG Access Enterprise Fund</b>	<b>346,947</b>	<b>346,947</b>	<b>0</b>	<b>-346,947</b>	<b>-100.0%</b>
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**Appropriation Summary\***

Fund 1000: General Fund Spending	96,393,072	101,705,269	101,072,530	4,679,458	4.9%
Fund 2400: Community Preservation	373,924	375,324	375,324	1,400	0.4%
Fund 6000: Sewer Enterprise	2,409,133	2,421,105	2,421,105	11,972	0.5%
Fund 6100: Water Enterprise	2,584,320	2,509,117	2,467,701	-116,619	-4.5%
Fund 6200: Parks & Recreation Enterprise	0	0	0	0	0.0%
Fund 6300: PEG Access Enterprise	346,947	346,947	0	-346,947	-100.0%
<b>Total</b>	<b>102,107,396</b>	<b>107,357,763</b>	<b>106,336,659</b>	<b>4,229,263</b>	<b>4.1%</b>

\*Enterprise Funds Include Indirect Costs

**Town of Hopkinton; Projected Tax Impact, FY 2023**

<u>Overall Tax Impact Summary:</u>	FY22	Tax Impact % Change from FY21	FY23	Maximum Tax Impact % Change from FY22
Prior Year Unused Levy	\$0	0.00%	\$0	0.00%
Statutory 2 1/2% Levy Increase	\$1,774,767	2.31%	\$1,904,596	2.31%
Override/(Underride)	\$0	0.00%	\$0	0.00%
Unused Levy	\$0	0.00%	\$0	0.00%
Net Change in Principal & Interest on Excluded Debt	\$428,686	0.56%	-\$191,478	-0.23%
Change in Tax Levy on Existing Tax Base	\$2,203,453	2.86%	\$1,713,118	2.08%
Additional Projected Tax Levy from New Growth	\$2,000,000	2.60%	\$2,500,000	3.03%
Total Increase in Tax Levy	\$4,203,453	5.46%	\$4,213,118	5.10%



**Town of Hopkinton, Capital Improvement Summary, FY 2023**

<b>General Fund - Pay as You Go</b>				
	<b>Hopkinton Department</b>	<b>Project</b>	<b>Amount Requested</b>	<b>Town Manager Recommends</b>
155-1	Information Technology	End User Computer Hardware Renewal	\$66,750	\$66,750
155-2	Information Technology	Datacenter Upgrades & Redundancy	\$58,000	\$58,000
155-3	Information Technology	Videoconferencing Updates	\$22,390	\$22,390
155-4	Information Technology	Electronic Document Management System	\$70,000	\$70,000
214-1	Communications	Public Safety Radio System Feasibility Study	\$100,000	\$100,000
220-1	Fire	Engine 4 Replacement	\$805,000	\$805,000
210-1	Police	Patrol Cruiser Replacement (3)	\$180,000	\$180,000
300-1	Public Schools	High School Auditorium Stage & Lighting	\$325,000	\$325,000
300-2	Public Schools	Districtwide Computer Network Switches	\$75,000	\$75,000
300-3	Public Schools	Wetlands Order of Condition Additional; ATM 2018, ART 14	\$60,000	\$60,000
410-2	Facilities	Fire Station Roof HVAC Replacement, Add to ATM 2017, ART 20	\$252,000	\$252,000
410-3	Facilities	Police Station Roof Replacement Cost Growth	\$187,000	\$187,000
410-4	Facilities	Police Station Mechanical System Upgrades	\$96,000	\$96,000
410-5	Facilities	Senior Center Dining Facility Expansion - Design	\$35,000	\$35,000
410-6	Facilities	Center School Reuse Design	\$100,000	\$100,000
420-1	Public Works	Street Sweeper (S-23) Replacement	\$270,000	\$270,000
420-2	Public Works	Sidewalk Replacement, Walcott St.	\$45,000	\$45,000
430-3	Public Works	Street Sweeper (S-22) Replacement	\$270,000	\$0
420-4	Public Works	Super Duty Pickup/Dump (S-12) Replacement	\$86,000	\$86,000
420.5	Public Works	Tree Truck, Additional; ATM 2019, ART 20	\$100,000	\$100,000
<b>Total Pay as You Go:</b>			<b>\$3,203,140</b>	<b>\$2,933,140</b>

<b>General Fund - Borrowing Excluded from Tax Levy Limit</b>					
	<b>Hopkinton Department</b>	<b>Project</b>	<b>Amount Requested</b>	<b>Town Manager Recommends</b>	<b>Tax Impact</b>
220-2	Fire	Engine 2 Replacement	\$736,318	\$736,318	
		<i>Estimated Long Term Borrowing Cost for Year 1 Principal &amp; Interest</i>	\$77,890	\$77,890	0.09%
410-1	Facilities	Fire Station 2 (Woodville) Upgrades	\$400,000	\$400,000	
		<i>Estimated Long Term Borrowing Cost for Year 1 Principal &amp; Interest</i>	\$27,369	\$27,369	0.03%
420-6	Public Works	Lake Maspenock Dam	\$400,000	\$400,000	
		<i>Estimated Long Term Borrowing Cost for Year 1 Principal &amp; Interest</i>	\$36,339	\$36,339	0.04%
300-4	Public Schools	Air Handling Unit Replacement	\$475,000	\$475,000	
		<i>Estimated Long Term Borrowing Cost for Year 1 Principal &amp; Interest</i>	\$43,152	\$43,152	0.05%
300-6	Public Schools	Solar & Battery Storage Project	\$6,287,000		
		<i>Estimated Long Term Borrowing Cost for Year 1 Principal &amp; Interest</i>			0.00%
300-7	Public Schools	Marathon School Cost (2021 ATM Art 17) Increase	\$695,900	\$695,900	
		<i>Estimated Long Term Borrowing Cost for Year 1 Principal &amp; Interest</i>	\$47,615	\$47,615	0.06%
630-1	Parks and Recreation	Replace Surface at Fruit Street Athletic Field	\$1,671,543	\$1,671,543	
		<i>Estimated Long Term Borrowing Cost for Year 1 Principal &amp; Interest</i>	\$179,326	\$179,326	0.22%
<b>Total Borrowing Excluded from Tax Levy Limit:</b>			<b>\$9,865,761</b>	<b>\$4,378,761</b>	
			<i>Estimated Year 1 Principal &amp; Interest</i>	\$411,691	\$411,691 0.50%

<b>Capital - Community Preservation Act</b>				
	<b><u>Hopkinton Department</u></b>	<b><u>Project</u></b>	<b><u>Amount Requested</u></b>	<b><u>Town Manager Recommends</u></b>
2400-1	Land Use/Town Manager	Shared Housing Services for Affordable Housing	\$23,000	\$23,000
2400-2	Town Clerk	Town Clerk's Records Preservation	\$20,000	\$20,000
2400-3	TCMC	Middle School Cross Country Course Drainage and Surfacing	\$18,000	\$18,000
2400-4	TCMC	Metrowest Holdings Land Purchase	TBD	TBD
2400-5	TCMC	Cameron Woods Trailhead Parking Lot	\$15,000	\$15,000
2400-6	Upper Charles Trail	Upper Charles Trail Campus Trail Connector Engineering	\$411,600	\$411,600
2400-7	Open Space	Spring Street Land Purchase	TBD	TBD
2400-8	Parks and Recreation	EMC Skatepark phase 2	\$50,000	\$50,000
2400-9	Parks and Recreation	Pickleball/Tennis Court	\$775,000	\$775,000
2400-10	Parks and Recreation	Little League Bathroom Engineering Study	\$50,000	\$50,000
2400-11	Open Space	Land Purchase Conroy Property (Saddle Hill - Conroy)	TBD	TBD
2400-12	Open Space	Survey and Boundary Marking Cameron Woods	\$10,000	\$10,000
2400-13	Upper Charles Trail	Land Purchase/Easement East Main Street (Mezzit)	TBD	TBD
<b>Total Community Preservation Act</b>			<b>\$1,372,600</b>	<b>\$1,372,600</b>

<b>Capital - Water Enterprise Fund</b>				
	<b><u>Hopkinton Department</u></b>	<b><u>Project</u></b>	<b><u>Amount Requested</u></b>	<b><u>Town Manager Recommends</u></b>
6100-1	Water	Clean Water Tanks (3)	\$ 50,000	\$50,000
6100-2	Water	Pickup Truck (W4) Replacement	\$ 60,000	\$60,000
6100-3	Water	MWRA Connection Design Work	\$ 1,300,000	\$1,300,000
6100-4	Water	Fruit Street Well Facility Roof Replacement	\$ 77,000	\$77,000
6100-5	Water	PFAS Filtration System	\$ 600,000	\$600,000
<b>Total Water Enterprise Fund</b>			<b>\$2,087,000</b>	<b>\$2,087,000</b>

**Town of Hopkinton 5 Year Capital Improvement Summary, FY 2023 - FY 2027**

		<b>Department</b>	<b>General Fund Project</b>	<b>FY 2023 Amount Requested</b>	<b>FY2024 Initial Plan</b>	<b>FY2025 Initial Plan</b>	<b>FY2026 Initial Plan</b>	<b>FY2027 Initial Plan</b>
155	1	Info. Technology	End User Computer Hardware Renewal	\$66,750	\$59,650	\$52,555	\$52,555	\$52,555
155	2	Info. Technology	Datacenter Upgrades & Redundancy	\$58,000			\$75,000	
155	3	Info. Technology	Videoconferencing Updates	\$22,390			\$39,000	
155	4	Info. Technology	Electronic Document Management System	\$70,000				
155	5	Info. Technology	Multi Function Printer Cyclical Replacement (2)		\$16,000	\$16,000	\$16,000	\$16,000
210	1	Police	Patrol Cruiser Replacement (3)	\$180,000	\$185,000	\$190,000	\$197,000	\$205,000
214	1	Communications	Public Safety Radio System Upgrade	\$100,000	\$3,000,000			
220	1	Fire	Engine 2 Replacement	\$736,318				
220	2	Fire	Engine 4 Replacement	\$805,000				
220	2	Fire	Pickup (C-3) F250 Replacement		\$70,000			
220	3	Fire	Vehicle (C-5) Ford Explorer Replacement		\$60,000			
220	4	Fire	Ambulance (A-3) Replacement			\$450,000		
220	5	Fire	SCBA (?)			\$380,000		
220	6	Fire	Vehicle (C-4) Ford Explorer Replacement				\$75,000	
220	7	Fire	Vehicle (B-6) Replacement					\$100,000
300	1	Public Schools	High School Auditorium Stage & Lighting	\$325,000				
300	2	Public Schools	Technology Upgrades (FY23 Switches)	\$75,000	\$75,000	\$75,000	\$75,000	\$75,000
300	3	Public Schools	Wetlands Order of Condition	\$60,000				
300	4	Public Schools	Air Handling Unit Replacement	\$475,000	\$25,000	\$100,000	\$135,000	\$175,000
300	5	Public Schools	Middle School Roof Replacement Cost Growth		TBD			
300	6	Public Schools	Solar & Battery Storage Project	\$0				
300	7	Public Schools	Marathon Addition Cost Add; 2021 ATM ART17	\$695,900				
300	8	Public Schools	Elmwood School Renovation or Replacement		\$59,000,000			
300	9	Public Schools	Middle School Gym Partition Wall		\$35,000			
300	10	Public Schools	Master Traffic Pattern Improvement		\$2,200,000		\$870,000	
300	11	Public Schools	Additional Turf Athletic Fields (3)		\$4,000,000	\$4,000,000		
300	12	Public Schools	Building & Grounds Equipment and Vehicles			\$59,000		\$42,000
300	13	Public Schools	Loop Road, Sidewalk, Parking Paving			\$1,500,000	\$490,000	
300	14	Public Schools	Building & Grounds Storage Facility				\$450,000	
300	15	Public Schools	Kitchen Equipment					\$50,000
410	1	Facilities	Fire Station 2 (Woodville) Upgrades	\$400,000				
410	2	Facilities	Fire Station 1 (Main St) Roof Replacement	\$252,000				
410	3	Facilities	Police Station Roof Replacement Cost Growth	\$187,000				
410	4	Facilities	Police Station Mechancial System Upgrades	\$96,000				
410	5	Facilities	Senior Center Dining Facility Expansion	\$35,000	\$265,000			
410	6	Facilities	Center School Reuse Design	\$100,000				
410	7	Facilities	Senior Center Kitchen Equipment & Ventilation		\$100,000			
410	8	Facilities	Fire Main Envelope Repairs		\$140,000			
410	9	Facilities	Town Hall Boiler Replacement			\$100,000		
410	10	Facilities	Fruit St. Buliding Oil to Gas Conversion				\$100,000	
410	11	Facilities	Fruit St. Garage Repirs				\$300,000	
410	12	Facilities	Senior Center HVAC Renewal					\$275,000
420	1	Public Works	Street Sweeper (S-23) Replacement	\$270,000				
420	2	Public Works	Sidewalk Replacement, Walcott St.	\$45,000				
420	3	Public Works	Street Sweeper (S-22) Replacement		\$270,000			
420	4	Public Works	Superduty Pickup/Dump (S-12) Replacement	\$86,000				
420	5	Public Works	Tree Truck; Add to ATM 2019 Art 20	\$100,000				
420	6	Public Works	Lake Maspenock Dam	\$400,000				
420	6	Public Works	Loader (L-9), CAT 928 Replacement		\$200,000			
420	6	Public Works	Superduty Dump (S-4) INT 7600 Replacement		\$215,000			
420	7	Public Works	Backhoe (S-21) CAT 420 Replacement		\$140,000			
420	8	Public Works	Superduty Pickup (M-1) F350 Replacement			\$65,000		
420	9	Public Works	Loader (L-11), CAT 928 Replacement			\$200,000		
420	10	Public Works	Superduty Dump (S-6) INT 7600 Replacement			\$215,000		
420	11	Public Works	Superduty Dump (S-24) INT 7600 Replacement			\$215,000		
420	12	Public Works	Bopmag Roller Replacement			\$25,000		

**Town of Hopkinton 5 Year Capital Improvement Summary, FY 2023 - FY 2027**

		<u>Department</u>	<u>General Fund Project</u>	<u>FY 2023 Amount Requested</u>	<u>FY2024 Initial Plan</u>	<u>FY2025 Initial Plan</u>	<u>FY2026 Initial Plan</u>	<u>FY2027 Initial Plan</u>
420	13	Public Works	Car (C-1) Explorer Replacement				\$55,000	
420	14	Public Works	Superduty Dump (S-5) INT 7600 Replacement				\$225,000	
420	15	Public Works	Superduty Dump (S-8) INT 7600 Replacement				\$225,000	
420	16	Public Works	Trackless Tractor (S-18) Replacement				\$200,000	
420	17	Public Works	Car (C-2) Sedan Replacement					\$25,000
420	18	Public Works	Trackless Tractor (S-19) Replacement					\$200,000
420	19	Public Works	Superduty Dump (S-25) PB 348 Replacement					\$225,000
630	1	Parks & Rec.	Fruit Street Field Renewal	\$1,671,543				
			\$90,030,216	\$7,311,901	\$70,055,650	\$7,642,555	\$3,579,555	\$1,440,555
<i>Note: Public Schools Plan on tab (c) shows an additional \$49.39M in requests for FY 2028 - 2032</i>								
			<u>Enterprise Fund Project</u>	<u>Amount Requested</u>	<u>FY2024 Initial Plan</u>	<u>FY2025 Initial Plan</u>	<u>FY2026 Initial Plan</u>	<u>FY2027 Initial Plan</u>
6100	1	Water Enterprise	Clean Water Tanks (3)	\$50,000				
6100	2	Water Enterprise	Pickup (W-4) Replacement	\$60,000				
6100	3	Water Enterprise	MWRA Connection Design Work	\$1,300,000	TBD			
6100	4	Water Enterprise	Fruit St. Well Facility Roof Replacement	\$77,000				
6100	5	Water Enterprise	Pickup (W-3) Replacement		\$53,000			
6100	6	Water Enterprise	Superduty Dump (W-5) INT 7600 Replacement		\$100,000			
6100	7	Water Enterprise	Pickup (W-1) D 2500 Replacement			\$57,000		
6100	8	Water Enterprise	Superduty Pickup (M-2) F350 Replacement			\$80,000		
				\$1,487,000	\$153,000	\$137,000	\$0	\$0
6000	1	Sewer Enterprise	Pickup (E-2) Replacement		\$53,000			
6000	2	Sewer Enterprise	Compressor, Ingersall Rand, Replacement				\$13,000	
				\$0	\$53,000	\$0	\$13,000	\$0

**ATM 2022 Select Board/Town Manager Warrant Articles - Select Board Meeting 3/1/2022**

Draft language for the articles listed below are included in this document. Please note that the articles are in draft form, and are subject to Town Counsel review. For many of the financial articles, the dollar amount is not in the Warrant, but in the Motions document, the first draft of which is due to the Board at the beginning of April.

1. Last Fiscal Year Supplemental Appropriations and Transfers
2. Unpaid Bills from Previous Fiscal Years
3. Current Fiscal Year Operating Budget
4. Revolving Fund Spending Limits
5. Transfer to Other Post Employment Benefits Liability Trust Fund
6. Transfer to General Stabilization Fund
7. Transfer to Capital Expense Stabilization Fund
8. Pay-As-You-Go Capital Expenses

**Draft Article Language**

**1. FY 2022 Supplemental Appropriations and Transfers; Sponsor: Town Manager**

To see if the Town will vote to transfer from available funds or otherwise provide a sum or sums of money to supplement operating budgets and various accounts for the fiscal year ending June 30, 2022.

Pass any vote or take any act relative thereto.

**2. Unpaid Bills from Prior Fiscal Years; Sponsor: Town Manager**

To see if the Town will vote to raise and appropriate, transfer from available funds, or otherwise provide a sum or sums of money to pay unpaid bills from prior fiscal years, in accordance with the provisions of Chapter 44, Section 64, of the Massachusetts General Laws.

Pass any vote or take any act relative thereto.

**3. Fiscal Year 2023 Operating Budget; Sponsor: Town Manager**

To hear and act on reports and recommendations of the Appropriation Committee and to see if the Town will vote to raise and appropriate, transfer from available funds, borrow or otherwise provide a sum or sums of money for the operation and maintenance of Town Departments for the fiscal year beginning July 1, 2022, and that such sums be expended for such purposes under the direction of the respective Town Officers, Boards and Committees.

Pass any vote or take any act relative thereto.

**4. FY 2023 Revolving Funds Spending Limits; Sponsor: Town Manager**

To see if the Town will vote to establish the limit on the total amount that may be expended from each revolving fund established by Article VI of Chapter 13 of the General Bylaws pursuant to Section 53E½ of Chapter 44 of the Massachusetts General Laws for the fiscal year beginning July 1, 2022.

Pass any vote or take any act relative thereto.

**5. Transfer to Other Post-Employment Benefits Liability Trust Fund; Sponsor: Town Manager**

To see if the Town will vote to raise and appropriate, transfer from available funds, or otherwise provide a sum or sums of money for the purpose of increasing the Other Post-Employment Benefits Liability Fund, to be used, upon further appropriation, for any lawful purpose.

Pass any vote or take any act relative thereto.

**6. Transfer to the General Stabilization Fund; Sponsor: Town Manager**

To see if the Town will vote to raise and appropriate, transfer from available funds, or otherwise provide a sum or sums of money for the purpose of increasing the General Stabilization Fund, to be used, upon further appropriation, for any lawful purpose.

Pass any vote or take any act relative thereto.

**7. Transfer to the Capital Expense Stabilization Fund; Sponsor: Town Manager**

To see if the Town will vote to raise and appropriate, transfer from available funds, or otherwise provide a sum or sums of money for the purpose of increasing the Capital Expense Stabilization Fund, to be used, upon further appropriation, for any lawful purpose.

Pass any vote or take any act relative thereto.

**8. Pay-As-You-Go Capital Expenses; Sponsor: Town Manager**

To see if the Town will vote to raise and appropriate, transfer from available funds, transfer from the Capital Stabilization Fund or otherwise provide a sum or sums of money to fund the following Pay-As-You-Go capital purchases and projects:

Item	Purchase or Product	To be spent under the direction of
1	High School Auditorium Stage and Lighting	School Superintendent

2	Districtwide Computer Network Switches	School Superintendent
3	Wetlands Order of Conditions, Add to ATM 2018, Art. 14	School Superintendent
4	End User Computer Hardware Renewal	Town Manager
5	Datacenter Upgrades and Redundancy	Town Manager
6	Videoconferencing Updates	Town Manager
7	Electronic Document Management System	Town Manager
8	Public Safety Radio System Feasibility Study	Town Manager
9	Fire Engine 4 Replacement	Fire Chief
10	Police Patrol Cruiser Replacement (3)	Town Manager
11	Fire Station Roof HVAC Replacement, Add to ATM 2017 Art. 20	Town Manager
12	Police Station Roof Replacement Cost Growth	Town Manager
13	Police Station Mechanical System Upgrades	Town Manager
14	Senior Center Dining Facility Expansion - Design	Town Manager
15	Center School Reuse Design	Town Manager
16	Street Sweeper (S-23) Replacement	Town Manager
17	Sidewalk Replacement, Walcott Street	Town Manager
18	Super Duty Pickup/Dump Truck Replacement	Town Manager
19	Tree Truck, Add to ATM 2019, Art. 20	Town Manager

Pass any vote or take any act relative thereto.



<b>SELECT BOARD LIAISON LIST FY 2022 - Approved</b>	Brendan	Irfan	Mary Jo	Amy	Muriel	Norman	Elaine
<b>FINANCE</b>							
Appropriation Committee						X	
Board of Assessors			X				
Town Manager's Budget Advisory Team					X		
Capital Improvement Committee						X	
Cable Advisory Committee						X	
<b>PUBLIC SAFETY</b>							
Animal Control							X
Fire Department	X						
Police Department	X						
<b>PERMITTING</b>							
Board of Appeals					X		
Conservation Commission		X					
Planning Board					X		
Board of Health			X				
Permanent Building Committee		X					
<b>EDUCATION</b>							
School Committee		X					
Reg. Voc. Tech School Committee	X						
School Reentry Advisory Group	X						
<b>PUBLIC SERVICES</b>							
Cemetery Commission			X				
<b>HUMAN SERVICES</b>							
Town Clerk's Office						X	
Personnel Committee						X	
Council on Aging			X				
Veterans Services						X	
ADA Oversight Committee				X			
Veterans Celebration Committee	X						
Tax Relief Committee			X				
<b>CULTURAL/RECREATIONAL</b>							





247 Station Drive, SE-370  
Westwood, MA 02090

**William Hayes**  
Senior Supervisor  
Electric Transmission  
Vegetation Management

Certified mail-return receipt requested

February 5, 2022

Dear Municipal Official:

This letter is to inform you that Eversource Energy, Eastern MA intends to selectively apply herbicides in 2022 along the power line rights-of-way that pass through your municipality. This treatment is conducted as a component of an integrated vegetation management program that uses the appropriate mechanical and/or herbicides treatments to control vegetation in order to encourage the growth of healthy early successional ecological communities that benefit wildlife while allowing for the safe delivery of electricity to our customers.

Eversource Energy, Eastern MA's 2018-2022 *Five-year Vegetation Management Plan (VMP) for Central, Eastern, and Southeastern, MA* is posted at the following websites:

[Rights of Way Vegetation Management - VMPs, YOPs, and Notices | Mass.gov](#)

<https://www.eversource.com/content/ema-c/about/about-us/doing-business-with-us/municipal-officials/transmission-vegetation-management>

If you would like a hard copy please contact us with this request.

Eversource Energy, Eastern MA's 2022 *Yearly Operational Plan (YOP) for Central, Eastern, and Southeastern, MA* is also posted at the above websites. If you would like a hard copy please contact us with this request.

Please review the YOP map(s) that locate the ROW corridors and the plotted location of known sensitive areas including public and private drinking water supplies. **If there are any additional sensitive areas located on or near the ROWs please advise us as soon as possible so a permanent record can be established and appropriate field protective actions implemented. We particularly rely on this process to collect corrections to the public wells and to record the location of private wells.** The enclosed maps will be updated with any new information that is received by Eversource Energy, Eastern MA and posted at the above website.

The herbicides are listed in Section VII of the YOP and will be selectively applied to target vegetation by experienced, Massachusetts' licensed/certified applicators that walk along the ROWs using backpack equipment.

The foliage treatments will take place between April 1<sup>st</sup> and October 18<sup>th</sup> along with cut surface treatments (CST). Fall CST, basal treatments or sensitive foliar treatments may be necessary and are scheduled between October 1<sup>st</sup> and December 31<sup>st</sup> in areas along the ROWs that might not have received a foliage treatment or to trees over 12 feet tall. The exact time is dependent upon weather conditions and field crew progress.

In compliance with 333 CMR 11.06-11.07, No herbicide applications will occur before the conclusion of the 45 day YOP review period, the 21 day treatment notice and the 48 hour newspaper notice. At the end of these review periods, which can run concurrently, no application shall commence more than ten days before nor conclude more than ten days after the treatment periods listed above.

All of the herbicides selected for this program are registered by the Federal Environmental Protection Agency, the Massachusetts Pesticide Board, and are recommended for use in and around sensitive areas jointly by the Massachusetts Pesticide Bureau and Massachusetts Department of Environmental Protection (please refer to the YOP for specifics).

The work will be performed by one of the following companies:

Vegetation Control Service, Inc.  
2342 Main Street  
Athol, MA 01331  
(978) 249-5348

Lewis Tree Service, Inc  
300 Lucius Gordon Drive  
West Henrietta, NY 14586  
(585) 436-3208

Stanley Tree  
275 George Washington Hwy  
Smithfield, RI 02917  
401-231-8733

This informational 21-day notification is in compliance with Chapter 132B, section 6B of the Massachusetts General Laws and 333 CMR 11.05-11.07 Rights of Way Management and Chapter 85, Section 10 of the Acts of 2000.

For inquires concerning the safety of the herbicides please contact:

Director of Rights of Way Program  
Massachusetts Department of Agricultural Resources  
251 Causeway Street, Suite 500  
Boston, MA 02114-2151

If there are any questions or comments relative to technical questions about the treatment program, you would like a hard copy of the VMP or YOP, or have any questions about Eversource Energy, Eastern MA and its electrical rights-of-way system please contact William Hayes (781) 441-3932 for transmission lines and Paul Sellers (508) 957-4517 for distribution lines.

Sincerely,



William Hayes,  
Senior Supervisor

Enc: Environmental Monitor Notice  
2022 Yearly Operational Plan Maps  
45 Day YOP Public Notice and Review and Comment Period Document

cc: Board of Health  
Board of Selectmen  
Conservation Commission  
Municipal Water Supplier  
Massachusetts Pesticide Bureau



247 Station Drive, SE-370  
Westwood, MA 02090

**William Hayes**  
Senior Supervisor  
Electric Transmission  
Vegetation Management

February 5, 2022

## **45 Day Yearly Operational Plan Public Notice, Review and Comment Period**

Dear Municipal Officials:

In compliance with 333 CMR 11.06, *45 Day Yearly Operational Plan Public Notice, Review and Comment*, please review Eversource Energy, Eastern MA's 2022 Yearly Operational Plan for Central, Eastern, and Southeastern, MA.

Posted at the listed websites, Eversource Energy, Eastern MA's *Yearly Operational Plan (YOP) for Central, Eastern, and Southeastern, MA* details specific information pertaining to the intended 2022 program:

[Rights of Way Vegetation Management - VMs, YOPs, and Notices | Mass.gov](#)

<https://www.eversource.com/content/ema-c/about/about-us/doing-business-with-us/municipal-officials/transmission-vegetation-management>

Please review the enclosed maps that locate the rights-of-way and the location of known *sensitive areas*. If there are any additional *sensitive areas* located on or near the right-of-way, please advise us as soon as possible, so we may establish permanent records and implement appropriate field protective actions. We particularly rely on this process to collect corrections to the public wells and to record the locations of private wells. The enclosed maps will be updated with any new information that is received by Eversource Energy, Eastern MA and posted at the above website. If you would like a hard copy of the YOP please contact us with this request.

Also please review the enclosed copy of the Environmental Monitor Notice, published under the Massachusetts Environmental Policy Act (MEPA) also located at:

[MEPA Environmental Monitor \(state.ma.us\)](#)

Enclosures: 21 Day Letter  
Environmental Monitor Notice  
2022 Yearly Operational Plan Maps

Notice Sent to: Chief Elected Municipal Official  
Board of Health  
Conservation Commission  
Municipal Water Supplier  
Massachusetts Pesticide Bureau

# THE COMMONWEALTH OF MASSACHUSETTS

EXECUTIVE OFFICE OF ENERGY AND ENVIRONMENTAL AFFAIRS



## Department of Agricultural Resources

251 Causeway Street, Suite 500, Boston, MA 02114  
617-626-1700 fax: 617-626-1850 www.mass.gov/agr



CHARLES D. BAKER  
Governor

KARYN E. POLITO  
Lt. Governor

KATHLEEN A. THEOHARIDES  
Secretary

JOHN LEBEAUX  
Commissioner

### Notice

Pursuant to the provisions of the Rights-of-Way Management Regulations, 333 CMR 11.00, to apply herbicides to control vegetation along rights-of-way (ROW), a five-year Vegetation Management Plan (VMP) and a Yearly Operational Plan (YOP) must be approved by the Massachusetts Department of Agricultural Resources (MDAR). Eversource Energy, Eastern MA (Central, Eastern, and Southeastern MA) holds a current VMP, therefore, notice of receipt of a YOP and procedures for public review is hereby given as required by Section 11.06 (3).

Eversource Energy, Eastern Ma has submitted a YOP to DAR in January 2022.

In 2022 Eversource Energy, Eastern MA will conduct an Integrated Vegetation Management (IVM) program on their transmission and distribution lines. The intended vegetation control program will be consistent with Eversource Energy, Eastern MA's VMP (approved by MDAR in 2018). In accordance with the guidelines set forth in Eversource Energy, Eastern MA's VMP for Central, Eastern, and Southeastern, MA and YOP, herbicides will be selectively applied to target vegetation by licensed/certified applicators carrying backpack or hand held application equipment for the IVM program.

Eversource Energy, Eastern MA's YOP identifies the following 29 municipalities as locations where they intend to use herbicides to treat their electric Rights-of-Way in 2022:

<b>Eastern MA (EMA) Municipalities:</b>				
Acushnet	Halifax	Marshfield	Plymouth	Wayland
Burlington	Hanson	Marion	Plympton	Waltham
Canton	Holliston	Medway	Rochester	Wareham
Duxbury	Hopkinton	Natick	Sharon	Whitman
East Bridgewater	Kingston	New Bedford	Sherborn	Woburn
Framingham	Lexington	Pembroke	Sudbury	

Eversource Energy, Eastern MA will only use herbicides recommended by MDAR for use in regulated sensitive areas for their IVM program. Pursuant to 333 CMR 11.04, no herbicides will be sprayed within any designated "no spray sensitive area" instead mechanical only methods will be used to control vegetation.

Public notification, by certified mail, will be provided to each "affected" municipality at least twenty-one days prior to any herbicide application.

In accordance with 333 CMR 11.06 (2), Eversource Energy, Eastern MA's YOP for Central, Eastern, and Southeastern, MA includes the identification of target vegetation; methods of identifying, marking and protecting regulated sensitive areas; application techniques; the herbicides, application rates, carriers and adjuvants proposed for use; alternative control measures, a list of the application companies and YOP supervisor; procedures for handling, mixing and loading herbicides; emergency resources including local, state

and federal emergency telephone numbers; maps of the ROWs which included regulated sensitive areas, and herbicide fact sheets and labels.

#### PUBLIC REVIEW

The MDAR seeks to verify the location of regulated Sensitive Areas defined in Section 11.02 reported in the YOP. MDAR itself has a limited ability to survey the geography, land use and water supplies in all the communities through which ROWs pass. Municipalities have most of this information readily available, and the particular knowledge with which to better certify the regulated Sensitive Areas in their communities. MDAR, therefore, requests, and urges the assistance of the "affected" municipalities in reviewing the completeness and accuracy of the maps contained in the submitted YOP.

The YOP may be viewed online at the following websites:

[Rights of Way Vegetation Management - VMPs, YOPs, and Notices | Mass.gov](#)

<https://www.eversource.com/content/ema-c/about/about-us/doing-business-with-us/municipal-officials/transmission-vegetation-management>

MDAR has established the following procedures for this review:

Copies of the YOP and this *Notice* will be sent by the applicant to the Conservation Commission, Board of Health (or designated health agent), and the Head of Government (Mayor, City Manager, Chair of the Board of Selectman) of each municipality where herbicides are to be applied during the 2022 calendar year; and if applicable to the Natural Heritage Endangered Species Program of the Massachusetts Department of Fisheries and Wildlife, the Massachusetts Water Resource Authority and the Massachusetts Department of Conservation and Recreation. Municipal agencies and officials will have forty-five days, following receipt of the YOP, to review its map for inaccuracies and omissions in the location of "regulated sensitive areas not readily identifiable in the field."

Municipal agencies and officials are requested to forward the YOP to the appropriate official(s) in their municipality qualified to certify the accuracy of the regulated sensitive areas indicated on the maps. The maps should then be "corrected" and returned to the applicant and a copy should be sent to MDAR at the address listed below within the forty-five day review period.

If a city or town needs more time to carry out this review, it should send a written request for an extension to MDAR and cite why there is a "good cause" for requesting additional time.

The applicant is required to make all corrections and the corrected maps will be sent back to the city/town that requested the disputed changes within fifteen days of receipt of the request. MDAR will decide whether or not the YOP should be approved without the requested changes. MDAR will consider the "final approval" of a YOP individually for each municipality.

The twenty-one day public review period of the Municipal ROW Notification Letter may serve concurrently with the forty-five day YOP review period in order to provide public notifications as required by 333 CMR 11.07, if the applicant has an approved VMP and if all the requisite city-town offices that received copies of the YOP completed their review and all corrections were duly made by the applicant and approved by MDAR.

A failure by the city/town to respond to the applicant's submission of the YOP within the forty-five day period will be automatically considered by MDAR to indicate agreement by the municipal officials with the regulated Sensitive Area demarcations provided by the applicant in their YOP.

Any questions or comments on the information provided in this *Notice* and the procedures established for the municipal review outlined above should be addressed to:

Clayton Edwards  
Director of Rights-of-Way Programs  
Massachusetts State Pesticide Bureau  
251 Causeway Street, Suite 500  
Boston, MA 02114-2151

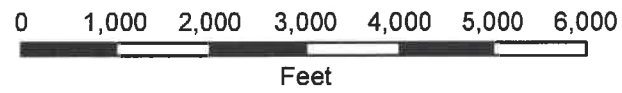
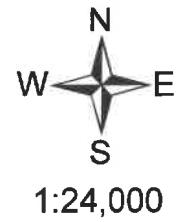
Any questions or comments regarding the YOP should be addressed to:














William Hayes, Senior Supervisor  
Eversource Energy  
Vegetation Management  
247 Station Drive, SE-370  
Westwood, MA 02090-9230  
781-441-3837 (office)

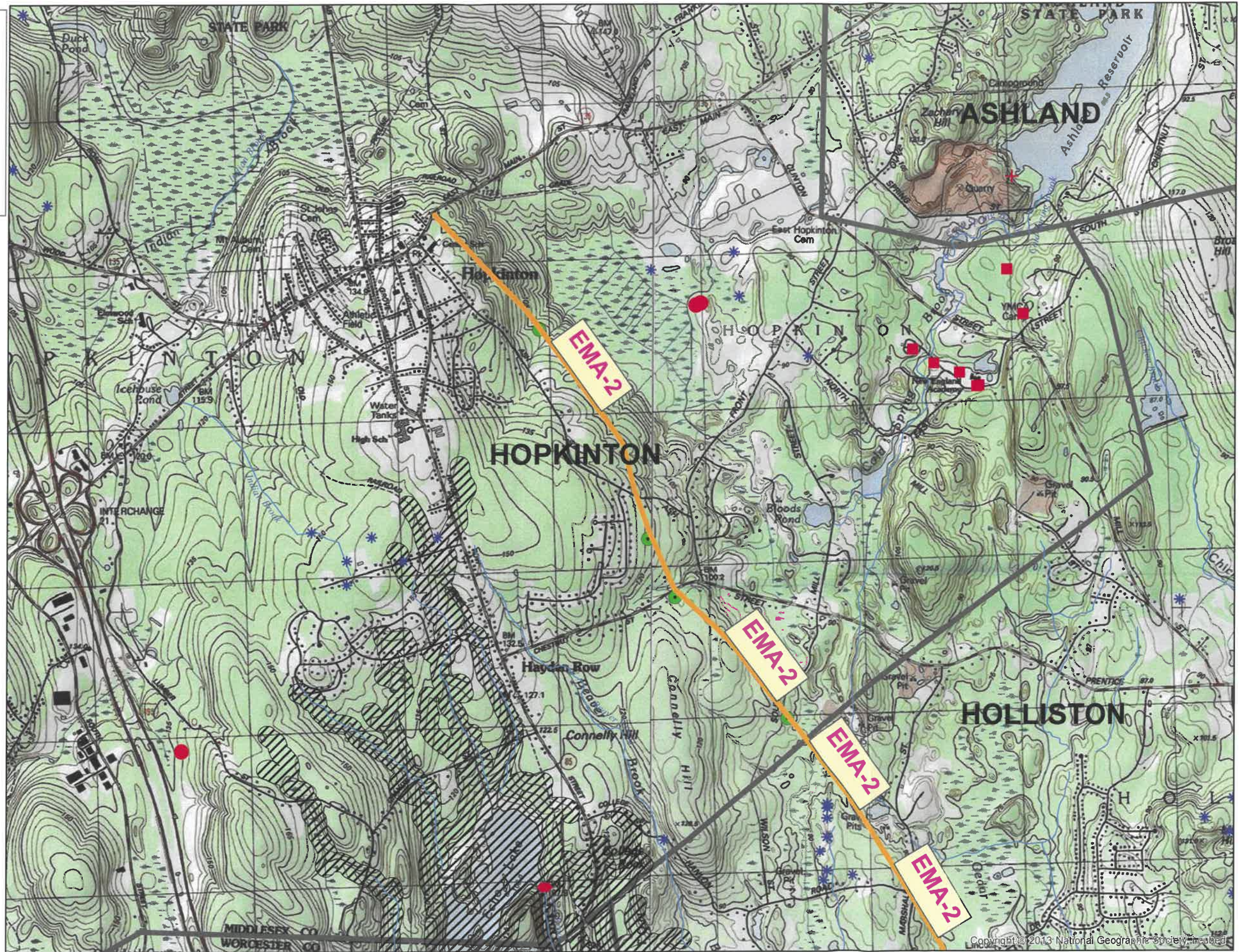
**COMMENT PERIOD ENDS AT THE CLOSE OF BUSINESS (5pm), Friday, March 25, 2022**



Eversource Energy  
 Eastern MA  
 2022 Yearly  
 Operational Plan  
 HOPKINTON  
 Right of Way EMA-2



-  2022 Eversource Rights of Way
-  Emergency Surface Water Well
-  Ground Water Well
-  Non-Transient, Non-Community Well
-  Proposed Well
-  Surface Water Well
-  Transient, Non-Community Well
-  Private Well
-  NHESP Certified Vernal Pools
-  Perennial Rivers and Streams
-  Intermittent Rivers and Streams
-  Mass Town Lines
-  Mass Zone A (Identifies surface waterbodies, tributaries and associated waterbodies, follow Sensitive Area treatment methods per 333 CMR 11.04)



Source: "Office of Geographic and Environmental Information (Mass GIS), Commonwealth of Massachusetts, Executive Office of Energy and Environmental Affairs".  
 Public Water Supply data provided by MA DEP Drinking Water Program, December 2021 DEP Public Water Supplies



February 7, 2022

**Via UPS**

Board of Selectmen  
Town of Hopkinton  
18 Main Street  
Hopkinton, MA 01748

Dear Chairman and Members of the Board:

Pursuant to G.L. Ch. 166A, Section 10, Comcast is pleased to provide a copy of its Form 500 for YE2021. The Form 500 contains information on customer video service related issues in your community and how Comcast responded, including the time taken to resolve these complaints. For the Form 500, the Massachusetts Department of Telecommunications and Cable defines a complaint as:

Any written or verbal contact with a cable operator in connection with subscription in which a person expresses dissatisfaction with an act, omission, product or service that is (1) within the operator's control, and (2) requires a corrective measure on the part of the operator.

Comcast also has provided a copy of the enclosed Form 500 to the Department of Telecommunications and Cable.

Please do not hesitate to contact me at [Gregory\\_Franks@cable.comcast.com](mailto:Gregory_Franks@cable.comcast.com) should you have any questions.

Very truly yours,

*Greg Franks*

Greg Franks, Sr. Manager  
Government Affairs

cc: Department of Telecommunications and Cable



# Form 500 Complaint Data

Code Key: Avg. Resolution Time

<1> Less than 1 Day <2> 1-3 Days <3> 4-7 Days <4> 8-14 Days  
 <5> 15-30 Days <6> >30 Days

Code Key: Manner of Resolution

A. Resolved to the satisfaction of both parties.  
 B. Resolved, customer dissatisfied. C. Not Resolved.

Town	HOPKINTON
Year	2021
Subscribers	1820

	Total Complaints	Avg Resolution Time (see code above)
Advertising/Marketing	0	2
Appointment Service Call	0	2
Billing	0	2
Customer Service	0	2
Equipment	3	2
Installation	0	2
Other	0	2
Other	0	2
Reception	0	2
Service Interruption	12	2

Manner of Resolution (see code key above for the manner represented by the letters below) The number below each letter indicates the number of complaints resolved in that manner.

	A.	B.	C.
Advertising/Marketing			
Appointment Service Call			
Billing	0		
Customer Service			
Equipment	3		
Installation			
Other			
Other			
Reception			
Service Interruption	12	0	0

# Form 500 Service Interruption Data

Code Key: Duration of Service Interruption

<1> Less than 1 Day <2> 1-3 Days <3> 4-7 Days <4> 8-14 Days <5> 15-30 Days <6> >30 Days

Town	Year	Date of Service Interruption	Subscribers	Duration of Service Interruption (see Code Key above)
Hopkinton	2021	9/23/2021 6:07:00 PM	1820	1
Hopkinton		12/24/2021 11:34:00 AM		1
Hopkinton		12/24/2021 11:34:00 AM		1
Hopkinton		10/12/2021 8:39:00 AM		1
Hopkinton		9/2/2021 7:21:00 AM		1
Hopkinton		8/11/2021 1:22:00 PM		1
Hopkinton		7/22/2021 6:15:00 PM		1
Hopkinton		7/21/2021 4:22:00 PM		1
Hopkinton		7/16/2021 10:27:00 AM		1
Hopkinton		7/10/2021 3:20:00 AM		1
Hopkinton		4/30/2021 1:32:00 PM		1
Hopkinton		1/29/2021 6:28:00 PM		1
Hopkinton		11/2/2021 8:55:00 AM		1



February 7, 2022

Board of Selectmen  
Town of Hopkinton  
18 Main Street  
Hopkinton, MA 01748

***Re: Annual Notice***

Dear Chairman and Members of the Board:

In accordance with Massachusetts cable regulations (207 CMR 10.01(2) and 10.02(6)), enclosed is a copy of Comcast's policies and procedures, sample subscriber bill, work order and rate & channel line-up information for your community.

Please do not hesitate to contact me with any questions at [Gregory\\_Franks@comcast.com](mailto:Gregory_Franks@comcast.com).

Sincerely,

*Greg Franks*

Greg Franks, Sr. Manager  
Government & Regulatory Affairs

Enclosures



**Marlborough, MA**  
Ashland, Holliston & Hopkinton, MA

**LIMITED BASIC**

2 WGBH (PBS)  
3 HSN  
4 WBZ (CBS)  
5 WCVB (ABC)  
6 NECN  
7 WHDH  
8,1070 Public Access  
9 WSBE (PBS)  
10 WBTS (NBC)  
11,1084 Government Access  
12 WLVI (CW)  
13 WFXT (FOX)  
14 WSBK (MyTV)  
15 WBPX (ION)  
16 WGBX (PBS)  
17,3487 WUTF (UMAS)  
18,1050 WWJE (IND)  
20 WMFP (IND)  
21,3488 WUTF (UNV)  
23,1657 Daystar  
44 C-SPAN  
48 Jewelry TV  
58 WDPX  
81 WWDP (IND)  
82 QVC  
86 QVC2<sup>1</sup>  
87 QVC3<sup>1</sup>  
89 ShopHQ  
92 RESERVED FOR VIDEO  
94,3217 RTP1 (Portuguese)  
95,3484 WNEU (TEL)  
96,98 Educational Access  
183,1032,1067 Jewelry TV HD<sup>2</sup>  
229 TBN  
245-246 Leased Access  
247 C-SPAN2  
268,1669 CatholicTV  
283 Leased Access  
501-550 Music Choice  
724,986,1195,3315 WUTF LATV  
787,1037 QVC2 HD<sup>2</sup>  
801,1044 WGBX HD (PBS)  
802,1002 WGBH HD (PBS)  
803,1068 WBPX HD (ION)  
804,1004 WBZ HD (CBS)  
805,1005 WCVB HD (ABC)  
806,1025 WFXT HD (FOX)  
807,1007 WHDH HD  
808,1056 WLVI HD (CW)  
810,1010 WBTS HD (NBC)  
812,1034 QVC HD  
813,1062 WMFP HD (IND)  
814,1038 WSBK HD (MyTV)  
815,1060,3304 WNEU HD (TEL)  
816,1066,3310 WUNI HD (UMAS)  
817,1027,3307 WUTF HD (UNV)

818,1046 WWDP HD (IND)  
819,1036 WSBE HD (PBS)  
840,1127 NECN HD  
861,1052 ShopHQ HD<sup>2</sup>  
904,1053 QVC3 HD<sup>2</sup>  
906,1015 HSN HD  
930,1165 WBZ Start TV  
931,1166 WBZ Dabl  
934,1172 WBTS-LX  
935,1171 WBTS-CoziTV  
936,1174 WHDH ThisTV  
939,1177 WLVI Buzzr  
942,1180 WCVB MeTV  
948,1186 WFXT (Mystery TV)  
949,1187 WFXT Laff TV  
956,1146 WGBH World (PBS)  
958,1147 WGBX Kids (PBS)  
959,1148 WGBX Create (PBS)  
965,1150 WSBE Learn (PBS)  
983,1192,3320 WNEU TeleXitos  
1058 WDPX HD  
1090-1091 Educational Access  
1096-1099 Leased Access  
1128 C-SPAN HD<sup>2</sup>  
1129 C-SPAN2 HD<sup>2</sup>  
1550-1599 Music Choice  
1661 TBN HD<sup>2</sup>

**KIDS & FAMILY**

(INCLUDED IN EXPANDED BASIC, STANDARD+, SELECT+, SIGNATURE+ AND SUPER+ DOUBLE PLAY PACKAGES; STANDARD+ MORE, SELECT+ MORE, SIGNATURE+ MORE AND SUPER+ MORE TRIPLE PLAY PACKAGES)  
24 Disney Channel  
25 Nickelodeon  
26 Freeform  
28 MTV  
38 TLC  
56,238 EWTN  
66,208 Hallmark Channel  
210 National Geographic Channel  
218 Universal Kids  
234 INSP  
235 UP  
821,1473 National Geographic HD  
824,1715 Disney Channel HD  
825,1728 Nickelodeon HD  
826,1742 Freeform HD  
827,1606 MTV HD  
867,1450 TLC HD  
907,1458 Hallmark Channel HD  
908,1457 UP HD

927,1707 Universal Kids HD  
1655 INSP HD<sup>2</sup>  
1668 EWTN HD<sup>2</sup>

**ENTERTAINMENT**

(INCLUDED IN EXPANDED BASIC, STANDARD+, SELECT+, SIGNATURE+ AND SUPER+ DOUBLE PLAY PACKAGES; STANDARD+ MORE, SELECT+ MORE, SIGNATURE+ MORE AND SUPER+ MORE TRIPLE PLAY PACKAGES)  
27,186 truTV  
29 VH1  
30 FX  
31 TBS  
32 HGTV  
33 TNT  
34 E!  
35 USA Network  
36 Lifetime  
37 A&E  
39 Discovery  
40 Travel Channel  
53 Food Network  
57 Bravo  
59 AMC  
61 Comedy Central  
62 Syfy  
63 Animal Planet  
64 TV Land  
68 BET  
71 HISTORY  
88,1049 HSN2  
124 NewsNation  
180 Cleo  
199 Hallmark Movies & Mysteries  
214 TV One  
215 WE tv  
216 Oxygen  
226 OWN (Oprah Winfrey Network)  
241 BBC America  
252 Investigation Discovery  
256 FXX  
267 GSN  
270 LMN  
279 GAC Family  
784,1488 Travel Channel HD  
788,1456 LMN HD  
790,1459 Hallmark Movies & Mysteries HD  
794,1463 Bravo HD  
799,1428 WE tv HD  
823,1449 Discovery HD  
828,1612 MTV Live HD  
829,1607 VH1 HD  
830,1409 FX HD  
831,1434 TBS HD

832,1492 HGTV HD  
833,1404 TNT HD  
834,1466 E! HD  
835,1403 USA Network HD  
836,1455 Lifetime HD  
837,1402 A&E HD  
854,1484 Food Network HD  
857,1464 OWN HD (Oprah Winfrey Network)  
858,1435 Comedy Central HD  
859,1405 AMC HD  
862,1411 Syfy HD  
863,1471 Animal Planet HD  
872,1478 HISTORY HD  
902,1430 truTV HD  
905,1625 BET HD  
909,1444 Investigation Discovery HD  
912,1626 TV One HD  
920,1418 BBC America HD  
921,1465 Oxygen HD  
924,1410 FXX HD  
1413 G4 HD<sup>2</sup>  
1420 NewsNation HD<sup>2</sup>  
1425 GSN HD<sup>2</sup>  
1426 TV Land HD<sup>2</sup>  
1437 Comedy.TV HD<sup>2</sup>  
1446 Justice Central.TV HD<sup>2</sup>  
1483 Recipe.TV HD<sup>2</sup>  
1620 GAC Family HD<sup>2</sup>  
1624 Cleo HD<sup>2</sup>  
1627 ASPIRE HD<sup>2</sup>  
1637 Revolt HD<sup>2</sup>

**SPORTS & NEWS**

(INCLUDED IN EXPANDED BASIC, STANDARD+, SELECT+, SIGNATURE+ AND SUPER+ DOUBLE PLAY PACKAGES; STANDARD+ MORE, SELECT+ MORE, SIGNATURE+ MORE AND SUPER+ MORE TRIPLE PLAY PACKAGES)  
41 FOX News Channel  
42 CNN  
43 HLN  
45 Bloomberg TV  
46 CNBC  
47 The Weather Channel  
49 ESPN  
50 ESPN2  
51 NESN  
52 NBC Sports Boston  
54,251 MSNBC  
69 Golf Channel  
84 NESN+  
85,1256 NBC Sports Boston Overflow  
139 ACC NETWORK  
249 C-SPAN3  
250 FOX Sports 1  
266 Tennis Channel

284 FOX Business Network  
789,1123 FOX Business Network HD  
795,1121 CNBC HD  
838,1224 Tennis Channel HD  
839,1243 MotorTrend Network  
841,1110 FOX News Channel HD  
842,1111 CNN HD  
843,1112 HLN HD  
844,1122 Bloomberg TV HD  
847,1102 The Weather Channel HD  
848,1223 Golf Channel HD  
849,1205 ESPN HD  
850,1206 ESPN2 HD  
851,1250 NESN HD  
852,1251 NBC Sports Boston HD  
894,1255 NESN+ HD  
901,1113 MSNBC HD  
925,1208 FOX Sports 1 HD  
1115 Newsmax TV HD<sup>2</sup>  
1116 Black News Channel HD<sup>2</sup>  
1130 C-SPAN3 HD<sup>2</sup>  
1325 ACC NETWORK HD  
1684 Jewish Broadcasting Service HD<sup>2</sup>

**EXPANDED BASIC**

(INCLUDED IN STANDARD+, SELECT+, SIGNATURE+ AND SUPER+ DOUBLE PLAY PACKAGES; STANDARD+ MORE, SELECT+ MORE, SIGNATURE+ MORE AND SUPER+ MORE TRIPLE PLAY PACKAGES. EXTRA INCLUDES EXPANDED BASIC AND LIMITED BASIC)  
24 Disney Channel  
25 Nickelodeon  
26 Freeform  
27,186 truTV  
28 MTV  
29 VH1  
30 FX  
31 TBS  
32 HGTV  
33 TNT  
34 E!  
35 USA Network  
36 Lifetime  
37 A&E  
38 TLC  
39 Discovery  
40 Travel Channel  
41 FOX News Channel  
42 CNN  
43 HLN  
45 Bloomberg TV  
46 CNBC

47 The Weather Channel  
49 ESPN  
50 ESPN2  
51 NESN  
52 NBC Sports Boston  
53 Food Network  
54,251 MSNBC  
56,238 EWTN  
57 Bravo  
59 AMC  
61 Comedy Central  
62 Syfy  
63 Animal Planet  
64 TV Land  
66,208 Hallmark Channel  
68 BET  
69 Golf Channel  
71 HISTORY  
84 NESN+  
85,1256 NBC Sports  
Boston Overflow  
88,1049 HSN2  
124 NewsNation  
139 ACC NETWORK  
180 Cleo  
199 Hallmark Movies &  
Mysteries  
210 National Geographic  
Channel  
214 TV One  
215 WE tv  
216 Oxygen  
218 Universal Kids  
226 OWN (Oprah Winfrey  
Network)  
234 INSP  
235 UP  
241 BBC America  
249 C-SPAN3  
250 FOX Sports 1  
252 Investigation  
Discovery  
256 FXX  
266 Tennis Channel  
267 GSN  
270 LMN  
279 GAC Family  
284 FOX Business Network  
784,1488 Travel  
Channel HD  
788,1456 LMN HD  
789,1123 FOX Business  
Network HD  
790,1459 Hallmark Movies  
& Mysteries HD  
794,1463 Bravo HD  
795,1121 CNBC HD  
799,1428 WE tv HD  
821,1473 National  
Geographic HD  
823,1449 Discovery HD  
824,1715 Disney  
Channel HD  
825,1728 Nickelodeon HD  
826,1742 Freeform HD  
827,1606 MTV HD  
828,1612 MTV Live HD  
829,1607 VH1 HD  
830,1409 FX HD  
831,1434 TBS HD

832,1492 HGTV HD  
833,1404 TNT HD  
834,1466 E! HD  
835,1403 USA Network HD  
836,1455 Lifetime HD  
837,1402 A&E HD  
838,1224 Tennis  
Channel HD  
839,1243 MotorTrend  
Network  
841,1110 FOX News  
Channel HD  
842,1111 CNN HD  
843,1112 HLN HD  
844,1122 Bloomberg TV HD  
847,1102 The Weather  
Channel HD  
848,1223 Golf Channel HD  
849,1205 ESPN HD  
850,1206 ESPN2 HD  
851,1250 NESN HD  
852,1251 NBC Sports  
Boston HD  
854,1484 Food Network HD  
857,1464 OWN HD (Oprah  
Winfrey Network)  
858,1435 Comedy  
Central HD  
859,1405 AMC HD  
862,1411 Syfy HD  
863,1471 Animal Planet HD  
867,1450 TLC HD  
872,1478 HISTORY HD  
894,1255 NESN+ HD  
901,1113 MSNBC HD  
902,1430 truTV HD  
905,1625 BET HD  
907,1458 Hallmark  
Channel HD  
908,1457 UP HD  
909,1444 Investigation  
Discovery HD  
912,1626 TV One HD  
920,1418 BBC America HD  
921,1465 Oxygen HD  
924,1410 FXX HD  
925,1208 FOX Sports 1 HD  
927,1707 Universal  
Kids HD  
1115 Newsmax TV HD<sup>2</sup>  
1116 Black News  
Channel HD<sup>2</sup>  
1130 C-SPAN3 HD<sup>2</sup>  
1325 ACC NETWORK HD  
1413 G4 HD<sup>2</sup>  
1420 NewsNation HD<sup>2</sup>  
1425 GSN HD<sup>2</sup>  
1426 TV Land HD<sup>2</sup>  
1437 Comedy.TV HD<sup>2</sup>  
1446 Justice  
Central.TV HD<sup>2</sup>  
1483 Recipe.TV HD<sup>2</sup>  
1620 GAC Family HD<sup>2</sup>  
1624 Cleo HD<sup>2</sup>  
1627 ASPIRE HD<sup>2</sup>  
1637 Revolt HD<sup>2</sup>  
1655 INSP HD<sup>2</sup>  
1668 EWTN HD<sup>2</sup>  
1684 Jewish Broadcasting  
Service HD<sup>2</sup>

## DIGITAL PREFERRED

(INCLUDED IN SELECT+,  
SIGNATURE+ AND SUPER+  
DOUBLE PLAY PACKAGES;  
SELECT+ MORE, SIGNATURE+  
MORE AND SUPER+ MORE  
TRIPLE PLAY PACKAGES)  
40 Travel Channel  
55 Paramount Network  
56,238 EWTN  
60 Cartoon Network  
64 TV Land  
137 SEC Network  
138 SEC Network Overflow  
176 Ovation  
181 AFRO  
182 POP  
190 BBC World News  
191,1709 BabyFirst  
Americas  
193 Smithsonian Channel  
196,1685 Jewish Life  
Television (JLTV)  
197 ScreenPix Action  
198 ReelzChannel  
201 SundanceTV East  
202,366 FLIX East  
205 ScreenPix  
206,1789 ScreenPix  
Westerns  
209 ScreenPix Voices  
211 Hallmark Drama<sup>1</sup>  
212 IFC  
220,1727 Nicktoons<sup>2</sup>  
221 Discovery Family  
Channel  
222 Disney XD  
223 Nick Jr.  
224 TeenNick  
227 Science  
228 Nick 2  
230 Discovery Life  
232 Nat Geo WILD  
233 Destination America  
236,1682 The Impact  
Network  
239 Cooking Channel  
240 Magnolia Network TV  
242 VICE  
243 fyi  
244 Disney Junior  
248 ESPNews  
253 American Heroes  
Channel  
254 FOX Sports 2  
255,1236 Outdoor Channel  
257,599 NBA TV  
259 NHL Network  
260,1246 TVG  
261 CBS Sports Network  
265,715 NFL Network  
266 Tennis Channel  
267 GSN  
269 MLB Network  
272,1615 Nick Music  
273 MTV2  
274 BET Her  
275,1630 BET Soul  
276,1619 CMT Music  
277,1614 MTV Classic  
278 FX Movie Channel

280,1633 BET Jams  
281 Logo  
286 ESPN2  
666,3378 HITN  
686,1238 PURSUIT  
705,3486 NBC Universo  
710,3485 TUDN  
711,3380 MTV TR3s  
719,3483 Galavision  
783,1613 AXS TV  
784,1488 Travel  
Channel HD  
792,1716 Disney XD HD  
796,1210 ESPNews HD  
797,1486 fyi HD  
798,1438 IFC HD  
822,1217 NHL Network HD  
838,1224 Tennis  
Channel HD  
846,1222 Olympic  
Channel HD  
853,1215 NFL Network HD  
855,1412 Paramount  
Network HD  
856,1303 CBS Sports  
Network HD  
860,1734 Cartoon  
Network HD  
866,1451 Science HD  
900,1301 ESPNU HD  
910,1436 VICE HD  
911,1487 Destination  
America HD  
913,1218 NBA TV HD  
914,1219 MLB Network HD  
915,1462 Ovation HD  
922,1472 Nat Geo WILD HD  
923,1209 FOX Sports 2 HD  
928,1321 SEC Network HD  
1117 BBC World News HD<sup>2</sup>  
1118 i24 News HD<sup>2</sup>  
1228,3360 Zona Futbol HD<sup>2</sup>  
1229,3359 TUDN HD<sup>2</sup>  
1232,3387 NBC Universo HD<sup>2</sup>  
1322 SEC Network  
Overflow HD<sup>2</sup>  
1414 fuse HD<sup>2</sup>  
1425 GSN HD  
1426 TV Land HD  
1427 POP HD<sup>2</sup>  
1429 ReelzChannel HD<sup>2</sup>  
1439 Logo HD<sup>2</sup>  
1440 SundanceTV HD East<sup>2</sup>  
1460 Hallmark Drama HD<sup>2</sup>  
1477 Smithsonian  
Channel HD<sup>2</sup>  
1480 American Heroes  
Channel HD<sup>2</sup>  
1485 Cooking Channel HD<sup>2</sup>  
1493 Magnolia Network  
TV HD<sup>2</sup>  
1495 Z Living HD<sup>2</sup>  
1497 Discovery Life HD<sup>2</sup>  
1623 AFRO HD<sup>2</sup>  
1627 ASPIRE HD  
1628 BET Her HD<sup>2</sup>  
1629 The Africa Channel<sup>2</sup>  
1637 Revolt HD  
1639 MTV2 HD<sup>2</sup>  
1668 EWTN HD

1701 Disney JR. HD<sup>2</sup>  
1702 Nick Jr. HD<sup>2</sup>  
1714 Discovery Family  
Channel HD<sup>2</sup>  
1729 NICK 2 HD<sup>2</sup>  
1740 TeenNick HD<sup>2</sup>  
1766 FX Movie Channel HD<sup>2</sup>  
1771 FLIX East HD<sup>2</sup>  
1786 ScreenPix HD<sup>2</sup>  
1787 ScreenPix Action HD<sup>2</sup>  
1788 ScreenPix Voices HD<sup>2</sup>  
3375 Galavision HD<sup>2</sup>  
3491 Zona Futbol<sup>1</sup>

## DEPORTES

678,3355 Latin American  
Sports  
705,3486 NBC Universo  
708,3482 FOX Deportes  
710,3485 TUDN  
720,1231,3351,3481 ESPN  
Deportes  
1228,3360 Zona Futbol HD<sup>2</sup>  
1229,3359 TUDN HD<sup>2</sup>  
1230,3353 FOX Deportes HD<sup>2</sup>  
1232,3387 NBC Universo HD<sup>2</sup>  
3491 Zona Futbol<sup>1</sup>

## XFINITY TV LATINO

641,3347 TBN Enlace  
642,3418 Telefe  
643,3419 TeleFormula  
644,3383 Pasiones  
645,3422 TV Chile  
646,3412 Nuestra Tele  
647,3388 Video Rola  
648,3373 FOX Life  
649,3425 TVE  
Internacional  
650,3424 TV Venezuela  
651,3385 Kanal Drama  
657,3415 SUR Peru  
658,3340 Vme Kids  
659,3416 SUR TV  
660,3382 Once Mexico  
661,3410 Multimedios  
662,3409 Mexicanal  
664,3384 RC Novelas  
666,3378 HITN  
667,3445 Cinema Dinamita  
668,3345 EWTN en Espanol  
669,3344 ESNE TV  
670,3407 Ecuavisa  
673,3404 Caracol TV  
675 Sony Cine  
678,3355 Latin American  
Sports  
704,3414 Supercanal  
705,3486 NBC Universo  
706 Discovery en Espanol  
707,3441 Cinelatino  
708,3482 FOX Deportes  
709,3396 CNN en Espanol  
710,3485 TUDN  
711,3380 MTV TR3s  
712 ViendoMovies  
713,3442 Cine Mexicano  
716 HISTORY en Espanol  
717,3428 WAPA America

718,3420 Telemicro  
Internacional  
719,3483 Galavision  
720,1231,3351,3481 ESPN  
Deportes  
722,3331 BabyFirst  
Americas - Spanish  
723,3405 Centroamerica TV  
725 Discovery Familia  
727,3490 UniMás Alt  
728,3489 Univision Alt  
757,3423 TV Dominicana  
1228,3360 Zona Futbol HD<sup>2</sup>  
1229,3359 TUDN HD<sup>2</sup>  
1230,3353 FOX Deportes HD<sup>2</sup>  
1232,3387 NBC Uniyerso HD<sup>2</sup>  
3308 UniMás Alt HD<sup>2</sup>  
3311 Univision Alt HD<sup>2</sup>  
3335 Discovery Familia HD<sup>2</sup>  
3371 Discovery en  
Español HD<sup>2</sup>  
3375 GALORIS HD<sup>2</sup>  
3377 HISTORY en  
Español HD<sup>2</sup>  
3443 Sony Cine HD<sup>2</sup>  
3447 ViendoMovies HD<sup>2</sup>  
3491 Zona Futbol<sup>1</sup>

### MORE SPORTS & ENTERTAINMENT PACKAGE

(INCLUDED IN SUPER+ MORE TRIPLE PLAY PACKAGE)

126,1445 Crime & Investigation  
127,1479 Military History Channel  
136 Sportsman Channel  
194 Pac-12 Network  
213 TCM  
248 ESPNNews  
255,1236 Outdoor Channel  
257,599 NBA TV  
259 NHL Network  
260,1246 TVG  
261 CBS Sports Network  
265,715 NFL Network  
269 MLB Network  
282 CMT  
285 BTN  
286 ESPNU  
287 NFL RedZone  
796,1210 ESPNNews HD  
822,1217 NHL Network HD  
853,1215 NFL Network HD  
856,1303 CBS Sports Network HD  
864,1608 CMT HD  
882,1313 BTN HD  
899,1216 NFL RedZone HD  
900,1301 ESPNU HD  
903,1755 TCM HD  
913,1218 NBA TV HD  
914,1219 MLB Network HD  
1237 Sportsman Channel HD<sup>2</sup>  
1329 Pac-12 Network HD<sup>2</sup>  
1638 FM HD<sup>2</sup>

### PREMIUM CHANNELS

(EPIX CHANNEL INCLUDED WITH SIGNATURE+ DOUBLE PLAY)

PACKAGE AND SIGNATURE+ MORE TRIPLE PLAY PACKAGE; HBO MAX, SHOWTIME, EPIX AND THE MOVIE CHANNEL INCLUDED WITH SUPER+ DOUBLE PLAY PACKAGE; HBO MAX, SHOWTIME, EPIX, HITZ AND THE MOVIE CHANNEL AND SUPER+ MORE TRIPLE PLAY PACKAGE)

192,1777 STARZ ENCORE Black East  
202,366 FLIX East  
203,1775 STARZ ENCORE Action East  
207,1784 STARZ ENCORE Westerns East  
301 HBO East  
302 HBO2 East  
303 HBO Signature East  
304,1808 HBO Family East  
305,1810 HBO Comedy East  
306 HBO Zone East  
307 HBO Latino East  
321 STARZ East  
322,881 EPIX East  
323,885,1790,1871 EPIX HD (East)  
324 EPIX 2  
325 EPIX Hits  
326 STARZ ENCORE East  
328 EPIX Drive-In  
341 CINEMAX East  
361 Showtime East  
362 Showtime 2 East  
363,1846 Showtime Showcase East  
364 Showtime Extreme East  
365,1844 Showtime BET East  
381 The Movie Channel East  
382 The Movie Channel Xtra East  
451,1886 Playboy  
771,1806 HBO Signature HD East  
773,1814,3455 HBO Latino HD East  
775,1812 HBO Zone HD East  
785,1773 STARZ ENCORE East HD  
868,1820 CINEMAX HD East  
870,1802 HBO HD East  
871,1804 HBO2 HD East  
874,1406,1816 AMC+ HD<sup>2</sup>  
875,1868 STARZ East HD  
877,1840 Showtime HD East  
878,1842 Showtime 2 HD East  
880,1848 Showtime Extreme HD  
883,1860 The Movie Channel HD East  
884,1862 The Movie Channel Xtra East HD  
1771 FLIX East HD<sup>2</sup>  
1822 MoreMAX East  
1824 ActionMAX East  
1826 ThrillerMax East  
1828 MovieMax  
1830 5StarMAX

1832 OuterMAX  
1873 EPIX 2 HD<sup>2</sup>  
1874 EPIX Hits HD<sup>2</sup>  
1875 EPIX Drive-In HD<sup>2</sup>

### INTERNATIONAL SELECTIONS<sup>3</sup>

3101 Willow Plus HD  
3102 TV Asia HD  
3103 ZeeTV HD  
3106 SET HD  
3108 ABP News  
3109 NDTV 24X7  
3135 CCTV4  
3137 Phoenix Info News  
3138 CTI Zhong Tian Channel  
3139 Phoenix NA  
3150 TVB Jade  
3180 TV JAPAN HD  
3185 Saigon Broadcasting Television Network  
3194 The Filipino Channel HD  
3195 GMA Pinoy TV  
3196 GMA Life TV  
3210 SporTV  
3211 Band Internacional HD  
3212 RecordTV Europa HD  
3213 TV Globo HD  
3216 SIC International  
3225 RTVI (Russian)  
3226 RTN (Russian)  
3227 Russian Kino  
3228 NTV America  
3229 Channel One Russia  
3230 Impact TV  
3232 RTR PLAN  
3233 ROSSIYA  
3234 CTC  
3245 ART Network  
3250 The Israeli Network  
3260 DW Deutsche +  
3265 TV5 Monde HD  
3275 Antenna TV  
3280 RAI International HD  
3281 Mediaset Italia  
3285 Willow Plus  
3286 TV Asia  
3287 ZeeTV  
3289 SET  
3290 TV JAPAN  
3291 Band Internacional  
3292 RecordTV  
3293 TV Globo  
3294 TV5 Monde  
3295 RAI International  
3296 The Filipino Channel

### PAY-PER-VIEW

399,800,1201 IN DEMAND PPV HD  
401 IN DEMAND PPV  
402 IN DEMAND PPV 7  
435,1888 Penthouse Block  
452,1893 Juicy  
453,1887 Vivid TV  
457,1894 TEN  
458,1891 XTSY

459,1890 Hustler TV  
913,1218 NBA TV HD  
3001 MLB EI - Arizona Diamondbacks  
3002 MLB EI - Atlanta Braves  
3003 MLB EI - Baltimore Orioles  
3004 MLB EI - Boston Red Sox  
3005 MLB EI - Chicago Cubs  
3006 MLB EI - Chicago White Sox  
3007 MLB EI - Cincinnati Reds  
3008 MLB EI - Cleveland Indians  
3009 MLB EI - Colorado Rockies  
3010 MLB EI - Detroit Tigers  
3011 MLB EI - Houston Astros  
3012 MLB EI - Kansas City Royals  
3013 MLB EI - Los Angeles Angels  
3014 MLB EI - Los Angeles Dodgers  
3015 MLB EI - Miami Marlins  
3016 MLB EI - Milwaukee Brewers  
3017 MLB EI - Minnesota Twins  
3018 MLB EI - New York Mets  
3019 MLB EI - New York Yankees  
3020 MLB EI - Oakland Athletics  
3021 MLB EI - Philadelphia Phillies  
3022 MLB EI - Pittsburgh Pirates  
3023 MLB EI - San Diego Padres  
3024 MLB EI - San Francisco Giants  
3025 MLB EI - Seattle Mariners  
3026 MLB EI - St. Louis Cardinals  
3027 MLB EI - Tampa Bay Rays  
3028 MLB EI - Texas Rangers  
3029 MLB EI - Toronto Blue Jays  
3030 MLB EI - Washington Nationals  
3034 NBA LP - Atlanta Hawks  
3035 NBA LP - Boston Celtics  
3036 NBA LP - Brooklyn Nets  
3037 NBA LP - Charlotte Hornets

3038 NBA LP - Chicago Bulls  
3039 NBA LP - Cleveland Cavaliers  
3040 NBA LP - Dallas Mavericks  
3041 NBA LP - Denver Nuggets  
3042 NBA LP - Detroit Pistons  
3043 NBA LP - Golden State Warriors  
3044 NBA LP - Houston Rockets  
3045 NBA LP - Indiana Pacers  
3046 NBA LP - Los Angeles Clippers  
3047 NBA LP - Los Angeles Lakers  
3048 NBA LP - Memphis Grizzlies  
3049 NBA LP - Miami Heat  
3050 NBA LP - Milwaukee Bucks  
3051 NBA LP - Minnesota Timberwolves  
3052 NBA LP - New Orleans Pelicans  
3053 NBA LP - New York Knicks  
3054 NBA LP - Oklahoma City Thunder  
3055 NBA LP - Orlando Magic  
3056 NBA LP - Philadelphia 76ers  
3057 NBA LP - Phoenix Suns  
3058 NBA LP - Portland Trailblazers  
3059 NBA LP - Sacramento Kings  
3060 NBA LP - San Antonio Spurs  
3061 NBA LP - Toronto Raptors  
3062 NBA LP - Utah Jazz  
3063 NBA LP - Washington Wizards  
3067 NHL CI - Anaheim Ducks  
3068 NHL CI - Arizona Coyotes  
3069 NHL CI - Boston Bruins  
3070 NHL CI - Buffalo Sabres  
3071 NHL CI - Calgary Flames  
3072 NHL CI - Carolina Hurricanes  
3073 NHL CI - Chicago Blackhawks  
3074 NHL CI - Colorado Avalanche  
3075 NHL CI - Columbus Blue Jackets  
3076 NHL CI - Dallas Stars



3077 NHL CI - Detroit  
Red Wings  
3078 NHL CI - Edmonton  
Oilers  
3079 NHL CI - Florida  
Panthers  
3080 NHL CI - Los  
Angeles Kings  
3081 NHL CI - Minnesota  
Wild  
3082 NHL CI - Montreal  
Canadiens  
3083 NHL CI - Nashville  
Predators  
3084 NHL CI - New Jersey  
Devils  
3085 NHL CI - New York  
Islanders  
3086 NHL CI - New York  
Rangers  
3087 NHL CI - Ottawa  
Senators  
3088 NHL CI -  
Philadelphia Flyers  
3089 NHL CI - Pittsburgh  
Penguins  
3090 NHL CI - San Jose  
Sharks  
3091 NHL CI - Seattle  
Kraken  
3092 NHL CI - St. Louis  
Blues  
3093 NHL CI - Tampa Bay  
Lightning  
3094 NHL CI - Toronto  
Maple Leafs  
3095 NHL CI - Vancouver  
Canucks  
3096 NHL CI - Vegas  
Golden Knights  
3097 NHL CI - Washington  
Capitals  
3098 NHL CI - Winnipeg  
Jets

**ON DEMAND**

1,1000,1882,1897 Xfinity  
Presents  
184,640,1883,1896  
Xfinity Latino Presenta  
342,1817,1880,1899 Hitz  
343,1818,1881,1898 Hitz 2  
344,1819 Hitz 3  
434,1885 Adult On Demand  
460,1884,1895,3349  
PARENTAL  
888,1622 Xfinity Black  
Experience  
1100,1125,1242  
Searchlight On Demand  
1751 Free Movies On  
Demand  
1801 HBO On Demand  
1867 STARZ On Demand  
3300,3370,3400 Xfinity  
Latino Presenta  
3440,3450,3480 PARENTAL

**XFINITY INSTANT TV  
LATINO**

(NO LONGER AVAILABLE FOR  
NEW SUBSCRIPTIONS)  
644,3383 Pasioness  
658,3340 Vme Kids  
667,3445 Cinema Dinamita  
675 Sony Cine  
706 Discovery en Espanol  
707,3441 Cinelatino  
709,3396 CNN en Espanol  
712 ViendoMovies  
713,3442 Cine Mexicano  
716 HISTORY en Espanol  
719,3483 Galavision  
722,3331 BabyFirst  
Americas - Spanish  
725 Discovery Familia  
3335 Discovery Familia HD<sup>2</sup>  
3371 Discoverye en  
Espanol HD<sup>2</sup>  
3375 Galavision HD<sup>2</sup>  
3377 HISTORY en  
Espanol HD<sup>2</sup>  
3443 Sony Cine HD<sup>2</sup>  
3447 ViendoMovies HD<sup>2</sup>

**DIGITAL ECONOMY**  
(NO LONGER AVAILABLE FOR  
NEW SUBSCRIPTIONS)

34 E!  
35 USA Network  
36 Lifetime  
37 A&E  
39 Discovery  
41 FOX News Channel  
42 CNN  
45 Bloomberg TV  
54,251 MSNBC  
56,238 EWTN  
57 Bravo  
59 AMC  
61 Comedy Central  
62 Syfy  
63 Animal Planet  
64 TV Land  
66,208 Hallmark Channel  
68 BET  
71 HISTORY  
190 BBC World News  
193 Smithsonian Channel  
199 Hallmark Movies &  
Mysteries  
210 National Geographic  
Channel  
241 BBC America  
256 FXX  
284 FOX Business Network  
789,1123 FOX Business  
Network HD  
790,1459 Hallmark Movies  
& Mysteries HD  
794,1463 Bravo HD  
821,1473 National  
Geographic HD  
823,1449 Discovery HD  
834,1466 E! HD  
835,1403 USA Network HD  
836,1455 Lifetime HD  
837,1402 A&E HD

841,1110 FOX News  
Channel HD  
842,1111 CNN HD  
844,1122 Bloomberg TV HD  
858,1435 Comedy  
Central HD  
859,1405 AMC HD  
862,1411 Syfy HD  
863,1471 Animal Planet HD  
872,1478 HISTORY HD  
901,1113 MSNBC HD  
905,1625 BET HD  
907,1458 Hallmark  
Channel HD  
920,1418 BBC America HD  
924,1410 FXX HD  
1117 BBC World News HD<sup>2</sup>  
1426 TV Land HD<sup>2</sup>  
1477 Smithsonian  
Channel HD<sup>2</sup>  
1627 ASPIRE HD<sup>2</sup>  
1668 EWTN HD<sup>2</sup>

**FAMILY TIER**  
(NO LONGER AVAILABLE FOR  
NEW SUBSCRIPTIONS)

24 Disney Channel  
25 Nickelodeon  
32 HGTV  
43 HLN  
47 The Weather Channel  
53 Food Network  
210 National Geographic  
Channel  
218 Universal Kids  
221 Discovery Family  
Channel  
222 Disney XD  
224 TeenNick  
227 Science  
240 Magnolia Network TV  
792,1716 Disney XD HD  
821,1473 National  
Geographic HD  
824,1715 Disney  
Channel HD  
825,1728 Nickelodeon HD  
832,1492 HGTV HD  
843,1112 HLN HD  
847,1102 The Weather  
Channel HD  
854,1484 Food Network HD  
866,1451 Science HD  
927,1707 Universal  
Kids HD  
1740 TeenNick HD<sup>2</sup>

**STARTER LATINO TV**  
(NO LONGER AVAILABLE FOR  
NEW SUBSCRIPTIONS)

25 Nickelodeon  
26 Freeform  
28 MTV  
29 VH1  
30 FX  
31 TBS  
32 HGTV  
33 TNT  
38 TLC  
40 Travel Channel  
43 HLN

46 CNBC  
49 ESPN  
50 ESPN2  
51 NESN  
52 NBC Sports Boston  
69 Golf Channel  
84 NESN+  
85,1256 NBC Sports  
Boston Overflow  
88,1049 HSN2  
124 NewsNation  
139 ACC NETWORK  
214 TV One  
215 WE tv  
218 Universal Kids  
226 OWN (Oprah Winfrey  
Network)  
234 INSP  
236,1682 The Impact  
Network  
250 FOX Sports 1  
267 GSN  
270 LMN  
784,1488 Travel  
Channel HD  
788,1456 LMN HD  
795,1121 CNBC HD  
799,1428 WE tv HD  
825,1728 Nickelodeon HD  
826,1742 Freeform HD  
827,1606 MTV HD  
828,1612 MTV Live HD  
829,1607 VH1 HD  
830,1409 FX HD  
831,1434 TBS HD  
832,1492 HGTV HD  
833,1404 TNT HD  
839,1243 MotorTrend  
Network  
843,1112 HLN HD  
846,1222 Olympic  
Channel HD  
848,1223 Golf Channel HD  
849,1205 ESPN HD  
850,1206 ESPN2 HD  
851,1250 NESN HD  
852,1251 NBC Sports  
Boston HD  
857,1464 OWN HD (Oprah  
Winfrey Network)  
867,1450 TLC HD  
894,1255 NESN+ HD  
912,1626 TV One HD  
925,1208 FOX Sports 1 HD  
927,1707 Universal  
Kids HD  
1325 ACC NETWORK HD

**ECONOMY PLUS  
LATINO TV**  
(NO LONGER AVAILABLE FOR  
NEW SUBSCRIPTIONS)

25 Nickelodeon  
26 Freeform  
28 MTV  
29 VH1  
30 FX  
32 HGTV  
38 TLC  
40 Travel Channel

43 HLN  
46 CNBC  
88,1049 HSN2  
124 NewsNation  
214 TV One  
215 WE tv  
218 Universal Kids  
226 OWN (Oprah Winfrey  
Network)  
234 INSP  
236,1682 The Impact  
Network  
250 FOX Sports 1  
267 GSN  
270 LMN  
784,1488 Travel  
Channel HD  
788,1456 LMN HD  
795,1121 CNBC HD  
799,1428 WE tv HD  
825,1728 Nickelodeon HD  
826,1742 Freeform HD  
827,1606 MTV HD  
828,1612 MTV Live HD  
829,1607 VH1 HD  
830,1409 FX HD  
832,1492 HGTV HD  
839,1243 MotorTrend  
Network  
843,1112 HLN HD  
846,1222 Olympic  
Channel HD  
857,1464 OWN HD (Oprah  
Winfrey Network)  
867,1450 TLC HD  
912,1626 TV One HD  
925,1208 FOX Sports 1 HD  
927,1707 Universal  
Kids HD

**SELECTO**  
(NO LONGER AVAILABLE FOR  
NEW SUBSCRIPTIONS)

704,3414 Supercanal  
705,3486 NBC Universo  
706 Discovery en Espanol  
707,3441 Cinelatino  
708,3482 FOX Deportes  
709,3396 CNN en Espanol  
710,3485 TUDN  
711,3380 MTV TR3s  
712 ViendoMovies  
713,3442 Cine Mexicano  
716 HISTORY en Espanol  
717,3428 WAPA America  
718,3420 Telemicro  
Internacional  
719,3483 Galavision  
720,1231,3351,3481 ESPN  
Deportes  
1228,3360 Zona Futbol HD<sup>2</sup>  
1229,3359 TUDN HD<sup>2</sup>  
1230,3353 FOX Deportes HD<sup>2</sup>  
1232,3387 NBC Universo HD<sup>2</sup>  
3371 Discovery en  
Espanol HD<sup>2</sup>  
3375 Galavision HD<sup>2</sup>  
3377 HISTORY en  
Espanol HD<sup>2</sup>  
3447 ViendoMovies HD<sup>2</sup>

3491 Zona Futbol<sup>1</sup>

<sup>1</sup>Requires designated Xfinity TV service, X1 TV Box or compatible customer owned device and Xfinity Internet Service.

<sup>2</sup>Requires designated Xfinity TV service, X1 TV Box or compatible customer owned device and Xfinity Internet Service. Requires HD Technology Fee.

<sup>3</sup>Requires designated Xfinity TV service, X1 TV Box or compatible customer owned device and Xfinity Internet Service.

A subscription to Limited Basic is required to receive video services unless otherwise indicated. TV Box, TV Adapter, CableCARD or compatible customer owned device is required to receive video services. Channel lineup for outlets with TV Adapters is same as the primary outlet with the following exceptions: premium channels are not available and only the following HD channels with channel numbers above 1000 are available: The Weather Channel, Fox News, CNN, HLN, MSNBC, CNBC, Bloomberg, Fox Business, CSPAN, CSPAN2, CSPAN 3, and your local news stations. Except for Limited Basic only customers, HD programming requires subscription to HD Technology Fee and HD compatible equipment. Channel lineup subject to change. Additional restrictions may apply. See Services & Pricing card for additional information. © 2022 Comcast. All rights reserved.

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For more information visit [xfinity.com/support/local-channel-lineup](https://xfinity.com/support/local-channel-lineup).



**Hopkinton, MA**

**Marlborough, MA**

**BUNDLED PACKAGES<sup>1,2</sup>**

**QUAD PLAY PACKAGES**

QUAD PLAY PACKAGE PRICING BELOW IS ADDITIONAL TO TRIPLE PLAY PACKAGE PRICING

with Xfinity Home Pro Protection add <sup>28</sup>	\$30.00
with Xfinity Home Pro Protection Plus add <sup>29</sup>	\$40.00

**TRIPLE PLAY PACKAGES<sup>44</sup>**

**Standard+ More**

Includes Limited Basic, Expanded Basic and HD programming for primary outlet, 20 Hour DVR Service, Performance Pro Internet and Unlimited Voice

<b>SurePrice<sup>38</sup></b>	\$130.99
- with Xfinity Mobile save	\$124.99
- with DVR Service upgrade add	\$-10.00
- with Premium DVR Service upgrade add	\$10.00
- with Gigabit Pro Internet upgrade add <sup>39</sup>	\$20.00
- with Blast! Internet upgrade add	\$235.00
- with Extreme Pro Internet upgrade add	\$20.00
- with Gigabit Internet upgrade add	\$25.00
	\$30.00

**Select+ More**

Includes Limited Basic, Expanded Basic, Digital Preferred Tier and HD programming for primary outlet, DVR Service, Extreme Pro Internet and Unlimited Voice

<b>SurePrice<sup>38</sup></b>	\$159.99
- with Xfinity Mobile save	\$134.99
- with Premium DVR Service upgrade add	\$-10.00
- with Gigabit Pro Internet upgrade add <sup>39</sup>	\$10.00
- with Gigabit Internet upgrade add	\$235.00
	\$30.00

**Signature+ More**

Includes Limited Basic, Expanded Basic, Digital Preferred Tier, Epix, and HD programming for primary outlet, Premium DVR Service, Gigabit Internet, Unlimited Voice and Netflix Standard HD Plan

<b>SurePrice<sup>38</sup></b>	\$189.99
- with Xfinity Mobile save	\$164.99
- with Gigabit Pro Internet upgrade add <sup>39</sup>	\$-10.00
- with Netflix Premium UHD Plan upgrade add	\$235.00
	\$4.00

**Super+ More**

Includes Limited Basic, Expanded Basic, Digital Preferred Tier, Epix, HBO Max, Showtime, TMC, More Sports & Entertainment Package and HD programming for primary outlet, Premium DVR Service, Gigabit Internet, Unlimited Voice and Netflix Standard HD Plan

<b>SurePrice<sup>38</sup></b>	\$199.99
- with Xfinity Mobile save	\$184.99
- with Gigabit Pro Internet upgrade add <sup>39</sup>	\$-10.00
- with Netflix Premium UHD Plan upgrade add	\$235.00
	\$4.00

**DOUBLE PLAY PACKAGES<sup>37</sup>**

**Choice Double Play<sup>40</sup>**

Includes Choice Limited TV and Performance Internet	\$89.99
- with DVR Service upgrade add	\$10.00
- with Premium DVR Service upgrade add	\$10.00
- with Performance Pro Internet upgrade add	\$20.00
- with Blast! Internet upgrade add	\$15.00
- with Extreme Pro Internet upgrade add	\$20.00
- with Gigabit Internet upgrade add	\$25.00
	\$30.00
- with Gigabit Pro Internet upgrade add <sup>39</sup>	\$235.00

**Standard+**

Includes Limited Basic, Expanded Basic and HD programming for primary outlet, 20 Hour DVR Service, and Performance Pro Internet	\$110.99
- with DVR Service upgrade add	\$10.00
- with Premium DVR Service upgrade add	\$20.00
- with Blast! Internet upgrade add	\$20.00
- with Extreme Pro Internet upgrade add	\$25.00
- with Gigabit Internet upgrade add	\$30.00
- with Gigabit Pro Internet upgrade add <sup>39</sup>	\$235.00

**Select+**

Includes Limited Basic, Expanded Basic, Digital Preferred Tier and HD programming for primary outlet, 20 Hour DVR Service, and Blast! Internet	\$139.99
- with DVR Service upgrade add	\$10.00
- with Premium DVR Service upgrade add	\$20.00
- with Extreme Pro Internet upgrade add	\$25.00
- with Gigabit Internet upgrade add	\$30.00
- with Gigabit Pro Internet upgrade add <sup>39</sup>	\$235.00

**Signature+**

Includes Limited Basic, Expanded Basic, Digital Preferred Tier, Epix, and HD programming for primary outlet, DVR Service, Extreme Pro Internet, and Netflix Standard HD Plan	\$169.99
- with Premium DVR Service upgrade add	\$10.00
- with Netflix Premium UHD Plan upgrade add	\$4.00
- with Gigabit Internet upgrade add	\$30.00
- with Gigabit Pro Internet upgrade add <sup>39</sup>	\$235.00

**Super+**

Includes Limited Basic, Expanded Basic, Digital Preferred Tier, Epix, HBO Max, Showtime, TMC and HD programming for primary outlet, DVR Service, Extreme Pro Internet, and Netflix Standard HD Plan	\$189.99
- with Premium DVR Service upgrade add	\$10.00
- with Netflix Premium UHD Plan upgrade add	\$4.00
- with Gigabit Internet upgrade add	\$30.00
- with Gigabit Pro Internet upgrade add <sup>39</sup>	\$235.00

**XFINITY TV<sup>1</sup>**

**BASIC SERVICES**

<b>Limited Basic<sup>6,7</sup></b>	\$19.00
<b>Broadcast TV Fee<sup>21</sup></b>	\$22.25
<b>Franchise Costs<sup>4</sup></b>	
Hopkinton	\$0.42
Marlborough	\$0.16
<b>Expanded Basic<sup>3</sup></b> Includes Kids & Family, Entertainment and Sports & News	\$48.27

**XFINITY TV SERVICES**

<b>Choice Limited TV<sup>34</sup></b> Includes Limited Basic, Streampix, 20 hours DVR Service, and HD programming	\$30.00
<b>Choice TV Select<sup>35</sup></b> Includes Limited Basic, Streampix, 20 hours DVR Service, HD programming, Streaming to 2 devices, and Broadcast TV Fee	\$32.50
- with TV Box	\$41.00
<b>Genre Packs<sup>25</sup></b> Choose up to 2	
<b>Kids &amp; Family</b> Includes kid and family-friendly channels including Disney Channel, Nickelodeon, and Universal Kids	\$10.00
<b>Entertainment</b> Includes entertainment channels including A&E, AMC, Bravo, Food Network, FX, TNT, and VH1	\$17.00

Refer to the last page for additional information. For information about Xfinity policies and terms of service, go to [xfinity.com/policies](http://xfinity.com/policies).

<b>Sports &amp; News</b> Includes sports and news channels including CNBC, CNN, ESPN, Golf, MSNBC, and NBC Sports	\$30.00
<b>Extra<sup>24</sup></b> Includes Limited Basic, Expanded Basic for primary outlet, additional digital channels, access to Pay-Per-View and On Demand programming and Music Choice	\$67.27
<b>Digital Preferred Tier<sup>8</sup></b> Includes over 65 channels including CBS College Sports, Destination America, Disney XD and Science Channel	\$17.95
<b>Digital Preferred Tier plus One Premium</b> Includes Digital Preferred Tier and choice of Showtime, Cinemax, or The Movie Channel	\$29.95
<b>Digital Preferred Tier with HBO Max</b> Includes Digital Preferred Tier and HBO Max	\$32.94
<b>Digital Premier Tier</b> Includes Digital Preferred Tier, HBO Max, Showtime, Epix, Hitz, and The Movie Channel	\$64.95
<b>More Sports &amp; Entertainment Package<sup>41</sup></b> Includes over 15 channels including NFL Red Zone, ESPNNews and TCM	\$9.95
<b>Deportes<sup>3</sup></b> Includes over 6 deportes channels including ESPN Deportes, FOX Deportes and NBC Universo	\$5.00
<b>Xfinity TV Latino<sup>3</sup></b> Includes up to 45 channels of Spanish language programming, including Discovery Espanol, ESPN Deportes and Pasiones	\$10.00
<b>HBO Max<sup>3</sup></b>	\$14.99
<b>HBO<sup>3</sup></b>	\$15.00
<b>Showtime<sup>3</sup></b>	\$12.00
<b>Starz<sup>3</sup></b>	\$8.99
<b>Cinemax<sup>3</sup></b>	\$12.00
<b>The Movie Channel<sup>3</sup></b>	\$12.00
<b>Epix<sup>26</sup></b>	\$5.99
<b>Playboy<sup>3</sup></b>	\$15.00
<b>HD Technology Fee<sup>5</sup></b>	\$9.95
<b>DVR Service<sup>33</sup></b>	\$10.00
<b>Premium DVR Service<sup>42</sup></b>	\$20.00
<b>Service to Additional TV with TV Adapter<sup>9</sup></b>	\$8.50

## INTERNATIONAL SELECTIONS<sup>27</sup>

<b>ART: Arabic</b>	\$9.99
<b>TV Globo: Brazilian</b>	\$19.99
<b>Brazilian 2 Pack</b> Includes TV Globo and SporTV	\$24.99
<b>Brazilian 4 Pack</b> Includes TV Globo, SporTV, Band Internacional, and Record TV	\$34.99
<b>Mandarin 2 Pack</b> Includes Phoenix Info News and Phoenix North America	\$6.99
<b>Mandarin 4 Pack</b> Includes CTI Zhong Tian, CCTV4, Phoenix Info News, and Phoenix North America	\$19.99
<b>Filipino 2 Pack</b> Includes GMA Pinoy w/ GMA Video On Demand and GMA Life	\$14.99
<b>Filipino 3 Pack</b> Includes GMA Pinoy w/ GMA Video On Demand, GMA Life, and TFC	\$22.99
<b>TV5MONDE: French</b> With Cinema On Demand	\$9.99
<b>DW Deutsche +: German</b>	\$9.99
<b>Antenna: Greek</b>	\$14.99
<b>The Israeli Network</b>	\$19.99
<b>Rai Italia: Italian</b>	\$9.99
<b>Italian 2 Pack</b> Includes Rai Italia and Mediaset	\$14.99
<b>TV JAPAN</b>	\$24.99
<b>SIC: Portuguese</b>	\$9.99
<b>Portuguese 2 Pack</b> Includes RTP1 and SIC	\$14.99
<b>Impact TV: Russian Add-on</b> With any International package	\$6.99
<b>Russian 2 Pack</b> Includes Channel One Russia and NTV America	\$14.99
<b>Russian 4 Pack</b> Includes Channel One Russia, RTN, TV1000 Russian Kino, and NTV America	\$26.99
<b>Russian 5 Pack</b> Includes Channel One Russia, RTVi, NTV America, RTR-Planeta, and Rossiya 24	\$26.99
<b>Russian 8 Pack</b> Includes Channel One Russia, RTN, RTVi, TV1000 Russian Kino, NTV America, RTR-Planeta, Rossiya 24, and CTC	\$34.99
<b>Willow: Cricket Add-on</b> With any International package	\$6.99
<b>Willow: Cricket</b>	\$14.99
<b>Zee TV: Hindi</b>	\$14.99

<b>SET: Hindi</b>	\$14.99
<b>Hindi 2 Pack</b> Includes Zee TV and SET	\$24.99
<b>Hindi Pack</b> Includes Zee TV, SET, TV Asia, and NDTV 24x7	\$29.99
<b>Hindi Plus Pack</b> Includes Zee TV, SET, TV Asia, NDTV 24x7, Eros Now, and Willow	\$39.99
<b>SBTN: Vietnamese</b>	\$14.99
<b>TVB Jade: Cantonese</b>	\$10.99
<b>Record TV: Brazilian</b>	\$14.99
<b>ABP News: Hindi</b>	\$7.99
<b>TFC: Filipino</b>	\$11.99

## PAY-PER-VIEW AND ON DEMAND SUBSCRIPTION SERVICES

<b>Eros Now On Demand<sup>32</sup></b>	\$12.99
<b>Eros Now On Demand<sup>32</sup></b> w/a South Asian international selection	\$9.99
<b>here! TV On Demand<sup>32</sup></b>	\$7.99
<b>Filipino On Demand<sup>32</sup></b>	\$7.99
<b>Filipino On Demand<sup>32</sup></b> w/a Filipino international selection	\$5.99
<b>The Jewish Channel On Demand<sup>32</sup></b>	\$6.99
<b>Gaiam TV Fit &amp; Yoga On Demand<sup>32</sup></b>	\$7.99
<b>Lifetime Movie Club On Demand<sup>32</sup></b>	\$3.99
<b>History Vault On Demand<sup>32</sup></b>	\$4.99
<b>Kidstream On Demand<sup>32</sup></b>	\$4.99
<b>Grokker Yoga Fitness On Demand<sup>32</sup></b>	\$6.99
<b>UP Faith and Family On Demand<sup>32</sup></b>	\$5.99
<b>Anime Network On Demand<sup>32</sup></b>	\$6.99
<b>Stingray Karaoke On Demand<sup>32</sup></b>	\$6.99
<b>DOGTV On Demand<sup>32</sup></b>	\$4.99
<b>Gaia On Demand<sup>32</sup></b>	\$11.99
<b>AMC + On Demand<sup>32</sup></b>	\$6.99
<b>Stingray Classica On Demand<sup>32</sup></b>	\$6.99
<b>TumbleBooksTV On Demand<sup>32</sup></b>	\$4.99
<b>FitFusion On Demand<sup>32</sup></b>	\$6.99
<b>CuriosityStream On Demand<sup>32</sup></b>	\$2.99
<b>PlayKids On Demand<sup>23</sup></b>	\$6.99
<b>Daily Burn On Demand<sup>23</sup></b>	\$14.99
<b>Xive TV On Demand<sup>23</sup></b>	\$4.99
<b>Quark On Demand<sup>23</sup></b>	\$4.99
<b>Lion Mountain TV On Demand<sup>23</sup></b>	\$3.99
<b>Disney Story Central On Demand<sup>32</sup></b>	\$4.99
<b>Acorn TV On Demand<sup>32</sup></b>	\$5.99
<b>Pro Guitar Lessons On Demand<sup>23</sup></b>	\$4.99
<b>MagellanTV History On Demand<sup>23</sup></b>	\$5.99
<b>Craftsy On Demand<sup>23</sup></b>	\$7.99
<b>WE tv + On Demand<sup>32</sup></b>	\$5.99
<b>The Great Courses Signature On Demand<sup>23</sup></b>	\$7.99
<b>Pantaya On Demand<sup>32</sup></b>	\$5.99
<b>DJAZZ On Demand<sup>23</sup></b>	\$6.99
<b>Ride TV On Demand<sup>23</sup></b>	\$4.99
<b>Outside TV Features On Demand<sup>23</sup></b>	\$4.99
<b>The Reading Corner On Demand<sup>23</sup></b>	\$3.99
<b>Hopster On Demand<sup>23</sup></b>	\$6.99
<b>Brown Sugar On Demand<sup>23</sup></b>	\$3.99
<b>Echoboom Sports On Demand<sup>23</sup></b>	\$5.99
<b>Stingray Qello On Demand<sup>23</sup></b>	\$7.99
<b>GOLFPASS On Demand<sup>23</sup></b>	\$4.99
<b>Hallmark Movies Now On Demand<sup>23</sup></b>	\$5.99
<b>Dove Channel On Demand<sup>23</sup></b>	\$4.99

Kocowa On Demand <sup>23</sup>	\$6.99
WHAM On Demand <sup>23</sup>	\$2.99
Gravitas Movies On Demand <sup>23</sup>	\$4.99
MHz Choice On Demand <sup>23</sup>	\$7.99
Hi-YAH! On Demand <sup>23</sup>	\$2.99
True Royalty On Demand <sup>23</sup>	\$5.99
Real Vision On Demand <sup>23</sup>	\$14.99
Docurama On Demand <sup>23</sup>	\$4.99
Con TV On Demand <sup>23</sup>	\$4.99
Walter Presents On Demand <sup>23</sup>	\$6.99
Dekkoo On Demand <sup>23</sup>	\$9.99
ZooMoo On Demand <sup>23</sup>	\$2.99
Minuteve On Demand <sup>23</sup>	\$1.99
WildBrain On Demand <sup>23</sup>	\$5.99
Cinemoi On Demand <sup>23</sup>	\$2.99
Fox Nation On Demand <sup>32</sup>	\$5.99
Music Choice Karaoke On Demand <sup>23</sup>	\$6.99
Music Choice Relax On Demand <sup>23</sup>	\$5.99
Curious World On Demand <sup>23</sup>	\$3.99
kweliTV On Demand <sup>23</sup>	\$5.99
Marquee TV On Demand <sup>23</sup>	\$8.99
Passionflix On Demand <sup>23</sup>	\$5.99
Conspiracy TV On Demand <sup>23</sup>	\$4.99
FlixFling On Demand <sup>23</sup>	\$7.99
A&E Crime Central On Demand <sup>23</sup>	\$4.99
CultFlix On Demand <sup>23</sup>	\$4.99
CineFest On Demand <sup>23</sup>	\$4.99
PREMO On Demand <sup>23</sup>	\$5.99
MyOutdoorTV On Demand <sup>23</sup>	\$9.99
One Day University On Demand <sup>23</sup>	\$7.99
Qwest TV On Demand <sup>23</sup>	\$4.99
Black&SexyTV On Demand <sup>23</sup>	\$4.99
Air 2 Air On Demand <sup>23</sup>	\$4.99
Cohen Media Channel On Demand <sup>23</sup>	\$4.99
Sport Now Insight On Demand <sup>23</sup>	\$4.99
Sweat Factor On Demand <sup>23</sup>	\$4.99
IMPACT Wrestling Channel On Demand <sup>23</sup>	\$7.99
Da Vinci Kids On Demand <sup>23</sup>	\$7.99
Screambox On Demand <sup>23</sup>	\$4.99
Fandor On Demand <sup>23</sup>	\$3.99
InSightTV On Demand <sup>23</sup>	\$4.99
Viaplay On Demand <sup>23</sup>	\$4.99
Hitz <sup>30,32</sup>	\$12.00
Streampix <sup>11</sup>	\$4.99
Pay-Per-View and On Demand Movies and Events <sup>10,32</sup> (per title or event)	Prices Vary
Revry On Demand <sup>23</sup>	\$6.99
Vivid On Demand Subscription <sup>12,32</sup>	\$19.99
Hustler On Demand Subscription <sup>12,32</sup>	\$19.99
TEN On Demand Subscription <sup>12,32</sup>	\$19.99
Girlfriends Films On Demand <sup>12,32</sup>	\$19.99
Too Much for TV On Demand <sup>32</sup>	\$14.99
Wicked On Demand <sup>12,32</sup>	\$19.99
Urban Fantasy On Demand <sup>12,32</sup>	\$19.99
Falcon On Demand <sup>12,32</sup>	\$19.99
Homegrown Amateur On Demand <sup>12,32</sup>	\$19.99
Evil Angel On Demand <sup>12,32</sup>	\$19.99

Mature Lust On Demand <sup>12,32</sup>	\$19.99
Penthouse On Demand <sup>12,32</sup>	\$19.99
XTSY On Demand <sup>12,32</sup>	\$19.99
Arouse On Demand <sup>12,32</sup>	\$19.99
Vixen On Demand <sup>12,32</sup>	\$19.99
Buku TV On Demand <sup>12,32</sup>	\$19.99
Zero Tolerance On Demand <sup>12,32</sup>	\$19.99

#### SPORTS PACKAGES<sup>31</sup>

MLB Extra Innings	Call 1-800-XFINITY for pricing
NHL Center Ice	Call 1-800-XFINITY for pricing
NBA League Pass	Call 1-800-XFINITY for pricing

#### XFINITY TV EQUIPMENT

TV Box and Remote	\$8.50
TV Box	\$8.10
Remote	\$0.40
HD TV Box Limited Basic	\$8.10
HD TV Box and Remote Limited Basic	\$8.50
TV Adapter (Limited Basic — Primary TV)	\$0.00
TV Adapter (Limited Basic — 1st and 2nd Additional TVs)	\$0.00
TV Adapter (Limited Basic — 3rd Additional TV)	\$0.50
CableCARD (first card in device)	\$0.00

#### INSTALLATION

(PER OCCURRENCE UNLESS NOTED)

	Initial Installation of Service	After Initial Installation of Service
Professional Installation <sup>13,14</sup>	\$100.00	N/A
Self Installation Plus <sup>43</sup>	\$39.99	N/A
In-Home Service Visit <sup>36</sup>	N/A	\$70.00
Hourly Service Charge <sup>13</sup> (Custom Installation)	\$50.00	\$50.00
Xfinity Internet Gigabit Pro Professional Installation (per occurrence)		\$500.00
Wireless Networking On-Site Professional Set-Up (Separate trip, per occurrence)		\$99.95
Wireless Networking On-Site Professional Set-Up (each additional device over 4 devices per occurrence)		\$29.95

#### REACTIVATION

(NO IN-HOME VISIT REQUIRED—PER OCCURRENCE UNLESS NOTED)

Reactivation - TV	\$6.00
Reactivation - Internet	\$6.00
Reactivation - Voice	\$6.00

#### MISCELLANEOUS (PER OCCURRENCE UNLESS NOTED)

Regional Sports Fee <sup>22</sup> (per month)	\$14.10
Returned Payment Item (each)	\$20.00
Late Fee	5% of overdue balance
Agent Assisted Payment For payment made by phone with a Customer Care Representative	\$5.99
Unreturned or Damaged Equipment Fees <sup>15</sup> (per piece)	Replacement Cost
Getting Started Kit Shipping and Handling (Standard Shipping)	\$15.00
Getting Started Kit Shipping and Handling (Priority Shipping)	\$29.95
Accessory Shipping and Handling	\$5.95

#### XFINITY VOICE<sup>1,16</sup>

Xfinity Voice—Unlimited	\$44.95
With TV and Internet Service	\$39.95

<b>With TV, Internet, or Xfinity Home Pro Protection</b>	<b>\$10.00</b>
<b>Xfinity Voice—Local with More</b>	<b>\$34.95</b>
<b>With TV or Internet Service</b>	<b>\$24.95</b>

## XFINITY INTERNET<sup>1,17</sup>

	<b>Xfinity Internet Service Only</b>	<b>with Xfinity TV or Voice Service<sup>20</sup></b>
<b>Performance Starter</b>	\$65.00	\$49.95
<b>Performance</b>	\$83.95	\$64.95
<b>Performance Pro</b>	\$98.95	\$79.95
<b>Blast!</b>	\$103.95	\$84.95
<b>Extreme Pro<sup>18</sup></b>	\$108.95	\$89.95
<b>Gigabit<sup>18</sup></b>	\$113.95	\$94.95
<b>Gigabit Pro<sup>18,19</sup></b>	\$299.95	\$299.95
<b>Modem Rental</b>		\$14.00
<b>Wireless Adapter</b> (each, one-time charge)		\$30.00
<b>Gigabit Pro Activation Fee</b> (per occurrence)		\$500.00
<b>Unreturned or Damaged Equipment Fees<sup>15</sup></b> (per piece, per occurrence)		Replacement Cost

- 1 Certain services available separately or as a part of other levels of service. Xfinity services are 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 do not include applicable taxes, franchise fees, FCC fees, Regulatory Cost Recovery, Public Access fees, other state or local fees or other applicable charges (e.g., per-call toll or international charges). Prices, services and features are subject to change. If you are an Xfinity TV customer and you own a compatible TV Box or CableCARD device, please call 1-800-XFINITY for pricing information or visit [www.xfinity.com/equipmentpolicy](http://www.xfinity.com/equipmentpolicy). © 2022 Comcast. All rights reserved.
- 2 Requires a compatible modem and TV Box with remote, CableCARD or compatible customer owned device.
- 3 Requires Limited Basic.
- 4 Franchise Costs are costs associated with providing public, educational and/or government access facilities and equipment and/or other related costs in your community.
- 5 Not available to customers with Limited Basic only. Must subscribe to HD Technology Fee to receive HD programming.
- 6 Requires TV Box, TV Adapter, CableCARD or compatible customer owned device.
- 7 For Hopkinton customers: Discount of 10% off of Limited Basic (including discount on Broadcast TV Fee and Franchise Costs) available to seniors who qualify for discount. Age and income restrictions apply. Call 1-800-XFINITY for more information.
- 8 Requires Extra.
- 9 Includes TV Adapter and remote. Digital service tier on additional TV corresponds to digital service tier on primary outlet. Does not include access to On Demand content, premium channels or channel numbers above 1000 unless otherwise noted on the channel lineup. Not available to customers with Limited Basic only.
- 10 Price of Pay-Per-View and On Demand Movie or Event is displayed prior to the completion of the Pay-Per-View, or On Demand ordering process.
- 11 Requires Limited Basic and TV Box and remote or compatible customer owned device. Requires HD Technology Fee to receive HD programming.
- 12 One month minimum purchase required. Not available in all areas.
- 13 Standard installation includes installation of service line up to 125 feet from existing Comcast plant, except as otherwise required under local franchise agreement. Comcast does not perform custom installations, including installations which require in-wall wiring, wiring in extensive drop ceilings, basements, or crawl spaces.
- 14 Includes standard installation of Xfinity TV, Xfinity Internet and/or Xfinity Voice and installation of additional outlets and wireless networking set-up if requested at time order is placed. Does not include installations of Xfinity Home Pro Protection or Xfinity Gigabit Pro Internet.
- 15 Contact 1-800-XFINITY for questions regarding equipment replacement charges.
- 16 Requires a compatible modem. Unlimited Local and Long Distance package pricing applies only to direct dialed calls from home to locations included in the plan. Plans do not include other international calls. For more information regarding Xfinity Voice pricing go to <https://www.xfinity.com/Corporate/About/PhoneTermsOfService/ComcastDigitalVoice/cdvresidential>.
- 17 A compatible modem is required. For more information regarding Xfinity Internet go to <http://www.xfinity.com/internet-service.html>.
- 18 Not available in all areas. May require installation and non-refundable installation charge.
- 19 Requires 2 year contract. Monthly rental of Gigabit Pro cable modem/router additional. Activation and professional installation fees additional. Gigabit Pro does not qualify for Comcast 30-day money back guarantee.
- 20 Xfinity Internet discount does not apply to Choice Limited TV.
- 21 Applies to Limited Basic.
- 22 Applies to Extra and above, and Sports & News.
- 23 Requires Limited Basic with X1 TV Box and Xfinity Internet service.
- 24 For Marlborough customers: Discount of \$2.00 off of Extra available to seniors who qualify for discount. Age and income restrictions apply. Call 1-800-XFINITY for more information.
- 25 Requires Choice Double Play, Choice Limited TV or Choice TV Select. Cannot be combined with Limited Basic only.
- 26 Requires Limited Basic, HD Technology Fee and TV Box, CableCARD, or compatible customer owned device.

- 27 Requires Limited Basic with X1 TV Box or compatible customer owned device and Xfinity Internet service.
- 28 Equipment required at an additional cost. For additional information go to <http://www.xfinity.com/homesecurity>.
- 29 Includes Xfinity Home Pro Protection and 24/7 Video Recording for up to 4 cameras. Equipment required at an additional cost. For more information on 24/7 Video Recording go to <http://www.xfinity.com/wideorecording>.
- 30 Requires Limited Basic TV service and a compatible Xfinity TV Box or customer owned device.
- 31 Requires Limited Basic, HD Technology Fee, X1 TV Box with remote or compatible customer owned device. Sports Package subscriptions can be billed at once or in 4 total payments. Call 1-800-XFINITY to cancel subscription within 30 days of first charge to bill. Charges are non-refundable after 30 days of first charge to bill. Restrictions may apply.
- 32 Requires Limited Basic and Xfinity Internet.
- 33 Requires HD Technology Fee and TV Box or compatible customer owned device. DVR Service with compatible customer owned device limited to 60 hours DVR Service.
- 34 Requires TV Box, CableCARD, or compatible customer owned device. 20 Hours DVR Service available with X1 TV Box (X1 TV Box requires subscription to one Genre Pack) or compatible customer owned device. Cannot be combined with Xfinity Voice or Xfinity Home Pro Protection.
- 35 Requires minimum of Xfinity Performance Internet service and an Xfinity Flex Streaming device. Choice TV Select available for ordering through the Flex box only. Not eligible for multiproduct pricing on Xfinity Internet, Xfinity Voice, or Xfinity Home Pro Protection. Streaming requires an internet connection.
- 36 Applies to installation, relocation, and activation of additional outlets as well as upgrade/downgrades of service after initial installation of service and in-home visits. Does not cover installation or in-home visits for Xfinity Home Pro Protection.
- 37 20 Hour DVR Service requires Xfinity Internet Service and either an X1 TV Box or compatible customer owned device.
- 38 SurePrice only available for 12 months to customers with Standard+ More, Select+ More, Signature+ More and Super+ More packages after qualifying 12 month promotional pricing.
- 39 Requires 2-year contract. Monthly rental of Gigabit Pro compatible modem/router additional. Activation and professional installation fees additional. Gigabit Pro does not qualify for Comcast 30-day money back guarantee.
- 40 Cannot be combined with Sports & News genre pack.
- 41 Requires Extra.
- 42 Requires Xfinity TV Latino, More Sports & Entertainment Package, Choice TV Double Play with one Genre Pack, Choice TV Select, or Extra or higher, Xfinity Internet, TV Box or compatible customer owned equipment.
- 43 Includes delivery of up to a total of three Get Started Kits for Xfinity TV, Xfinity Internet, or Xfinity Voice and a network signal test. Requires service address activation for Xfinity services within in the last 2 years. Does not include installation or relocation of outlets, equipment installation, setup or troubleshooting, or installation of Xfinity Home or Xfinity Gigabit Pro Internet.
- 44 20 Hour DVR Service requires Xfinity Internet Service and either an X1 TV Box or compatible customer owned device.

### Xfinity Home License Numbers:

AL: 001484, 001504; AR: 12-030; AZ: ROC 280515, BTR 18287-0; CA: CSLB 974291, ACO 7118; CT: ELC 0189754-C5; DE: FAL-0299, FAC-0293, SSPS 11-123; FL: EF0000921, EF20001002, EF0001095; GA: LVU406303, LVU406264, LVU406190, LVU406354; IL: PACA 127-001503; LA: F1691; MA: SS-001968; MD: 107-1776; ME: LM50017039; MI: 3601206217; MN: TS674412; NC: 2335-CS4; NJ: Burglar and Fire Alarm Business Lic. # 34BF00047700; NM: 373379; NY: licensed by the N.Y.S. Department of State 12000305421; OH: LIC# 53-89-1732; OR: CCB 192945; SC: BAC-13497, FAC-13440; TN: ACL 1597, ACL 1604; TX: ACR-1672104, -1818, B16922, B02571; UT: 8226921-6501; VA: 2705145289, DCJS 11-7361; VT: ES-023666; WA: COMCABS892DS; WASHINGTON, DC: EGS 902687, BBL 602512000005; WV: WV049211.

### MS: 15018010

Valid 1/1/22. See [www.xfinity.com/home-security](http://www.xfinity.com/home-security) for current list.

87731000: 2760;2810

## IMPORTANT INFORMATION FOR XFINITY TV CUSTOMERS

### SERVICE PROBLEMS

You will find helpful information for troubleshooting TV picture or signal quality issues at [www.xfinity.com/support](http://www.xfinity.com/support). If the problem does not clear up, please feel free to chat with us at [www.xfinity.com/support/contact-us](http://www.xfinity.com/support/contact-us) or call us at 1-800-XFINITY, and a customer service representative will attempt to address that issue. We will try to resolve any complaints you have concerning the quality of our signals promptly and efficiently. We will respond to your report of a service interruption no later than 24 hours after you notify us, except in extraordinary circumstances or where conditions are beyond our control. We will respond to your report of other service problems no later than the next business day after you notify us. We may need access to your home in order to correct a service related issue. If a service call is required it will be scheduled at a time convenient to you. If you are dissatisfied with our resolution of your service problem, you may contact your local franchising authority to discuss the problem with your service. If your local franchise authority information is not listed on your bill, please call us at 1-800-XFINITY for the name and address of your local franchising authority.

### SERVICE OR BILLING COMPLAINTS

Information regarding your Xfinity services and billing is available through My Account at [www.xfinity.com](http://www.xfinity.com). You also may download the Xfinity My Account app to your smartphone or other device for quick access to up to date information on your account. If you have a complaint regarding your Xfinity TV service or your bill, you will find information on contacting us through chat or by phone at <https://www.xfinity.com/support/contact-us>. Also, you can visit us at one of our Xfinity store locations. Visit <https://www.xfinity.com/support/service-center-locations/> to find the Xfinity store closest to you. If you wish to put your comments in writing, your letter should be addressed to us at the local address listed on the How To Reach Us insert.

We will try to resolve your complaint promptly. If you are dissatisfied with our resolution of your complaint, or we are unable to resolve your complaint, you may contact your local franchising authority to discuss your complaint. If your local franchise authority information is not listed on your bill, please call us at 1-800-XFINITY for the name and address of your local franchising authority.

If you have a complaint regarding closed captioning please email us at [accessibility@comcast.com](mailto:accessibility@comcast.com) or call us at 1-855-270-0379.

### MOVING

Please visit <https://www.xfinity.com/moving> before you move. This is the best way for us to arrange for your service to be disconnected and to schedule an installation at your new home, if your new home is in our service area.

### EQUIPMENT COMPATIBILITY

Xfinity TV service is encrypted and requires a TV Box, TV Adapter, CableCARD or other navigation device that is compatible with our system for each television you wish to use with our service. You may not be able to use special features or functions of your television, VCR or DVD player/recorder with Xfinity TV service. Some of these problems may be resolved by the use of signal splitters, and/or other supplemental equipment that can be purchased from us or at electronic stores. Please call us if you would like to discuss the type of special equipment needed to resolve individual compatibility problems or if you have any questions regarding other equipment compatibility issues.

If you have a TiVo digital cable-ready DVR, you can access switched digital video services by obtaining a "tuning adapter" device. If you have a TiVo DVR or other digital cable-ready devices, you will need a TV Box, TV Adapter, or CableCARD from us to access switched digital video and other two-way cable services. Upon your request, we will provide you with the technical parameters necessary for a navigation device rented or acquired from retail outlets to operate with our system. Because of the need to protect our Xfinity TV service, we will not authorize the use of a navigation device that does not conform to all required signal security specifications. For information regarding other navigation devices, please go to <https://www.xfinity.com/support>.

### REMOTE CONTROL UNITS

If you rent a TV Box or TV Adapter from us we will provide a compatible remote control. Also, you may purchase compatible remotes at local electronic stores or other retail outlets. A representative list of compatible remote control models currently available from local retailers includes: Philips PHL PMDVR8, RCA RCR612, and Sony RM-V202. A list of additional compatible remotes may be obtained from your local Xfinity store. Although these remote control units are compatible with the TV Box or TV Adapter that we currently offer, these remotes may not be functional if we change the type of TV Box or TV Adapter we rent. If you have any questions regarding whether a particular remote control unit would be compatible with our equipment, please contact us.

### SERVICE CHANGES AND INSTALLATION

Standard installations are generally completed within 7 business days. If you change the services you receive, you may be subject to an installation or change of service charge. You may obtain additional information about our current services, fees and prices online at [www.xfinity.com](http://www.xfinity.com) or by calling us at 1-800-XFINITY.

### UPCOMING PROGRAMMER CONTRACT EXPIRATIONS

Information on programmer contract expirations, which could affect our carriage of the programmer's channels, can be found at <https://my.xfinity.com/contractrenewals/> or by calling 866-216-8634.

## **OTHER INFORMATION**

For those of our customers receiving service through commercial accounts, bulk rate arrangements or similar arrangements, some of the policies, procedures and services herein may not apply. Please call us at 1-800-XFINITY to talk to one of our customer service representatives for further information.

## **INFORMACIÓN IMPORTANTE PARA LOS CLIENTES DE XFINITY TV**

### **PROBLEMAS CON EL SERVICIO**

Si tiene problemas con la calidad de la señal o la imagen de TV, encontrará información útil para resolverlos en [www.xfinity.com/support](http://www.xfinity.com/support). Si el problema no se resuelve, no dude en contactarnos por chat en [www.xfinity.com/support/contact-us](http://www.xfinity.com/support/contact-us) o llámanos al 1-800-XFINITY. Un representante de atención al cliente intentará resolver el problema. Trataremos de resolver toda queja relativa a la calidad de la señal de manera oportuna y eficiente. Si denuncia una interrupción en el servicio, responderemos a su denuncia en el transcurso de 24 horas, excepto en circunstancias extraordinarias o en el caso de condiciones que estén fuera de nuestro control. Si denuncia otros problemas con el servicio, responderemos a más tardar el día hábil siguiente al día en el que nos notifique. Es posible que, para corregir un problema con el servicio, debamos acceder a su hogar. Si se necesita una visita de servicio, la programaremos para un horario que le quede cómodo. Si no está satisfecho con la resolución del problema, puede ponerse en contacto con la autoridad local de franquicias para discutirlo. Si la información sobre la autoridad local de franquicias no se indica en la factura, llámenos al 1-800-XFINITY para obtener el nombre y la dirección de dicha autoridad.

### **QUEJAS RELATIVAS AL SERVICIO Y LA FACTURACIÓN**

Puede acceder a información sobre sus servicios Xfinity y la facturación de los mismos a través de la sección My Account (Mi Cuenta) en [www.xfinity.com](http://www.xfinity.com). También puede descargar la aplicación My Account de Xfinity a su teléfono inteligente u otro dispositivo para acceder rápidamente a información actualizada sobre su cuenta. Si tiene una queja sobre el servicio Xfinity TV o su factura, puede encontrar la información necesaria para contactarnos por chat o por teléfono en <https://www.xfinity.com/support/contact-us>. También puede visitarnos en una de las tiendas de Xfinity. Visite <https://www.xfinity.com/support/service-center-locations/> para encontrar la más cercana. Si desea poner sus comentarios por escrito, debe enviarnos su carta a la dirección local que figura en el cuadro How To Reach Us (Cómo ponerse en contacto con nosotros).

Intentaremos resolver su queja de manera oportuna. Si no está satisfecho con la resolución de su queja o no podemos resolverla, puede ponerse en contacto con la autoridad local de franquicias para discutir su queja. Si la información sobre la autoridad local de franquicias no se indica en la factura, llámenos al 1-800-XFINITY para obtener el nombre y la dirección de dicha autoridad.

Si tiene una queja relativa a los subtítulos, envíenos un correo electrónico a [accessibility@comcast.com](mailto:accessibility@comcast.com) o llámenos al 1-855-270-0379.

### **MUDANZAS**

Antes de mudarse, ingrese en <https://www.xfinity.com/moving>. Esta es la mejor manera de coordinar la desconexión del servicio y programar la instalación en su nuevo hogar si el mismo está dentro de nuestra zona de servicio.

### **COMPATIBILIDAD ENTRE EQUIPOS**

El servicio Xfinity TV está cifrado y requiere, por cada televisor con el que desee usar el servicio, un decodificador de TV, un adaptador de TV, una tarjeta CableCARD u otro dispositivo de navegación que sea compatible con nuestro sistema. Posiblemente no pueda utilizar funciones o características especiales de su televisor, su videograbadora o su reproductor/grabador de DVD junto con el servicio Xfinity TV. Algunos de estos problemas se pueden resolver mediante el uso de divisores de señal y/u otros equipos complementarios que se pueden comprar en nuestra empresa o en tiendas de electrónica. Llámenos si quiere discutir qué tipo de equipos especiales necesitaría para resolver problemas de compatibilidad específicos o si tiene preguntas acerca de otros problemas de compatibilidad entre equipos.

Si tiene una videograbadora digital TiVo apta para televisión por cable, puede acceder a servicios de video digital conmutados mediante un "adaptador de sintonización". Si tiene una videograbadora digital TiVo u otros dispositivos digitales aptos para televisión por cable, necesitará que le proveamos un decodificador de TV, un adaptador de TV o una tarjeta CableCARD para acceder al servicio de video digital conmutado y a otros servicios bidireccionales por cable. Si lo solicita, le proporcionaremos los parámetros técnicos necesarios para un dispositivo de navegación que alquile o compre en nuestros puntos de venta minorista para usar con nuestro sistema. Debido a la necesidad de proteger nuestro servicio Xfinity TV, no autorizaremos el uso de dispositivos de navegación que no cumplan con todas las especificaciones necesarias para la seguridad de la señal. Para obtener información sobre otros dispositivos de navegación, visite <https://www.xfinity.com/support>.



**UNIDADES DE CONTROL REMOTO**

Si usted alquila uno de nuestros decodificadores o adaptadores de TV, le proveeremos un control remoto compatible. También puede comprar un control remoto compatible en una tienda electrónica local u otro punto de venta minorista. La siguiente es una lista representativa de los modelos de control remoto disponibles en tiendas minoristas locales: Philips PHL PMDVR8, RCA RCR612, y Sony RM-V202. En su tienda Xfinity local podrá obtener una lista de otros controles remotos compatibles. Aunque estas unidades de control remoto son compatibles con el decodificador y el adaptador de TV que ofrecemos actualmente, es posible que no funcionen si cambiamos el tipo de decodificador o adaptador de TV que le alquilamos. Si tiene dudas acerca de si una determinada unidad de control remoto sería compatible con nuestros equipos, póngase en contacto con nosotros.

**CAMBIOS EN EL SERVICIO E INSTALACIÓN**

Las instalaciones estándar generalmente se terminan en el transcurso de 7 días hábiles. Si cambia los servicios que recibe, es posible que se le cobre una tarifa de instalación o una tarifa por cambio de servicio. Para obtener más información sobre nuestros servicios, tarifas y precios actuales, visite [www.xfinity.com](http://www.xfinity.com) o llámenos al 1-800-XFINITY.

**PRÓXIMOS VENCIMIENTOS DE LOS CONTRATOS DE PROGRAMACIÓN**

Para obtener información sobre los vencimientos de los contratos de programación, que podrían afectar nuestra transmisión de los canales, visite <https://my.xfinity.com/contractrenewals/> o llame al 866-216-8634.

**INFORMACIÓN ADICIONAL**

Para aquellos clientes que reciben el servicio a través de una cuenta comercial, acuerdos de tarifas grupales o acuerdos similares, es posible que no correspondan algunas de las políticas, procedimientos o servicios que se describen en el presente documento. Llámenos al 1-800-XFINITY para hablar con uno de nuestros representantes de atención al cliente y obtener más información.

**SERVICE AREA /  
ÁREA DE SERVICIO**

MA, NH & ME

**PHONE NUMBERS**

Billing/Repair

New Services/Sales /

NÚMEROS DE TELÉFONO

Facturación/Reparación

Nuevos servicios/Ventas

1-800-266-2278

**OFFICE HOURS /  
HORARIO LABORAL**

Please check your monthly billing statement for the location and hours of operation of the nearest customer service office.

**MAILING/OFFICE ADDRESS /  
DIRECCIÓN DE CORREO/DE LA  
OFICINA**

Comcast  
1 Comcast Center  
Philadelphia, PA 19102

**PUBLIC INFORMATION OFFICES/  
FRANCHISE AUTHORITIES /  
OFICINAS DE INFORMACIÓN  
PÚBLICA/  
AUTORIDADES DE LA  
FRANQUICIA**

Consumer Division of the  
Department of Telecommunications  
and Cable  
1-800-392-6066  
1000 Washington Street, Suite 820  
Boston, MA 02118

Office of the Attorney General  
Consumer Protection and Antitrust  
Bureau  
33 Capital Street  
Concord, NH 03301

Office of the Attorney General  
Consumer Information and Mediation  
Service  
6 State House Station  
Augusta, ME 04333



# Comcast Xfinity Privacy Policy

Effective December 4, 2020

We know you care about your privacy and the protection of your personal information<sup>Ⓒ</sup>. We also know it is our responsibility to be clear about how we protect your information. We designed this Privacy Policy to do just that. It explains the types of personal information we collect, and how we collect, use, maintain, protect, and share this information. This Privacy Policy also tells you about the rights and choices you may have when it comes to your personal information.

Some of what we say in our Privacy Policy is required by law, and may at times seem long and complicated, but we've worked hard to try to make our Privacy Policy easy to understand and provide examples where possible. The Xfinity Privacy Center ([www.xfinity.com/privacy](http://www.xfinity.com/privacy)) includes more information about:

- How to review and manage your personal information and account activity
- How to set your marketing and advertising preferences, and opt out of certain information sharing
- How our products and services help to protect you
- How you can better protect yourself online

You can review this Privacy Policy and the information in the Xfinity Privacy Center anytime. If you still have questions, you can contact us<sup>Ⓒ</sup> for more information.

## WHEN THE PRIVACY POLICY APPLIES

This Privacy Policy applies to the information we collect when you use Xfinity-branded products, services, networks, and platforms<sup>Ⓒ</sup>, including our websites and mobile apps. This Privacy Policy also applies to other Comcast-branded products and services<sup>Ⓒ</sup> that link to it. We'll refer to these as our "Services" in this Privacy Policy. It also applies to the information we collect about you from third parties. This Privacy Policy does **not** apply to non-Xfinity products, services, websites, and mobile applications that you may access or use through Xfinity platforms.

### Learn more about when the Privacy Policy applies

Because this Privacy Policy describes the privacy practices for all of our Services, some parts may not apply to you. For example, if you do not subscribe to Xfinity Voice (home phone service) or Xfinity Mobile, we will not collect call detail information. If you do not subscribe to Xfinity Home, we will not collect home security event information.

Some Services may have additional privacy practices that may be described to you in different ways, such as in a separate contract for Comcast Business Services. To the extent there is an overlap between this Privacy Policy and a Service-specific privacy policy, the Service-specific policy or agreement will control with respect to that Service.

This Policy does **not** apply to the non-Xfinity products, services, websites, and mobile applications that you may use through the Xfinity platforms. For example, if you subscribe to Xfinity Internet and visit a news or shopping website, the privacy policy for that website will apply. If you subscribe to Xfinity TV and use our Xfinity X1 platform to use another company's streaming service, the privacy policy for that streaming service will apply to information it collects. Likewise, if you connect your smart thermostat to your Xfinity Home security and automation service, the privacy policy of the smart thermostat company will apply to the information it collects.

## THE PERSONAL INFORMATION WE COLLECT AND HOW WE COLLECT IT

To provide you with our Services, we collect your personal information. This can include information that does not personally identify you — such as device numbers, IP addresses, and account numbers. It may also include information that does personally identify you, such as your name, address, and telephone number. We call any information that identifies you "personally identifiable information" or "PII."

If you allow others to use your Comcast or Xfinity accounts or Services, we will also collect personal information about those individuals. If you are not a Comcast or Xfinity customer, but use our Services through someone else's account, we will collect information about you, but it may not identify who you are to us. We may also collect information about you from third parties<sup>Ⓒ</sup>.

We collect this information to provide our Services, respond to your requests<sup>Ⓒ</sup>, and to tailor our Services<sup>Ⓒ</sup> to best meet your needs and interests.

### Learn more about the information we collect and to see examples

#### What We Collect

- **Account Information** – Information we use to identify who you are and/or to provide or maintain your account and Services, which may include biometric information, such as audio recordings and facial scans when used as a means of identification
- **Analytics and Inferences** – Information related to your household, account, or your use of our Services, and our predictions about what you might like or not like
- **Billing Information** – Information including your financial transactions that are available on your billing statements and other payment receipts
- **Contact Information** – Information such as your full name and telephone number that we use to stay in contact with you
- **Demographic and Interest Information** – Information we obtain from other companies to better tailor our marketing and advertising services to you
- **Service Activity Information** – Information associated with your use of our Services

In some cases, California requires that we use different names to describe the categories of information that we collect. For more information about these categories, please see the Special Information Regarding California Residents' Privacy Rights, below.

#### How We Collect Personal Information

We collect personal information about you in several ways.

1. Directly from you when you create an account or interact with our customer service, such as:
  - Contact information, which may include your name, mailing address, email address, or telephone number
  - Login credentials for our Services, such as your username and password
  - Biometric information, such as audio recordings for voiceprints and facial scans that we create in the identity verification process
  - Customer communications records, including records of calls and chats with our customer service representatives
  - Information that you provide when interacting with us on our social media pages, message boards, and other forums, including your username, profile pictures, and comments, as well as information you publicly share about us
  - Photographs<sup>Ⓒ</sup> or images of your property
  - Payment information, such as your credit/debit card or other financial account information
  - Your Social Security number
  - Your driver's license, state identification cards, or other forms of identification
  - Legal documents, such as documentation of the authority to act on behalf of another person
2. When you use or interact with our Services, such as:

- Household and device video selection and viewing activity<sup>Ⓒ</sup> when you use our Services
  - Voice commands and audio recordings made through voice activated devices that are part of the Services, such as the Voice Remote
  - Geolocation information on where you are at a specific point in time based on your service address to help us authenticate you<sup>Ⓒ</sup> for certain services on our platform
  - IP addresses, device identifiers, and network equipment addresses when devices connect to our Services
  - Device and user activity information, including what you search and how long you use our websites and applications, using cookies and other technologies (Cookie Notice: <https://www.xfinity.com/privacy/policy/cookie/notice>)
  - Domain Name Server or "DNS"<sup>Ⓒ</sup> searches and network traffic activity<sup>Ⓒ</sup> when you use our Services, such as Xfinity Internet, Xfinity Mobile or Xfinity WiFi
  - Geolocation information that indicates where your device is at a specific point in time when you use Xfinity Mobile<sup>Ⓒ</sup> or enable that function in our mobile apps<sup>Ⓒ</sup>
  - General location information, such as the city or ZIP Code that correlates with the location of a WiFi service access point or with the license of your device IP address when you use Xfinity Internet or Xfinity WiFi
  - The quantity, technical configuration, type, features, call history, and amount of your use of voice services (known as Customer Proprietary Network Information or "CPNI")
  - Video and audio recordings (if you have turned these features on) when you use Xfinity Home security and automation
3. From third parties, such as:
- Credit reporting agencies that provide credit scoring, fraud protection, and other services
  - Landlords and property owners that provide contact and other information
  - Government entities that offer public records
  - Consumer data providers that offer demographic<sup>Ⓒ</sup>, interest<sup>Ⓒ</sup>, purchase<sup>Ⓒ</sup>, and other data that we use to tailor our marketing and communications to your interest
  - Social networks and other publicly available data, like Facebook<sup>Ⓒ</sup>
  - Online advertising companies who may share information about the marketing and advertisements you have seen or clicked on

## **HOW AND WHEN WE USE INFORMATION, INCLUDING FOR MARKETING AND ADVERTISING**

We use the information we collect to provide our Services and communicate with you. We also use it to improve our Services, develop new products and services, give recommendations, deliver personalized marketing and advertising for our own and others' products and services, investigate theft and other illegal activities, and to ensure a secure online environment.

We may combine information across our systems, platforms, and databases. This includes combining information we receive from third parties and information about your use of our Services. We may also combine information about your use of one Service with information we get from your use of another Service.

### **Learn more about our uses of your information and to see examples**

#### **To Provide the Services**

- Set up your account and account management
- Measure credit and payment risk
- Service delivery
- Bill and invoice
- Authenticate access to your account, including identity verification
- Management of the network and devices supporting our service and our systems, and other maintenance and operations
- Provide technical support
- Help with hardware and software upgrades for devices and systems

#### **To Communicate with You**

- Respond to your questions
- Personalize communications
- Send you service-related announcements

#### **To Understand Your Use of and Make Improvements to Our Services**

- Understand the use of our existing Services
- Identify and develop new products and services
- Create measurement and analytics reports for us and others<sup>Ⓒ</sup>

#### **To Provide Recommendations and Deliver Relevant Advertising**

- Market the Services
- Recommend movies or television shows to you
- Let you know which products and services we think may be of interest to you
- Help third-party advertisers and programmers deliver more relevant advertising on our Services and other services and platforms

#### **To Investigate Theft or Other Illegal Activities, to Ensure a Secure Online Environment, and to Protect Health and Safety**

- Detect the unauthorized use, or abuse of the Services
- Protect our customers from fraudulent, abusive, or unlawful use of the Services
- Protect our rights, our personnel, and our property
- Comply with applicable law
- To protect the health and safety of our customers, employees, contractors, or the general public

## **WHEN AND WITH WHOM WE SHARE INFORMATION**

We do not sell, and have never sold, information that identifies who you are to anyone. This includes your Internet usage information, video usage information, or call detail information.

We share personal information with others when it's needed to provide you with our Services. We also share personal information with others:

- When you direct us to do so, including to authorize other users on your account
- When required by law or to respond to legal process
- To protect our property or rights or the safety of our employees, our customers, or other individuals

If we share your personal information with other companies for their own marketing and advertising activities, we will first get your consent. This may be through opt-in or opt-out settings<sup>Ⓒ</sup>, depending on the type of personal information shared.

We may also share personal information that does not identify you with third parties for their own marketing and advertising purposes, which you can opt out of. This mainly occurs when you interact with our websites and mobile applications that contain third-party cookies or other advertising trackers. To learn more about this, please read our Cookies Policy

(<https://www.xfinity.com/privacy/policy/cookie notice>).

## **Learn more about when and with whom we share information**

### **The Comcast Family of Businesses**

If Comcast shares the personal information it collects about you with separate Comcast companies, such as NBCUniversal-branded companies, for their own marketing or advertising purposes, we will first give you the choice to opt out of or opt in to any sharing in the Xfinity Privacy Preferences Center. ([www.xfinity.com/privacy/manage-preference](https://www.xfinity.com/privacy/manage-preference))

### **Account Owners and Other Authorized Users**

We may share information about a customer's account and use of a Service to the primary account owner following appropriate authentication. The primary account owner may also allow others to see information on the account.

### **Service Providers**

To provide and support the Services, sometimes we use other companies as service providers to transmit, collect, process, or store information for us. We require these service providers to treat the information we share with them as confidential and to use it only for providing their services to us. These include:

- **Billing and collection providers**, such as payment processors and organizations that assist us in assessing your credit and payment status
- **Accounting, auditing, and tax providers**
- **Insurance providers**
- **Professional services providers**, such as firms that provide consultative services, assist with improving our programming, provide legal services, or supply project-based resources and assistance
- **Analytics services**, including entities that analyze traffic to and on our websites, analyze how our Services are used, and assist with identifying and communicating with potential customers
- **Marketing, advertising, and sales** entities that assist us in creating and executing marketing, advertising, and sales programs, including order application processing, and printing, mailing, and electronic communications services
- **Security providers**, such as entities that assist with security incident verification and response, service notifications, fraud prevention, identity verification and management, and authentication
- **Information technology providers**, such as entities that assist with website design, hosting, and maintenance, data and software storage, and network operations
- **Customer service support**, including services related to our call centers, installation, maintenance, and repair services

### **Third Parties**

We do not sell, and have never sold, information that personally identifies<sup>Ⓘ</sup> who you are to anyone. Although permitted by federal law, we do not disclose your name and address to non-governmental entities, such as charities or businesses, for their own marketing purposes.

Sometimes, you may ask us to share information that personally identifies you<sup>Ⓘ</sup> with another company<sup>Ⓘ</sup>. In that instance, we will make sure you give us clear direction about what you want us to share and with whom, before we share that information.

Other sharing with third parties can include:

#### **Social Media Companies**

You may interact with parts of our Services that cause information to be published to your social networks. For example, you may click on a Facebook "like" button, which publishes to your Facebook account that you "like" one of our Services. On those parts of our websites with social network functionality, a social network may be able to collect information about you. For example, if a page contains a Facebook "like" button, Facebook may be able to collect data about your visit to that page, even if you don't click on the "like" button. To control this sharing of information, please review the privacy policy of the relevant social network and/or sign out of it before you use our Services.

#### **Online Advertising Partners**

We may use cookies to deliver personalized advertising to you when you visit other websites, including advertising based on the products and services you viewed on our Services. We also allow our partners, including advertisers and service providers, to use cookies and similar tracking technologies when you use our Services. For more information about the use of cookies and other technologies on our online Services, please see the Cookies Policy (<https://www.xfinity.com/privacy/policy/cookie notice>).

#### **Audience Measurement and Analytics Companies**

We work with business partners to help us measure and analyze how our customers are using our Services. For video, this includes assessing which programs are most popular, how many people watch a program to its conclusion, whether people are watching advertisements, and what programming and video content we will carry on the Services. It also includes determining how our customers prefer to view certain kinds of programming when they use our Services, such as whether they like to watch certain programs live, or if they prefer to view them on demand, on mobile devices, or online. Our business partners may compile this information into reports with aggregated and anonymous statistics that are then made commercially available (for example, a ratings report that indicates what percentage of viewers watched a particular program live vs. on-demand). Xfinity Stream includes Nielsen's proprietary measurement software, which will allow users to contribute to market research, like Nielsen's television ratings. By visiting [www.nielsen.com/digitalprivacy](http://www.nielsen.com/digitalprivacy), users can access more information about the measurement software and learn about their choices with regard to Nielsen's measurement.

#### **Third-Party Apps and Partners**

When you use a third-party app through devices that are part of the Services, you are directing us to share certain information with the provider of the app, including but not limited to information needed to run the app and play the selected content. When using third-party apps, you are interacting with the third-party app directly, and their privacy policies and terms of service apply. For more information, please visit <https://my.xfinity.com/privacy/providers>. Certain apps may also run using technology provided by Metrological, a Comcast company, whose privacy practices are described at <https://www.metrological.com/privacy/policy>.

#### **Public Safety Authorities**

If you have our Xfinity Voice service, Comcast will disclose your name and contact information to public safety authorities such as 911/E911 and related emergency services.

#### **Directory Services, Assistance, and Caller ID**

Your name, address, and telephone number may be sent to publishers to be printed in directories and posted in online directories. Once that information is printed or posted online, it is outside of our control and may be sorted or repackaged and made available again in different formats by anyone, including data aggregators, for a variety of purposes, including marketing. For a fee, you can choose to have a nonpublished number, which means that Comcast will not provide your name, address, and telephone number for publishing in the phone book and online directories. You can also choose to have a published number, but choose the "omit address feature," which means we will not provide your street address for publishing in the phone book and online directories. If initiating service online, select "non-published" option, otherwise call 1-800-XFINITY to sign up.

We may also make your number, name, and address available to directory assistance (411) providers. If you have a nonpublished number, Comcast will not make your number available through directory assistance. Comcast may still share your name and address with the 411 provider when specified by law (but the provider is not authorized to share your non-published number).

Please note: While the non-published feature will keep your name, address, and telephone number out of printed and online directories over which Comcast exercises control, even a non-published phone number may exist in databases not controlled by Comcast – if, for example, your present telephone number or address was previously published under your name, or if you provided this information to businesses or government agencies. One way to help protect your privacy may be to request assignment of a new telephone number (with which your name has not previously been associated). You may also want to activate Caller ID Blocking or select the do-not-call option.

Caller ID provides your name and telephone number to the person you are calling – even if you have a nonpublished number. Per Line Caller ID Blocking will automatically block Caller ID for all calls you make from your registered telephone number and can be activated by calling 1-800-XFINITY. Per Call Caller ID Blocking will block name and number on a per-call basis and can be activated by dialing \*86 before each call you want to block.

### **Potential Purchasers of our Business**

If we enter into a potential or actual merger, acquisition, or sale of all or a portion of our assets, then information about you and your subscription will, in most cases, be shared or transferred as part of the transaction. This includes information that personally identifies you. If this Policy will be changed as a result of such a transaction, you should refer below under "Changes to this Privacy Policy."

### **Government Entities When Required by Law or To Protect Comcast and Others**

There are times when we may be required by law to disclose information about you to third parties. This may happen with or without your consent, and with or without notice, in compliance with the terms of valid legal process such as a subpoena, court order, or search warrant.

If you subscribe to our Xfinity Video service, Comcast may be required to disclose information that personally identifies you to a governmental entity in response to a court order. In this case, the Cable Act requires that you be given the opportunity to appear in a court proceeding to contest any claims made in support of the court order, and the governmental entity must offer clear and convincing evidence that you are reasonably suspected of engaging in criminal activity and that the information sought would be material evidence in the case. For more information, see "Your Rights and Our Limitations Under Federal Laws."

If you subscribe to the Xfinity Internet, Voice, Mobile, or Home security and automation Services, Comcast may be required to disclose information that personally identifies you to a governmental entity in response to a subpoena, court order, or search warrant, depending on the type of information sought. We are usually prohibited from notifying you of any such disclosures by the terms of the legal process.

A non-governmental entity, such as a civil litigant, can seek information that personally identifies you or your use of the Xfinity Video, Internet, or Voice Services only pursuant to a court order, and we are required by the Cable Act to notify you of such court order. If Comcast is required to give information that personally identifies you to a private third party in response to a civil court order for these or other Services, we will notify you prior to making such disclosure unless legally prohibited from doing so.

We may also disclose information that personally identifies you as permitted by law and without your consent when it is necessary to protect our customers, employees, or property; in emergency situations; or to enforce our rights under our terms of service and policies.

## **HOW WE PROTECT YOUR INFORMATION**

We follow industry-standard practices to secure the information we collect to prevent the unauthorized access, use, or disclosure of any personal information we collect and maintain. These security practices include technical, administrative, and physical safeguards, which may vary, depending on the type and sensitivity of the information. Although we take the responsibility of safeguarding your personal information seriously, no security measures are 100% effective and we cannot guarantee that these practices will prevent every unauthorized attempt to access, use, or disclose your information. Comcast also takes additional steps to increase the security and reliability of customer communications. We do not read your outgoing or incoming email, file attachments, video mail, private chat, or instant messages. However, we (along with our service providers) use software and hardware tools to help prevent and block "spam" emails, viruses, spyware, and other harmful or unwanted communications and programs from being sent and received over Comcast.net email and the Comcast Services. To help protect you and the Services against these harmful or unwanted communications and programs, these tools may automatically scan your emails, video mails, instant messages, file attachments, and other files and communications. We do not use these tools for marketing or advertising.

## **HOW LONG WE KEEP YOUR INFORMATION**

We keep your personal information for different lengths of time depending on the type of information and the business and legal requirements. For example, if you are a customer, we keep information that personally identifies you as long as you subscribe to one or more of our Services. If you no longer subscribe to a Service, we still may need that information for business and legal requirements, such as to protect against fraud, calculate taxes, or respond to legal requests. Other information is deleted automatically after a set period of time, often set by law, unless we are legally required to hold it longer, such as for pending litigation. We destroy, de-identify, or anonymize the information when it is no longer needed in identifiable form.

## **THE CHOICES YOU HAVE TO CONTROL OUR USE OF PERSONAL INFORMATION**

You have many choices about how we communicate with you and how we use or share your information. You can manage these settings in the Xfinity Privacy Preferences Center ([www.xfinity.com/privacy/manage-preference](http://www.xfinity.com/privacy/manage-preference)). If you change your mind, you can update your preferences anytime.

### **Learn more about your privacy choices**

For your convenience, we have created the Xfinity Privacy Preferences Center where you can manage:

- your account communications and notifications
- your marketing calls, texts, and direct mail preferences
- your preference for door-to-door sales calls
- promotional or commercial emails Comcast may send to you
- personalized advertising for third-party products and services based on your interests

You can review your options, get more information about the types of marketing activities you can opt out of, and make your choices. If you change your mind, you can return any time to update your preferences. Some of the selections are tied to customer accounts and may require you to sign into your Xfinity My Account.

We understand that sometimes you may want to speak to a Comcast representative who can assist you with your choices. You can contact Comcast at [1-800-XFINITY](tel:1-800-XFINITY) and ask us to put your name on our internal company "do not call," "do not mail," or "do not knock" list.

## **HOW TO ACCESS AND CORRECT THE INFORMATION IN OUR RECORDS**

Part of our commitment to transparency includes giving our customers access to the personally identifiable information we have about them. If you subscribe to Xfinity Services, you have the ability to see and correct your personally identifiable information through the My Account or Xfinity Home portals.

If you are a California resident, you may have additional rights described in the "Special Information Regarding California Residents' Privacy Rights" section of this Privacy Policy.

### **Learn more about how to access personally identifiable customer information**

If you subscribe to an Xfinity Service, you may correct or update information by visiting the My Account portal or by contacting us as described below. If you are an Xfinity Home customer, you can visit the subscriber portal at [xfinity.com/xhportal](http://xfinity.com/xhportal) anytime. We will correct our records once we have verified that the changes you request are proper.

If you subscribe to Xfinity TV, Internet, or Voice services and would like to see your own personally identifiable information, other than your customer proprietary network information ("CPNI"), you may do so at your local Comcast office. To do so, please contact us by email at [Comcast\\_Privacy@comcast.com](mailto:Comcast_Privacy@comcast.com) or by phone at 1-800-XFINITY, giving us a reasonable period of time to locate and, if necessary, prepare the information for review, and to arrange an appointment during regular business hours. You will need to have proper identification and will only be able to see the personally identifiable information in your account and no other account.

If you make a written request for a copy of your Xfinity Voice or Mobile CPNI, we will provide you with the relevant information we have by mailing it to your account address, or to any person authorized by you, if we reasonably believe the request is valid. However, subscribers to our Xfinity Voice and Mobile Services should be aware that we generally do not provide them with records of any inbound or outbound calls or other records that we do not furnish in the ordinary course of business (for example, as part of a bill) or which are available only from our archives, without valid legal process such as a court order. In addition, we cannot correct any errors in customer names, addresses, or telephone numbers appearing in, or omitted from, our or our vendors' directory lists until the next available publication of those directory lists. Further, we may have no control over information appearing in the directory lists or directory assistance services of directory publishers or directory assistance providers that are not owned by us.

Comcast reserves the right to charge you for the reasonable cost of retrieving and photocopying any information or documents that you request, where permitted by law.

## **YOUR RIGHTS AND OUR LIMITATIONS UNDER FEDERAL LAWS**

The federal Cable Act imposes limitations on our collection and sharing of information that personally identifies you when you subscribe to Services that use the facilities of the Comcast cable system. The Communications Act imposes restrictions on our use and sharing of CPNI when you use Services that are deemed telecommunications services.

### **Learn more about your rights and our limitations under federal laws**

#### **The Cable Act and Personally Identifiable Information**

This Privacy Policy is designed to comply with Section 631 of the Cable Communications Policy Act of 1984, as amended, (the "Cable Act"). The Cable Act permits Comcast to use the cable system to collect personally identifiable information about you. Personally identifiable information is information that identifies you specifically; it does not include de-identified, anonymous, aggregate, or other data that does not identify you. We may collect personally identifiable information when it is necessary to render cable services or other services to you and to detect unauthorized reception or use of the services. We may use the cable system to collect personally identifiable information about you for additional purposes with your prior written or electronic consent. The Cable Act also permits Comcast to disclose personally identifiable information if the disclosure is necessary to render, or conduct a legitimate business activity related to, the cable service or other services provided to you; required by law or legal process; or limited to your name and address, subject to your opt-out consent. The frequency of any disclosure of personally identifiable information varies in accordance with our business needs and activities as described in this Policy.

If you believe that you have been aggrieved by any act of ours in violation of the Cable Act or other applicable laws, we encourage you to contact us directly at [Comcast\\_Privacy@comcast.com](mailto:Comcast_Privacy@comcast.com) in order to resolve your question or concern. You may also enforce the limitations imposed on us by the Cable Act as applicable with respect to your personally identifiable information through a civil lawsuit seeking damages, attorneys' fees, and litigation costs. Other rights and remedies may be available to you under federal or other applicable laws as well.

This Privacy Policy neither supersedes, enhances, nor modifies any arbitration agreement to which you may be bound as a subscriber to one or more of the Services.

#### **The Communications Act and CPNI**

Section 222 of the Communications Act of 1934, as amended (the "Communications Act"), provides additional privacy protections for information about the quantity, technical configuration, type, destination, location, and amount of your use of telecommunications services, including Xfinity Voice and Mobile Services, and the information about those services contained on your bills for those Services. This information is known as customer proprietary network information or "CPNI." CPNI does not include your name, address, or telephone number, which is defined by the Communications Act as "subscriber list information." However, that information is otherwise considered personally identifiable information. If you are a customer of Xfinity Voice or Mobile Service, or another Service that is subject to these requirements, you have the right, and Comcast has a duty, under the Communications Act and other applicable laws, to protect the confidentiality of your CPNI. In addition, the FCC's rules provide additional privacy protections and choices regarding use and sharing that are specific to our Voice and Mobile service that we describe in this Policy.

## **SPECIAL INFORMATION REGARDING CALIFORNIA RESIDENTS' PRIVACY RIGHTS**

The California Consumer Privacy Act of 2018 ("CCPA") provides California residents with rights to receive certain disclosures regarding the collection, use, and sharing of "Personal Information," as well as rights to access, delete, and restrict the sale of certain Personal Information we collect about them. You may submit a request to exercise these rights by visiting <https://www.xfinity.com/privacy/requests> or calling us at 1-844-963-0138. The CCPA defines "Personal Information" to mean "information that identifies, relates to, describes, is capable of being associated with, or could reasonably be linked, directly or indirectly, with a particular consumer or household." If you are a California resident, you have a right not to receive discriminatory treatment for the exercise of the privacy rights conferred by the CCPA.

Residents of the State of California also have the right to request information regarding third parties to whom the company has disclosed certain categories of personal information during the preceding year for the third parties' direct marketing purposes under California's "Shine the Light" law (Cal. Civ. Code §1798.83). Personal information under this California law means "any information that when it was disclosed identified, described, or was able to be associated with an individual." We do not disclose this type of personal information to third parties for their own purposes and we permit you to opt out of any disclosures of non-identifiable personal information. However, if you are a California resident and would like to inquire further, please email [Comcast\\_Privacy@comcast.com](mailto:Comcast_Privacy@comcast.com).

We do not knowingly allow others to collect personally identifiable information about your online activities over time and across third-party websites when you use our online Services. Because definitions and rules for a "Do Not Track" standard have not yet been established, including whether such signals must be user-enabled, Comcast does not yet respond to "Do Not Track" signals sent from browsers. For more information about cookies and other online tracking technologies, please visit our Cookie Notice (<https://www.xfinity.com/privacy/policy/cookie/notice>); to manage your preferences, please visit the Xfinity Privacy Preferences Center ([www.xfinity.com/privacy/manage-preference](http://www.xfinity.com/privacy/manage-preference)).

### **Learn more about your rights if you are a California resident and how to exercise them**

#### **Collection and Use of Personal Information**

The general section of this Privacy Policy describes the types of personal information we collect, how we collect it, and how we use it in categories that are easy to understand. The CCPA requires us to disclose the personal information we have collected about consumers in the past 12 months in the following categories. Some of the categories include very different types of information within the same category. As a result, how we use and how long we keep the information within each category will vary, and not all types of information within the same category will be used for all the purposes listed.

## ① DEFINITIONS, EXAMPLES & MORE INFORMATION

Categories	Examples	Collected or Created	Source	Purpose of collection and use
<b>Identifiers</b>	Name, alias, postal address, unique personal identifier, online identifier, Internet protocol address, email address, account name, Social Security number, driver's license number, passport number, or other similar identifiers	Yes	Directly from you when you provide it to us, such as when you create an account From our systems when we generate the information and assign it to you, such as your account number or your IP address	To offer or provide our Services To make improvements to our existing Services and create new products, services, or features To provide marketing and advertising To personalize our Services
<b>Additional categories of information listed in the California Customer Records statute (Cal. Civ. Code § 1798.80(e))</b>	A name, signature, Social Security number, physical characteristics or description, address, telephone number, driver's license or state identification card number, education, employment, bank account number, credit card number, debit card number, or any other financial information. Some personal information included in this category may overlap with other categories	Yes	Directly from you when you provide it to us, such as when you create an account or pay for your Services From third parties who make inferences regarding your household, such as the education level	To offer or provide our products and Services To make improvements to our existing Services and create new products, services, or features To provide marketing and advertising To personalize our Services
<b>Protected classification characteristics under California or federal law</b>	Age (40 years or older), national origin, marital status, gender, veteran or military status	Yes	Directly from you when you provide it to us, such as when you sign up for an offer for veterans From third parties who make inferences regarding your household, such as marital status or the age ranges of people within your household	To offer or provide our Services To make improvements to our existing Services and create new products, services, or features To provide marketing and advertising To personalize our Services
<b>Commercial information</b>	Records of personal property, products or services purchased, obtained, or considered, or other purchasing or consuming histories or tendencies	Yes	From you when you complete transactions with us From third parties	To offer or provide our Services To make improvements to our existing Services and create new products, services, or features To provide marketing and advertising To personalize our Services
<b>Biometric information</b>	Genetic, physiological, behavioral, and biological characteristics, or activity patterns used to extract a template or other identifier or identifying information, such as, fingerprints, faceprints, scans of the hands or face geometry, and voiceprints, iris or retina scans, keystroke, gait, or other physical patterns, and sleep, health, or exercise data	Yes	Directly from you when you provide it to us, such as when you seek to authenticate your identity From our systems when you opt in to certain features of our Services, such as Xfinity Home security, that may collect information and generate inferences about physical patterns to deliver Services and applicable features that you have selected	To provide our Services To verify your identity To make improvements to our existing Services and create new products, services, or features To protect the health and safety of our customers, employees, contractors, or the general public
<b>Internet or other electronic network activity information</b>	Browsing history, search history, and information regarding your interaction with an internet website, application, or advertisement	Yes	From our systems when you use or interact with our Services From third parties	To offer or provide our Services To make improvements to our existing Services and create new products, services, or features To personalize our Services and to provide marketing and advertising, when you use our websites like <a href="http://Xfinity.com">Xfinity.com</a> or <a href="http://ComcastBusiness.com">ComcastBusiness.com</a> or apps (see our Cookie Notice). Such information is not collected from our broadband network through the provision of Xfinity Internet or Xfinity Mobile
<b>Geolocation data</b>	Precise physical location or movements	Yes	From our systems when you use or interact with Services that collect this information, such as Xfinity Mobile or the Xfinity Mobile apps and websites	To provide our Services To make improvements to our existing Services To personalize our Services and to provide marketing and advertising, when such information is not collected from our provision of Xfinity Internet or Xfinity Mobile
<b>Sensory data</b>	Audio, electronic, visual, thermal, olfactory, or similar information	Yes	From our systems when you opt in to certain features of products and services that may collect information and generate inferences about physical patterns, such as Xfinity Home security features or when you use the X1 Voice Remote to deliver Services and applicable features that you have selected	To provide our Services To make improvements to our existing Services and create new products, services, or features

Categories	Examples	Collected or Created	Source	Purpose of collection and use
<b>Inferences drawn from other personal information</b>	Profile reflecting a person's preferences, characteristics, psychological trends, predispositions, behavior, attitudes, intelligence, abilities, and aptitudes	Yes	From our systems through a series of computer processes	To offer or provide our Services To make improvements to our existing Services and create new products, services, or features To provide marketing and advertising To personalize our Services

#### Disclosures to Third Parties for a Business Purpose

We limit disclosures of Personal Information for business purposes to service providers, as described above.

#### Sale of Personal Information and Right to Opt Out

The CCPA requires companies to include certain disclosures including "Do Not Sell My Info" links on their websites and mobile applications. We do not sell information that identifies who you are to anyone. To opt out of the sale or sharing of non-identifying information, please visit the Xfinity Preferences Page ([www.xfinity.com/privacy/manage-preference](http://www.xfinity.com/privacy/manage-preference)). Please note that your right to opt out does not apply to our sharing of data with service providers, with whom we work and who are required to use the data only on our behalf.

Categories	Examples	Categories of Third Parties to Whom PI was "Sold"
<b>Identifiers</b>	Unique personal identifier, online identifier, internet protocol address, or other similar identifiers	Affiliates, advertising networks, data analytics providers, social networks, and audience measurement companies
<b>Internet or other electronic network activity information</b>	Information regarding your interaction with an internet website, application, or advertisement	Affiliates, advertising networks, data analytics providers, social networks, and audience measurement companies

#### Right to Know and Right to Request Deletion of Information

California residents have the right to request that we disclose what personal information we collect, use, and sell, as well as the right to request that we delete certain personal information that we have collected from you. To start this process, go to <https://www.xfinity.com/privacy/requests>. For your security and to ensure unauthorized third parties do not access your personal information, we will require you to verify your identity before we can act on your request. If you are a current customer or still have access to your Xfinity My Account, you will be required to authenticate through your Xfinity account. If you do not have an account with us, you will be required to provide an email address and mobile phone number to start the verification process. You may also be required to provide a qualified government-issued photo identification. If you are asking for access on behalf of someone else, we will require verification of your identity, as well as proof of authorization by the individual whose personal information you wish to access.

There may be information we will not return in response to your access request, such as information that would affect the privacy of others or interfere with legal requirements. Similarly, there may be reasons why we cannot comply with your deletion request, such as the need to keep your personal information to provide you service or to fulfill a legal obligation.

#### Right to Information Regarding Participation in Data Sharing for Financial Incentives

We may run promotions from time to time and ask you to share personal information with us in exchange for discounts. For example, we may offer a one-time discount if consumers sign up for our email marketing list. We will always give you clear notices about these types of programs when you sign up, and participation is always voluntary. If you change your mind, you will always be able to opt out, and if you don't participate, you will still be able to use our Services.

#### How to Submit a Request

You may submit a request to exercise your rights by:

- (1) Visiting <https://www.xfinity.com/privacy/requests>.
- (2) Calling us at 1-844-963-0138.

### SPECIAL INFORMATION REGARDING MAINE RESIDENTS' PRIVACY RIGHTS

Maine's Broadband Internet Access Service Customer Privacy Act generally prohibits providers of broadband Internet access service ("Providers") from using, disclosing, selling or permitting access to "customer personal information" without a customer's express, affirmative consent, which may be revoked at any time.

However, no consent is required for the collection, retention, use, disclosure, or sale or access to customer personal information when such activities are required to:

- Provide the service from which such information is derived or for the services necessary to the provision of such service;
- Advertise or market the Provider's communications-related services to the customer;
- Comply with a lawful court order;
- Initiate, render, bill for and collect payment for broadband Internet access service;
- Protect users of the provider's or other providers' services from fraudulent, abusive or unlawful use of or subscription to such services; or
- Provide geolocation information concerning the customer:
  - For the purpose of responding to a customer's call for emergency services, to a public safety answering point; a provider of emergency medical or emergency dispatch services; a public safety, fire service or law enforcement official; or a hospital emergency or trauma care facility; or
  - To a provider of information or database management services solely for the purpose of assisting in the delivery of emergency services in response to an emergency.

A Provider may not refuse to serve a customer who does not provide consent when required or charge a customer a penalty or offer a customer a discount based on the customer's decision to provide or not provide consent.

A Provider shall take reasonable measures to protect customer personal information from unauthorized use, disclosure or access, taking into account the nature and scope of the Provider's activities, the sensitivity of the data the provider collects, the size of the Provider, and the technical feasibility of the security measures.

In addition, a Provider may use, disclose, sell, or permit access to non-CPI, unless the customer opts out.

If you are an Xfinity customer, you can manage your account information and review your privacy settings at [www.xfinity.com/privacy/manage](http://www.xfinity.com/privacy/manage). To review the full Xfinity privacy policy, visit [www.xfinity.com/privacy](http://www.xfinity.com/privacy). To learn more about our privacy commitments, including our commitment to protect your privacy when you use our broadband Internet service, please visit <https://www.xfinity.com/privacy/our-commitment>.

#### CHANGES TO THIS PRIVACY POLICY

We may change this Privacy Policy over time as our business needs and those of our customers change. If we make material changes to this Privacy Policy that increase our rights to use personal information that we have previously collected about you, we will notify you through written, electronic, or other means so that you can make any necessary decisions



about your ongoing use of our Services.

## HOW TO CONTACT US WITH QUESTIONS ABOUT THIS PRIVACY POLICY

- **Send Us a Message:** [Comcast\\_Privacy@comcast.com](mailto:Comcast_Privacy@comcast.com)

Be sure to include your name and address, your Comcast account number, and a daytime telephone number where we can reach you.

## MORE INFORMATION ABOUT SOME OF THE TERMS AND PHRASES USED IN THE POLICY

Below you can find illustrative examples and more information about the terms used in the policy that have ⓘ next to them.

**Personal Information:** Includes any information that is linked or reasonably linkable to you or your household.

**Xfinity products, services, networks and platforms:** This includes the Xfinity-branded products and services and other Comcast services that link to this Privacy Policy, including: Xfinity® TV & Streaming, Xfinity Internet, xFi and Xfinity Advanced Security, Xfinity Voice, Xfinity Stream app, Xfinity Wi-Fi service, Xfinity Home, Xfinity Mobile, Xfinity Flex.

**Comcast-branded products and services:** This includes Comcast services such as Effectv and Comcast Business Services, which are part of Comcast Cable.

**Third parties:** Third parties are other companies that collect or maintain information about you and share it with us, such as credit bureaus who share information with us when you sign up for service and consent to a credit check.

**Respond to your requests:** In order to provide better customer service, we keep track of when you contacted us, what the issue was and what is the best way to get in contact with you.

**Tailor our services:** We collect data from third parties to better understand your interests and provide personalized offers.

**Photographs:** We may take a picture of your porch or doorstep with the equipment we deliver to you or aerial photographs of our network to assess network safety and compliance.

**Video selection and viewing activity:** When you use the video services we directly provide, such as Xfinity TV and the Xfinity Stream App, we know what video selection you made in order to deliver it to you. When you access content from third-party applications on the X1 or Flex platform, we will only know that you accessed that application, not what you do within it.

**To help us authenticate you:** Some of our services can only be provided in certain geographic areas and require us to know that you are physically located at your service address in order to use them or access information.

**DNS:** The address book of the Internet is known as DNS, or Domain Name System. It's how people navigate the Internet. Millions of Comcast customers look up billions of addresses online every day. We delete the DNS queries generated by our Internet customers every 24 hours except in very specific cases where we need to research a security or network performance issue, protect against security threats, or comply with a valid legal request. You may decide to keep that information in your account longer when you enable certain features, such as our advanced security services that allow you to see the websites that are blocked for up to 30 days. But we've never used that data for any sort of marketing or advertising – and we have never sold it to anyone.

**Network traffic activity:** Where you go in the Internet is your business, not ours. We de-identify our customer's network traffic activity within 24 hours and then only use that de-identified information to study our network data to assess how the network is performing, understand trends, stay ahead of capacity demands, and build, test, and improve our products and services. We do that with only a small sample of network data that is aggregated and never identifiable to any customer.

**Xfinity Mobile:** We don't sell, and have never sold, your location data when you use our Xfinity Mobile service.

**Mobile apps:** If you are using a mobile device to access our Services, we may need to know the location of your mobile device or other device in which you have installed one of our applications for certain functionality, such as connecting you to a nearby Xfinity WiFi Hotspot. We will request your consent to collect and use precise geolocation information before we do so. You can prohibit the collection of this information through your device's settings (see "Your Choices"), but doing so may limit certain functions and features of our Services.

**Demographic:** Information like gender, age, and census records.

**Interest:** Information that indicates your interest in things like sports, travel, or cooking.

**Purchase:** Information from loyalty program or public records.

**Facebook:** If you interact with our Services on a device through which you also interact with social networks or if you interact with us through a social media function such as a plug-in (for example, a Facebook "like" button) then you may be permitting us to have on-going access to some information from your social network profile (such as your name, email address, your friend list, photo, age, gender, location, birthday, social networking ID, current city, the people/sites you follow, and so forth). If you don't want a social network to collect the information about you as described above, or you don't want a social network to share it with us and other third parties, please review the privacy settings and instructions of the applicable social network before you interact with our Services.

**Measurement and analytics reports for us and others:** We and service providers who work on our behalf may combine and use data from our business records – including account information, video activity data, and other usage data – with data from third parties to create measurement and analytics reports. These reports are de-identified or aggregated and do not contain any information that personally identifies you.

We use these reports for many of the purposes described in the Privacy Policy, such as for improving the Services, creating and delivering more personalized advertising on behalf of Comcast and other third parties, determining whether and how an advertiser's messages are viewed, and analyzing the effectiveness of certain advertisements on the Comcast Services and other platforms and services. We also use these reports to work with academic or research groups, and for other uses that help us develop and fund improvements in services and infrastructure. We may share these reports with programmers, advertisers, or others. To learn about the choices you have with respect to our use of your information for these purposes, visit the Xfinity Privacy Preferences Center ([www.xfinity.com/privacy/manage-preference](http://www.xfinity.com/privacy/manage-preference)).

**Opt-in or opt-out settings:** For example, if we share personal information that does not personally identify you with others for their own use, we will first give you the choice to opt out of such sharing. In other instances, you may want us to share your name, physical address, or email address with another company, such as when you are signing up for a third-party service through our X1 or Flex Platform. In that instance, we will make sure you give us clear direction to do so, before we pass that information on.

**Identifies you:** We may share de-identified or aggregate information that in no way identifies you with third parties when those third parties commit to not re-identify that information or share it with others who may attempt to do so, including for academic and other research.

**Information that personally identifies you:** Personally identifiable information includes things like your name, phone number, physical address, or email address.

**Another company:** For example, when you are signing up for a third-party service through our X1 or Flex Platform, you may ask us to share contact information to help you register or log on. Or if you were interested in a product you saw advertised on television and wanted to share your contact information so that the product provider could send you more information, we might present that option to you.

**Vary:** For example, the CCPA puts name and social security number in the same category. We may use your name to send you marketing materials for our products, but we will not use your Social Security Number for marketing or advertising.

**Customer personal information:** (1) Personally identifying information about a broadband customer, including but not limited to the customer's name, billing information, social security number, billing address and demographic data; and (2) Information from a customer's use of broadband Internet access service.

# Política de Privacidad de Comcast Xfinity

Vigente a partir del 4 de diciembre de 2020

Sabemos que le importa su privacidad y la protección de su información personal. Sabemos también que tenemos la responsabilidad de ser transparentes acerca de cómo protegemos su información. Diseñamos esta Política de privacidad con ese fin precisamente. En ella se explican los tipos de información personal que recopilamos y cómo recogemos, utilizamos, mantenemos, protegemos y compartimos dicha información. Esta Política de privacidad también le informa sobre los derechos y opciones que tiene con respecto a su información personal.

Parte de lo que afirmamos en nuestra Política de privacidad es requerido por ley y en ocasiones podrá parecer largo y complicado, pero nos hemos esforzado en tratar de que sea fácil de entender y de ofrecerle ejemplos siempre que sea posible. El Centro de privacidad de Xfinity ([www.xfinity.com/privacy](http://www.xfinity.com/privacy)) incluye más información sobre:

- Cómo revisar y administrar su información personal y la actividad de su cuenta
- Cómo configurar sus preferencias de marketing y publicidad, y optar por no compartir cierta información
- Cómo nuestros productos y servicios le ayudan a protegerse
- Cómo puede protegerse mejor en línea

Usted puede revisar esta Política de privacidad y la información del Centro de privacidad de Xfinity en cualquier momento.

Si aún tiene dudas, puede contactarnos para obtener más información.

## CUÁNDO CORRESPONDE ESTA POLÍTICA DE PRIVACIDAD

Esta Política de privacidad corresponde a la información que recopilamos cuando usted utiliza los productos, servicios, redes y plataformas de la marca Xfinity, incluso nuestros sitios web y aplicaciones móviles. La Política también corresponde a otros productos y servicios de la marca Comcast que contienen un enlace a la misma. En este documento nos referiremos a estos como nuestros "Servicios". Corresponde además a la información acerca de usted que recopilamos de terceros. Esta Política de privacidad **no** corresponde a productos, servicios, sitios web y aplicaciones móviles que no son de Xfinity, a los que usted podría acceder o que podría utilizar a través de las plataformas de Xfinity.

### Obtenga más información sobre los casos en que corresponde la Política de privacidad

Dado que esta Política de privacidad describe las prácticas de privacidad de todos nuestros Servicios, es posible que ciertas partes de ella no correspondan en su caso. Por ejemplo, si no se suscribe a Xfinity Voice (servicio de telefonía domiciliar) o a Xfinity Mobile, no recopilaremos información sobre los detalles de sus llamadas. Del mismo modo, si no se suscribe a Xfinity Home, no recopilaremos información sobre los eventos de seguridad de su hogar.

Algunos de los Servicios podrían tener prácticas de seguridad adicionales que se describirán de distintas maneras (por ejemplo, en un contrato independiente relacionado con los Servicios Comerciales de Comcast [Comcast Business Services]). En la medida que existiera una superposición entre esta Política de privacidad y la política de privacidad específica de un Servicio, prevalecerá la política de privacidad o el contrato específicos del Servicio en lo que respecta al mismo.

Esta Política **no** corresponde a los productos, servicios, sitios web y aplicaciones móviles que no son de Xfinity pero que usted podría utilizar a través de las plataformas Xfinity. Por ejemplo, si usted se suscribe a Xfinity Internet y visita un sitio web de noticias o de compras, corresponderá la política de privacidad de ese sitio web. Si se suscribe a Xfinity TV y usa nuestra plataforma Xfinity X1 para acceder a un servicio de *streaming* de otra empresa, la política de privacidad de ese servicio de *streaming* corresponderá a la información que el servicio recopile. Del mismo modo, si conecta el termostato inteligente de su hogar a su servicio de seguridad y automatización Xfinity Home, la política de privacidad de la empresa del termostato inteligente corresponderá a la información que el termostato recopile.

## INFORMACIÓN PERSONAL QUE RECOPIAMOS Y CÓMO LA RECOPIAMOS

Recopilamos su información personal con el fin de proporcionarle nuestros Servicios. Esto puede incluir información que no lo identifica personalmente, como números de equipo, direcciones IP y números de cuenta. También puede incluir información que sí lo identifique personalmente, como su nombre, dirección y número de teléfono. Llamamos "información de identificación personal" o "PII" a cualquier información que lo identifique.

Si usted permite que otras personas utilicen sus cuentas o Servicios de Comcast o Xfinity, también recopilaremos información personal sobre ellas. Si usted no es cliente de Comcast ni Xfinity pero utiliza nuestros Servicios a través de la cuenta de otra persona, recopilaremos información sobre usted, pero es posible que esta no nos identifique quién es usted. También podemos recopilar información acerca de usted de terceros.

Recopilamos esta información para ofrecerle nuestros Servicios, responder a sus solicitudes y adaptar nuestros Servicios a sus necesidades e intereses.

### Obtenga más detalles sobre la información que recopilamos, junto con ejemplos de la misma

#### Qué información recopilamos

- **Información sobre la cuenta:** Información que usamos para identificarlo y/o con el fin de proveerle o mantener su cuenta y Servicios. Esta información podría incluir información biométrica, como grabaciones de audio y escanes faciales, cuando se usa como forma de identificación
- **Estadísticas e inferencias:** Información relacionada con su hogar, su cuenta o el uso que hace de los Servicios, así como nuestras predicciones acerca de las cosas que podrían o no ser de su agrado o interés
- **Información de facturación:** Información disponible en sus estados de cuenta y otros recibos de pago, incluidas sus transacciones financieras
- **Información de contacto:** Información que usamos para mantenernos en contacto con usted, como su nombre completo y su número de teléfono
- **Información demográfica y sobre sus intereses:** Información que obtenemos de otras compañías para adaptar mejor nuestros servicios de marketing y publicidad a usted
- **Información sobre actividad en los servicios:** Información relacionada con el uso que hace de nuestros Servicios

En algunos casos, California exige que usemos nombres diferentes para describir las categorías de información que recopilamos. Para obtener más información acerca de estas categorías, consulte la Información especial sobre los derechos de privacidad de los residentes de California, más adelante.

#### Cómo recopilamos información personal

Recopilamos información personal sobre usted de distintas formas.

1. Directamente de usted, cuando abre una cuenta o interactúa con nuestro servicio de atención al cliente. Por ejemplo:

- Información de contacto, que puede incluir su nombre, su dirección postal, su dirección de correo electrónico y su número de teléfono
- Credenciales para iniciar sesión en nuestros Servicios, como su nombre de usuario y su contraseña
- Información biométrica, como grabaciones de audio para espectrogramas de voz y escanes faciales, que generamos durante el proceso de verificación de identidad
- Registros de comunicaciones, como los registros de sus llamadas y conversaciones de chat con nuestros representantes de atención al cliente
- Información que usted proporcione al interactuar con nosotros en nuestras páginas de las redes sociales, tableros de mensajes y otros foros, incluidos su nombre de usuario, sus imágenes de perfil y sus comentarios, así como información acerca de nosotros que comparte públicamente
- Fotografías e imágenes de su propiedad

- Información de pago, como información sobre su tarjeta de crédito o débito, u otra información financiera de su cuenta
  - Su número de seguro social
  - Su licencia de conductor, tarjeta de identificación estatal u otra forma de identificación
  - Documentos legales, como documentación relativa a la autorización para actuar en nombre de otra persona
2. Cuando usa nuestros Servicios o interactúa con ellos. Por ejemplo:
- Actividad de selección y visualización de videos de su hogar y en los dispositivos cuando usa nuestros Servicios
  - Comandos de voz y grabaciones de audio registrados a través de dispositivos activados por voz que son parte de los Servicios, como Voice Remote
  - Información de geolocalización (que indica dónde se encuentra en un determinado momento en función de su dirección de servicio) para ayudarnos a autenticar su acceso a ciertos servicios de nuestra plataforma
  - Direcciones IP, identificadores de dispositivos y direcciones de red de los equipos cuando los dispositivos se conectan a nuestros Servicios
  - Información sobre la actividad de dispositivos y usuarios, como información sobre las cosas que busca y durante cuánto tiempo usa nuestros sitios web y aplicaciones, que se recopila mediante cookies y otras tecnologías (Aviso sobre cookies: <https://www.xfinity.com/privacy/policy/cookie/notice>)
  - Búsquedas en servidores de nombre de dominio (DNS) y actividad de tráfico de red cuando usa Servicios nuestros como Xfinity Internet, Xfinity Mobile o Xfinity WiFi
  - Información de geolocalización, que indica dónde se encuentra su dispositivo en un momento determinado, cuando usa Xfinity Mobile o habilita esa función en nuestras aplicaciones móviles
  - Información general sobre su ubicación, como la ciudad o el código postal que se correlaciona con la ubicación de un punto de acceso al servicio de WiFi o con la licencia de la dirección IP de su dispositivo cuando usa Xfinity Internet o Xfinity WiFi
  - La cantidad, configuración técnica, tipo, características, historial de llamadas y frecuencia de su uso de los servicios de voz (conocida como información de red específica del cliente o CPNI)
  - Grabaciones de video y audio (si ha activado estas funciones) cuando usa el servicio de seguridad y automatización Xfinity Home
3. De terceros, tales como:
- Agencias de informes crediticios que proveen puntajes crediticios, protección contra fraudes y otros servicios
  - Propietarios de inmuebles que proveen información de contacto y de otro tipo
  - Organismos gubernamentales que proporcionan registros públicos
  - Proveedores de datos sobre consumidores que ofrecen información demográfica, sobre intereses, sobre compras y de otro tipo, que usamos para adaptar nuestro marketing y comunicaciones a sus intereses
  - Redes sociales y otros datos disponibles públicamente como en Facebook
  - Empresas de publicidad en red que podrían compartir información sobre las iniciativas de marketing y los anuncios que ha visto o en los que ha hecho clic

## **CÓMO Y CUÁNDO USAMOS LA INFORMACIÓN, INCLUSO PARA FINES DE MARKETING Y PUBLICIDAD**

Utilizamos la información que recopilamos para proporcionarle nuestros Servicios y comunicarnos con usted. También la usamos para mejorar nuestros Servicios, desarrollar nuevos productos y servicios, dar recomendaciones, ofrecer marketing y publicidad personalizados para nuestros propios productos y servicios y los de terceros, investigar robos y otras actividades ilegales, y garantizar un entorno seguro en línea.

Podemos combinar información a través de todos nuestros sistemas, plataformas y bases de datos. Eso incluye la combinación de la información que recibimos de terceros y la información sobre el uso que usted hace de nuestros Servicios. También podremos combinar información sobre su uso de un determinado Servicio con la que obtenemos de su uso de otro Servicio.

### **Obtenga más información sobre el uso que hacemos de su información y vea ejemplos**

#### **Para ofrecer los Servicios**

- Establecer su cuenta y administrarla
- Estimar los riesgos crediticio y de pago
- Prestar los Servicios
- Facturar
- Autenticar el acceso a su cuenta, incluso verificación de identidad
- Administrar la red y los dispositivos en que se basan nuestro servicio y sistemas, y otras operaciones y mantenimientos
- Brindar asistencia técnica
- Asistir en las actualizaciones de hardware y software para los dispositivos y sistemas

#### **Para comunicarnos con usted**

- Responder a sus preguntas
- Personalizar nuestras comunicaciones
- Enviarle anuncios relacionados con el servicio

#### **Para entender cómo usa nuestros Servicios y mejorarlos**

- Entender el uso de nuestros Servicios actuales
- Identificar y desarrollar nuevos productos y servicios
- Crear informes sobre mediciones y estadísticas para nosotros y para terceros

#### **Para ofrecer recomendaciones y presentar material publicitario pertinente**

- Comercializar los servicios
- Recomendarle películas o programas de televisión
- Mostrarle qué productos y servicios creemos que podrían ser de interés para usted
- Ayudar a terceros anunciantes y programadores a ofrecer anuncios más pertinentes en nuestros Servicios y otros servicios y plataformas

#### **Para investigar casos de robo u otras actividades ilegales, para garantizar un entorno en línea seguro y para proteger la salud y la seguridad**

- Detectar el uso no autorizado o indebido de los Servicios
- Proteger a nuestros clientes contra el uso fraudulento, abusivo o ilegítimo de los Servicios
- Proteger nuestros derechos, a nuestro personal y nuestra propiedad
- Cumplir con las leyes vigentes
- Proteger la salud y la seguridad de nuestros clientes, empleados, contratistas o el público en general

## CUÁNDO Y CON QUIÉN COMPARTIMOS INFORMACIÓN

No vendemos, ni hemos jamás vendido a nadie ninguna información que lo identifique a usted o a otros. Esto incluye información sobre su uso de Internet, video o detalles de llamadas. Compartimos la información personal con otros cuando sea necesario para proporcionarle nuestros Servicios. También compartimos información personal con otros:

- Cuando usted nos instruya a hacerlo, incluso para autorizar a otros usuarios en su cuenta
- Cuando sea requerido por la ley o para responder a un proceso legal
- Para proteger nuestras propiedades o derechos, o la seguridad de nuestros empleados, clientes u otros individuos

Solicitaremos su consentimiento antes de compartir su información personal con otras compañías para sus propias actividades de comercialización y publicidad. Dependiendo del tipo de información personal divulgada, esto podría realizarse a través de una opción de inclusión o exclusión.

También podremos compartir información personal que no lo identifique con terceros para sus propios fines de comercialización y publicidad, de lo cual usted puede optar por excluirse. Esto ocurre principalmente cuando interactúa con aplicaciones móviles y sitios web nuestros que contienen cookies de terceros u otros rastreadores publicitarios. Para obtener más detalles sobre esto, lea nuestra Política de cookies en (<https://www.xfinity.com/privacy/policy/cookie/notice>).

### Obtenga más información acerca de cuándo y con quién compartimos información

#### La familia de empresas de Comcast

Si Comcast comparte la información personal que recopila sobre usted con otras empresas de Comcast, como las empresas de la marca NBCUniversal, para sus propios fines de comercialización o publicidad, primero le daremos la opción de aceptar o rechazar que se comparta dicha información en el Centro de preferencias de privacidad de Xfinity ([www.xfinity.com/privacy/manage-preference](http://www.xfinity.com/privacy/manage-preference))

#### Titulares de cuentas y otros usuarios autorizados

Podríamos divulgar información sobre la cuenta de un cliente y su uso de un Servicio al titular principal de la cuenta, una vez autenticado debidamente. El titular principal de la cuenta también podría permitir a otros ver información de la cuenta.

#### Proveedores de servicios

Con el fin de proporcionar y apoyar los servicios, a veces recurrimos a otras empresas en carácter de proveedores de servicios para transmitir, recopilar, procesar o almacenar información en nuestro nombre. Exigimos a estos proveedores que traten la información que compartimos con ellos como información confidencial y que la utilicen únicamente para prestarnos sus servicios. Estos proveedores incluyen:

- **Proveedores de facturación y cobro**, como procesadores de pagos y organizaciones que nos ayudan a evaluar su situación crediticia y de pagos
- **Proveedores contables, de auditoría e impositivos**
- **Proveedores de seguros**
- **Proveedores de servicios profesionales**, como firmas que ofrecen servicios de consultoría, nos ayudan a mejorar nuestra programación, prestan servicios legales o suministran recursos y asistencia para proyectos específicos
- **Proveedores de servicios estadísticos**, como entidades que analizan el tráfico hacia nuestros sitios web y dentro de ellos, analizan cómo se usan nuestros Servicios, y ayudan a identificar clientes potenciales y comunicarse con ellos
- **Empresas de comercialización, publicidad y ventas** que nos ayudan a crear y llevar adelante programas de comercialización, publicidad y ventas, incluso el procesamiento de pedidos, así como servicios de impresión, correo y comunicaciones electrónicas
- **Proveedores de seguridad**, como las empresas que colaboran con la verificación de incidentes de seguridad y cómo responder a ellos, notificaciones de servicio, prevención de fraudes, verificación y gestión de identidad y autenticaciones
- **Proveedores informáticos**, como empresas que nos ayudan con el diseño, alojamiento y mantenimiento de sitios web, el almacenamiento de datos y software, y las operaciones de red
- **Servicios de atención al cliente**, lo que incluye servicios relacionados con nuestros centros de llamadas y servicios de instalación, mantenimiento y reparación

#### Terceros

No vendemos, ni hemos jamás vendido a nadie ninguna información que lo identifique personalmente. Aunque la ley federal lo permite, no divulgamos su nombre ni su dirección a organizaciones no gubernamentales, como entidades benéficas o empresas, para sus propios fines de comercialización.

En ocasiones, usted podía pedirnos que compartamos información que lo identifica personalmente con otra empresa. En tal caso, nos aseguraremos de que nos dé instrucciones claras acerca de qué quiere que compartamos y con quién antes de hacerlo.

La divulgación de información a terceros podría incluir:

##### Empresas de redes sociales

Su interacción con ciertas partes de nuestros Servicios podría hacer que se publique información en sus redes sociales. Por ejemplo, usted podría hacer clic en un botón "me gusta" de Facebook, lo que publicaría que "le gusta" uno de nuestros Servicios en su cuenta de Facebook. En las partes de nuestros sitios web que cuentan con funciones de redes sociales, una red social podría recopilar información acerca de usted. Por ejemplo, si una página contiene un botón "me gusta" de Facebook, Facebook podría recopilar datos acerca de su visita a esa página, incluso si no hace clic en el botón "me gusta". Para controlar la divulgación de esta información, revise la política de privacidad de la red social correspondiente o cierre sesión en la red social antes de usar nuestros Servicios.

##### Socios de publicidad en línea

Podríamos usar cookies para mostrarle anuncios personalizados cuando visita otros sitios web, los que podrían incluir anuncios basados en los productos y servicios que vio en nuestros Servicios. También permitimos a nuestros socios, incluidos anunciantes y proveedores de servicios, a usar cookies y tecnologías de seguimiento similares cuando usted usa nuestros Servicios. Para obtener más información acerca del uso de cookies y otras tecnologías en nuestros Servicios en línea, consulte la Política de cookies en (<https://www.xfinity.com/privacy/policy/cookie/notice>).

##### Empresas de estadísticas y medición de audiencias

También colaboramos con socios comerciales que nos ayudan a medir y analizar cómo los clientes utilizan nuestros Servicios. En el caso de video, esto incluye evaluar qué programas son más populares, cuántas personas miran un programa hasta el final, si se miran las publicidades, y qué programación y contenido de video es conveniente ofrecer a través de los Servicios. También incluye determinar cómo prefieren los clientes ver ciertos tipos de programación cuando utilizan nuestros Servicios (por ejemplo, si les gusta ver ciertos programas en vivo o si prefieren verlos por demanda, en dispositivos móviles o en línea). Nuestros socios comerciales pueden compilar esta información en informes con estadísticas combinadas y anónimas que luego se distribuyen comercialmente (por ejemplo, un informe de evaluación que indique qué porcentaje de la audiencia vio un determinado programa en vivo y qué porcentaje lo vio por demanda). Xfinity Stream incluye el software de medición propiedad de Nielsen, que habilita la contribución del usuario a la investigación del mercado, tal como el Índice de audiencia de televisión de Nielsen. Visitando [www.nielsen.com/digital/privacy](http://www.nielsen.com/digital/privacy) los usuarios pueden acceder a más información sobre el software de medición y conocer sus opciones con respecto a las mediciones de Nielsen.

### **Aplicaciones de terceros y empresas asociadas**

Cuando usa una aplicación de terceros a través de un dispositivo que forma parte de los Servicios nos está indicando compartir cierta información con el proveedor de la aplicación. Esto incluye, sin limitación, la información necesaria para ejecutar la aplicación y tocar el contenido seleccionado. Cuando usa una aplicación de terceros está interactuando directamente con dicha aplicación, por lo cual corresponden la política de privacidad y los términos de servicio de la misma. Para obtener más información visite <https://my.xfinity.com/privacy/providers>. Ciertas aplicaciones también podrían ejecutarse con tecnología proporcionada por Metrological, una empresa de Comcast, cuyas prácticas de privacidad se describen en <https://www.metrological.com/privacypolicy>.

### **Autoridades de seguridad pública**

Si tiene nuestro servicio Xfinity Voice, Comcast divulgará su nombre e información de contacto a autoridades de seguridad pública como los servicios 911/E911 y otros servicios de emergencia relacionados.

### **Servicios de información sobre abonados, asistencia e identificación de llamadas**

Podríamos enviar su nombre, dirección y número de teléfono a editores para que los impriman en directorios y los publiquen en directorios en línea. Una vez que esa información se imprima o se publique en Internet, estará fuera de nuestro control y cualquier persona —incluidos los agregadores de datos— podrá ordenarla, recombinarla y distribuirla nuevamente en diferentes formatos y para diferentes fines, incluidos fines de comercialización. Por un costo adicional, puede optar por tener un número no publicado, lo que significa que Comcast no proporcionará su nombre, dirección ni número de teléfono para que se publiquen en la guía telefónica ni en directorios en línea. También puede optar por publicar su número pero escoger la opción "omitir dirección", lo que significa que no proporcionaremos su dirección postal para su publicación en la guía telefónica ni en directorios en línea. Si contrata el servicio por Internet, seleccione la opción "non-published" (no publicado), de lo contrario, llame a 1-800-XFINITY para adherirse a la opción.

También podríamos distribuir su número de teléfono, nombre y dirección a los proveedores de servicios de información sobre abonados (411). Si tiene un número no publicado, Comcast no distribuirá su número a través de tales servicios. Comcast de todos modos podría compartir su nombre y su dirección con el proveedor del servicio 411 si la ley lo exige (pero el proveedor no estará autorizado a compartir su número no publicado).

Nota: aunque la opción de número no publicado excluye su nombre, dirección y número de teléfono de los directorios impresos y en línea sobre los que Comcast tiene control, un número de teléfono no publicado igual podría formar parte de bases de datos que están fuera del control de Comcast. Esto podría ocurrir, por ejemplo, si su número de teléfono o su dirección actuales se habían publicado anteriormente bajo su nombre, o si usted proporcionó esta información a organismos gubernamentales u otras empresas. Una forma de proteger su privacidad podría ser que solicite la asignación de un nuevo número de teléfono (con el que su nombre no haya estado asociado anteriormente). También puede optar por activar el bloqueo de la identificación de llamadas o seleccionar la opción "no llamar".

La identificación de llamadas proporciona su nombre y número de teléfono a la persona que llama, incluso si tiene un número no publicado. El bloqueo de la identificación de llamadas a nivel de línea bloquea automáticamente la identificación de todas las llamadas que realice desde su número de teléfono registrado. Para activar este bloqueo, llame al 1-800-XFINITY. El bloqueo de la identificación de llamada a nivel de llamada individual solo bloquea su nombre y su número de teléfono en llamadas individuales. Para activar este bloqueo, marque \*86 antes de cada llamada que desee bloquear.

### **Potenciales compradores de nuestra empresa**

En caso de una fusión, compra o venta potencial o efectiva de la totalidad o parte de nuestros activos, la información sobre usted y su suscripción se compartirá o transferirá, en la mayoría de los casos, como parte de la transacción. Esto incluye información que lo identifica personalmente. Si esta Política se modifica a causa de tal transacción, consulte la sección "Cambios a esta Política de privacidad", más adelante.

### **Divulgación a organismos gubernamentales cuando lo exija la ley o sea necesario para proteger a Comcast y otros**

En ocasiones, la ley podría exigirnos que divulguemos información sobre usted a terceros. Esto podría ocurrir con o sin su consentimiento y con o sin aviso, de conformidad con los términos de procedimientos legales válidos tales como una citación, una orden judicial o una orden de allanamiento.

Si usted se suscribe a nuestro servicio de Xfinity Video, Comcast podría verse obligada a divulgar información que lo identifique personalmente a una entidad gubernamental en respuesta a una orden judicial. En tal caso, la Ley sobre el servicio de cable (Cable Act) exige que se le dé la oportunidad de presentarse en un proceso judicial para disputar toda demanda hecha en respaldo de la orden judicial y que la entidad gubernamental ofrezca evidencia clara y convincente de sospechas razonables de que usted ha estado involucrado en actividades criminales y que la información que se procura conformaría evidencia de importancia en el caso. Para obtener más información, consulte "Sus derechos y nuestras limitaciones en virtud de las leyes federales".

Si usted se suscribe a los Servicios Xfinity Internet, Voice, Mobile o Home security and automation, Comcast podría verse obligada a divulgar información que lo identifique personalmente a una entidad gubernamental en respuesta a una citación, una orden judicial o una orden de allanamiento, en función del tipo de información que se procure. Por lo general, los términos del proceso judicial nos prohíben notificarlo sobre tal divulgación.

Una entidad no gubernamental, tal como un litigante civil, únicamente puede solicitar información que lo identifique personalmente o información sobre el uso que hace de los Servicios Xfinity Video, Internet o Voice con el respaldo de una orden judicial y, de acuerdo con los términos de la Ley sobre el servicio de cable, tenemos la obligación de notificarlo sobre tal orden judicial. Si Comcast se ve obligada a divulgar información que lo identifique personalmente a un tercero privado en respuesta a una orden de un tribunal civil relacionada con estos u otros Servicios, le notificaremos antes de tal divulgación a menos que la ley nos prohíba hacerlo.

También podríamos divulgar información que lo identifique personalmente de conformidad con la ley y sin su consentimiento cuando ello sea necesario para proteger a nuestros clientes, a nuestros empleados o nuestra propiedad; en situaciones de emergencia; o para afirmar nuestros derechos en virtud de nuestros términos de servicio y nuestras políticas.

## **CÓMO PROTEGEMOS SU INFORMACIÓN**

A fin de evitar el acceso, utilización o divulgación no autorizados de cualquier información personal que recopilamos y guardemos, seguimos las prácticas estándares de la industria para asegurar dicha información. Esas prácticas de seguridad incluyen salvaguardias técnicas, administrativas y físicas, que pueden variar según el tipo de la información y cuán delicada o confidencial sea. Si bien tomamos muy en serio la responsabilidad de salvaguardar su información personal, ninguna medida de seguridad es 100% efectiva y no podemos garantizar que estas prácticas eviten todos los intentos no autorizados de acceder a su información, o de utilizarla o divulgarla. Comcast también toma medidas adicionales para aumentar la seguridad y fiabilidad de las comunicaciones de los clientes. No leemos sus emails entrantes ni salientes, archivos adjuntos, correo de video, chats privados ni mensajes instantáneos. No obstante, nosotros (junto con nuestros proveedores de servicios) utilizamos herramientas de software y hardware para ayudar a prevenir y bloquear correos electrónicos "no deseados" (*spam*), virus, spyware y otras comunicaciones y programas dañinos o no deseados que se envíen y reciban por el correo electrónico de Comcast.net y los Servicios de Comcast. Para ayudar a protegerle a usted y a los Servicios contra estas comunicaciones y programas dañinos o no deseados, estas herramientas pueden escanear automáticamente sus correos electrónicos, correos de video, mensajes instantáneos, archivos adjuntos y otros archivos y comunicaciones. No utilizamos estas herramientas para comercialización ni publicidad.

## **POR CUÁNTO TIEMPO CONSERVAMOS SU INFORMACIÓN**

Conservamos su información personal durante diferentes períodos de tiempo según el tipo de información y los requisitos comerciales y legales. Por ejemplo, si es un cliente, guardamos información que lo identifique personalmente mientras esté suscrito a uno o más de nuestros Servicios. Si cancela su suscripción a un Servicio, es posible que sigamos

necesitando esa información para requisitos comerciales y legales, como para protegernos contra el fraude, calcular impuestos o responder a solicitudes legales. Otra información se elimina automáticamente después de un determinado período de tiempo, a menudo establecido por ley, a menos que la ley nos obligue a mantenerla por más tiempo, como en el caso de un litigio pendiente. Destruimos, desidentificamos o anonimizamos la información cuando ya no se necesita en forma identificable.

## **OPCIONES QUE TIENE PARA CONTROLAR NUESTRO USO DE LA INFORMACIÓN PERSONAL**

Tiene muchas opciones con respecto a la forma en que nos comunicamos con usted y cómo usamos o compartimos su información. Estas opciones se pueden controlar en el Centro de preferencias de privacidad de Xfinity ([www.xfinity.com/privacy/manage-preference](http://www.xfinity.com/privacy/manage-preference)). Si cambia de opinión, puede actualizar sus preferencias en cualquier momento.

### **Obtenga más información sobre sus opciones de privacidad**

Para su conveniencia, creamos el Centro de preferencias de privacidad de Xfinity, donde usted puede controlar:

- los mensajes y notificaciones relacionados con su cuenta;
- sus preferencias relativas a llamadas, mensajes de texto y correo directo de comercialización;
- sus preferencias relativas a llamadas de venta "puerta a puerta";
- los emails promocionales o de comercialización que Comcast podría enviarle;
- los anuncios publicitarios personalizados de productos y servicios de terceros en función de sus intereses.

Puede revisar sus opciones, obtener más información sobre los tipos de actividades de comercialización de las que puede excluirse y tomar sus decisiones. Si cambia de parecer, puede regresar en cualquier momento para actualizar sus preferencias. Ciertas selecciones están vinculadas a su cuenta, por lo cual podría tener que iniciar sesión en My Account de Xfinity.

Entendemos que, en ocasiones, podría querer hablar con un representante de Comcast que le ayude con sus decisiones. Puede llamar a Comcast al [1-800-XFINITY](tel:1-800-XFINITY) y pedirnos que incluyamos su nombre en las listas internas de "no llamar", "no enviar correo" o "no visitar" de la empresa.

## **CÓMO ACCEDER A LA INFORMACIÓN EN NUESTROS REGISTROS Y CORREGIRLA**

Como parte de nuestro compromiso con la transparencia, damos acceso a nuestros clientes a la información de identificación personal que tenemos sobre ellos. Si se suscribe a los Servicios de Xfinity, puede ver y corregir su información de identificación personal a través de los portales My Account o Xfinity Home.

Si es residente de California, es posible que tenga derechos adicionales descritos en la sección "Información especial sobre los derechos de privacidad de los residentes de California" de esta Política de privacidad.

### **Obtenga más información sobre cómo acceder a la información de cliente que lo identifica personalmente**

Si se suscribe a un Servicio Xfinity, puede corregir o actualizar su información visitando el portal My Account o poniéndose en contacto con nosotros como se indica más adelante. Si es cliente de Xfinity Home, puede visitar el portal para suscriptores disponible en [xfinity.com/xhportal](http://xfinity.com/xhportal) en cualquier momento. Corregiremos nuestros registros después de verificar que los cambios solicitados sean pertinentes.

Si se suscribe a los servicios Xfinity TV, Internet o Voice y quiere ver su propia información que lo identifica personalmente (que no sea su información de red específica del cliente o CPNI), puede hacerlo en su oficina local de Comcast. Para ello, envíe un correo electrónico a [Comcast\\_Privacy@comcast.com](mailto:Comcast_Privacy@comcast.com) o llame al [1-800-XFINITY](tel:1-800-XFINITY) y concédanos un tiempo razonable para encontrar la información (y, de ser necesario, prepararla para que la examine) y para programar una cita durante el horario comercial normal. Deberá identificarse debidamente y únicamente se le permitirá examinar la información en su propia cuenta, no la de otras.

Si solicita por escrito una copia de su CPNI relacionada con los Servicios Xfinity Voice o Mobile, le enviaremos la información pertinente por correo a la dirección que figura en su cuenta o a otra persona que usted autorice, si creemos razonablemente que la solicitud es válida. Sin embargo, los abonados de nuestros Servicios Xfinity Voice y Mobile deben saber que, en general, no proporcionamos registros de llamadas entrantes ni salientes, ni otros registros que no proporcionemos habitualmente como parte de nuestras actividades comerciales (por ejemplo, como parte de una factura) o que estén disponibles únicamente en nuestros archivos, excepto mediante un proceso legal válido, como una orden judicial. Además, no podremos corregir errores que pudiera haber en los nombres, las direcciones o los números de teléfono de los clientes que aparezcan (o se hayan omitido) en los directorios de nuestros proveedores, hasta tanto no se publique la siguiente versión de tales directorios. Tampoco podríamos tener control sobre la información que figure en los directorios o en las listas de servicios de información telefónica de editores o proveedores que no sean de nuestra propiedad.

Siempre que la ley lo permita, Comcast se reserva el derecho de cobrarle una tarifa razonable por obtener y fotocopiar los documentos o información que usted solicite.

## **SUS DERECHOS Y NUESTRAS LIMITACIONES SEGÚN LAS LEYES FEDERALES**

La Ley federal sobre el servicio de cable impone limitaciones a nuestra recopilación y divulgación de información que lo identifique personalmente cuando se suscribe a Servicios que emplean la infraestructura del sistema de cable de Comcast. La Ley de comunicaciones impone restricciones a nuestro uso y divulgación de su CPNI cuando usa Servicios que se consideran servicios de telecomunicaciones.

### **Obtenga más información sobre sus derechos y nuestras limitaciones en virtud de las leyes federales**

#### **La Ley de Cable y la Información de Identificación Personal**

Esta Política de privacidad está diseñada para cumplir con la Sección 631 de la Ley de Política de Comunicaciones por Cable de 1984, según enmendada, (la "Ley de Cable"). La Ley de Cable permite que Comcast use el sistema de cable para recopilar información de identificación personal sobre usted. La información de identificación personal es información que lo identifica a usted específicamente, no incluye información no identificativa, anónima, agregada u otro tipo de datos que no lo identifican a usted. Podremos recopilar información que lo identifique personalmente cuando sea necesario para prestarle servicios de cable u otros servicios y para detectar una recepción o utilización no autorizada de tales servicios. Con su previa autorización por escrito o electrónica, también podremos utilizar el sistema de cable para recopilar información de identificación personal sobre usted para otros fines. La Ley de Cable también permite a Comcast divulgar información de identificación personal si tal divulgación es necesaria para proporcionar o conducir una actividad legítima de negocios relacionada con el servicio de cable u otros servicios que le suministramos, si lo requiere la ley o un proceso legal o si está limitada a su nombre y dirección, sujetos a su consentimiento con opción de exclusión. La frecuencia de cualquier divulgación de información de identificación personal varía de acuerdo con nuestras necesidades y actividades comerciales, según lo descrito en esta Política.

Si usted cree que ha sido perjudicado por una acción nuestra en violación de la Ley de Cable o de otra ley aplicable, le pedimos que nos contacte directamente en [Comcast\\_Privacy@comcast.com](mailto:Comcast_Privacy@comcast.com) para resolver su consulta o inquietud. También puede afirmar las limitaciones que nos impone la Ley de Cable, según correspondan a su información de identificación personal, por medio de una querrela civil para cubrir daños y perjuicios, honorarios de abogados y costos de litigación. También podría tener otros derechos y recursos de conformidad con las leyes federales y otras leyes también pertinentes.

Esta Política de privacidad no sustituye, acrecienta ni modifica ningún acuerdo de arbitraje que lo obligue como suscriptor a uno o más de los Servicios.

#### **La Ley de Comunicaciones y CPNI**

La Sección 222 de la Ley de Comunicaciones de 1934, según enmendada (la "Ley de Comunicaciones"), dispone protecciones adicionales de privacidad para información sobre la cantidad, configuración técnica, tipo, destino, ubicación y monto de su utilización de los servicios de telecomunicaciones, incluyendo los servicios de Xfinity Voice y Mobile, y la

información sobre esos servicios que contiene su factura por los mismos. Esa información se conoce como información de red específica del cliente o CPNI. La CPNI no incluye su nombre, dirección o número de teléfono, que en la Ley de Comunicaciones se define como "información de la lista de suscriptores". Sin embargo, se considera de otra forma que esos datos conforman información de identificación personal.

Si usted es cliente del servicio de Xfinity Voice o Mobile, u otro Servicio que esté sujeto a esos requisitos, tiene el derecho, y Comcast la obligación, conforme a la Ley de Comunicaciones y otras leyes aplicables, de proteger la confidencialidad de su CPNI. Además, las regulaciones de la FCC disponen opciones y protecciones adicionales de privacidad con respecto a la utilización y el intercambio de CPNI que corresponden específicamente a nuestros servicios de Voice y Mobile y que describimos en esta Política.

### INFORMACIÓN ESPECIAL SOBRE LOS DERECHOS DE PRIVACIDAD DE LOS RESIDENTES DE CALIFORNIA

La Ley de Privacidad del Consumidor de California de 2018 (CCPA) otorga a los residentes de California el derecho a recibir ciertas divulgaciones relacionadas con la recopilación, uso y divulgación de la "información personal", así como el derecho de acceder a cierta información personal que recopilamos sobre ellos, eliminarla y limitar la venta de la misma. Para ejercer estos derechos, puede enviar una solicitud ingresando en <https://www.xfinity.com/privacy/requests> o llamándonos al 1-844-963-0138. La CCPA define "información personal" como "información que identifica a un determinado consumidor u hogar, se relaciona con el mismo, lo describe, o podría asociarse o vincularse razonablemente con él, directa o indirectamente". Si es residente de California, tiene derecho a no recibir un trato discriminatorio por el ejercicio de los derechos de privacidad que le confiere la CCPA.

De acuerdo con la ley de California "Shine the Light" (Cal. Código civil §1798.83), los residentes del estado también tienen derecho a solicitar información sobre terceros a quienes la compañía ha revelado ciertas categorías de información personal durante el año anterior para fines de comercialización directa de tales terceros. Según esta ley, información personal se refiere a "cualquier información que, cuando se divulgó, identificó, describió o pudo asociarse con un individuo". No divulgamos este tipo de información personal a terceros para sus propios fines y le permitimos excluirse de la divulgación de información personal no identificable. De todos modos, si usted es residente de California y desea obtener más información, envíe un email a [Comcast\\_Privacy@comcast.com](mailto:Comcast_Privacy@comcast.com).

No permitimos deliberadamente que otros, con el paso del tiempo, recopilen información de identificación personal sobre sus actividades en línea y en los sitios web de terceros cuando utiliza nuestros Servicios en línea. Debido a que aún no se han establecido definiciones ni reglas para una norma de "No rastrear", ni se ha establecido si las señales del caso deben ser habilitadas por el usuario, Comcast aún no responde a señales de "No rastrear" enviadas desde los navegadores. Para obtener más información sobre cookies y otras tecnologías de rastreo en línea, visite nuestro Aviso sobre cookies (<https://www.xfinity.com/privacy/policy/cookiepolicy>). Para controlar sus preferencias, visite el Centro de preferencias de privacidad de Xfinity ([www.xfinity.com/privacy/manage-preference](http://www.xfinity.com/privacy/manage-preference)).

### Si reside en California, obtenga más información sobre sus derechos y cómo puede ejercerlos

#### Recopilación y uso de información personal

La sección general de esta Política de privacidad describe, en categorías fáciles de entender, los tipos de información personal que recopilamos, cómo la recopilamos y cómo la usamos. La Ley de Privacidad del Consumidor de California (CCPA) exige que divulguemos la información personal que hemos recopilado sobre nuestros clientes durante los últimos 12 meses en las siguientes categorías. Algunas de estas categorías agrupan tipos de información muy disímiles. Por ello, cómo usamos y durante cuánto tiempo conservamos la información de cada categoría puede variar de una categoría a otra<sup>1</sup> y no todos los tipos de información de una misma categoría se usarán para todos los fines que se enumeran.

#### 1 DEFINICIONES, EJEMPLOS E INFORMACIÓN ADICIONAL

Categorías	Ejemplos	Recopilada o creada	Fuente	Finalidad de la recopilación y uso
<b>Identificadores</b>	Nombre, alias, dirección postal, identificador personal único, identificador en línea, dirección del protocolo de Internet, dirección de correo electrónico, nombre de la cuenta, número de seguro social, número de licencia de conductor, número de pasaporte y otros identificadores similares	Sí	Directamente de usted, cuando la provee (por ejemplo, al abrir una cuenta) De nuestros sistemas, cuando generamos la información y se la asignamos (p. ej., su número de cuenta o su dirección IP)	Para ofrecer o proveer nuestros Servicios Para mejorar nuestros Servicios actuales y crear productos, servicios o características nuevos Para fines de comercialización y publicidad Para personalizar nuestros Servicios
<b>Otras categorías de información enumeradas en el estatuto de Registros de clientes de California (Cód. Civ. de California § 1798.80(e))</b>	Un nombre, firma, número de seguro social, características o descripción físicas, dirección, número de teléfono, número de licencia de conductor o de tarjeta de identificación estatal, educación, empleo, número de cuenta bancaria, número de tarjeta de crédito, número de tarjeta de débito u otra información financiera. Parte de la información personal incluida en esta categoría podría superponerse con otras categorías	Sí	Directamente de usted, cuando la provee (por ejemplo, al abrir una cuenta o pagar por los Servicios que recibe) De terceros que hacen inferencias relativas a su hogar, tal como el nivel de educación	Para ofrecer o proveer nuestros productos y Servicios Para mejorar nuestros Servicios actuales y crear productos, servicios o características nuevos Para fines de comercialización y publicidad Para personalizar nuestros Servicios
<b>Características de clasificación protegidas en virtud de las leyes federales o de California</b>	Edad (40 años o más), nacionalidad de origen, estado civil, sexo, condición de veterano o militar	Sí	Directamente de usted, cuando la provee (por ejemplo, al registrarse en una oferta para veteranos) De terceros que hacen inferencias relativas a su hogar, tal como el estado civil o los rangos etarios de las personas de su hogar	Para ofrecer o proveer nuestros Servicios Para mejorar nuestros Servicios actuales y crear productos, servicios o características nuevos Para fines de comercialización y publicidad Para personalizar nuestros Servicios
<b>Información comercial</b>	Registros de propiedad personal, productos o servicios comprados, obtenidos o evaluados u otros antecedentes o tendencias de compra o consumo	Sí	De usted, cuando realiza transacciones con nosotros De terceros	Para ofrecer o proveer nuestros Servicios Para mejorar nuestros Servicios actuales y crear productos, servicios o características nuevos Para fines de comercialización y publicidad Para personalizar nuestros Servicios

Categorías	Ejemplos	Recopilada o creada	Fuente	Finalidad de la recopilación y uso
<b>Información biométrica</b>	Características genéticas, fisiológicas, conductuales y biológicas, o patrones de actividad usados para extraer una plantilla u otro identificador o información que permita identificarlo, como huellas dactilares, imágenes del rostro, escaneos de la geometría de las manos o del rostro, espectrogramas de la voz, escaneos del iris o la retina, forma de pulsar teclas, el andar u otros patrones físicos, y datos sobre el sueño, la salud o el ejercicio	Sí	Directamente de usted cuando nos la proporciona, por ejemplo, cuando trata de autenticar su identidad De nuestros sistemas, cuando opta por incluirse en ciertas características de nuestros Servicios, como seguridad de Xfinity Home, que podrían recopilar información y generar inferencias sobre patrones físicos con el fin de proveer los Servicios que ha seleccionado y las características aplicables	Para proveer nuestros Servicios Para verificar su identidad Para mejorar nuestros Servicios actuales y crear productos, servicios o características nuevos Para proteger la salud y la seguridad de nuestros clientes, empleados, contratistas o el público en general
<b>Información sobre la actividad en Internet u otra red electrónica</b>	Historial de navegación, historial de búsquedas e información relativa a su interacción con un sitio web, una aplicación o un anuncio en Internet	Sí	De nuestros sistemas, cuando usa nuestros Servicios o interactúa con ellos De terceros	Para ofrecer o proveer nuestros Servicios Para mejorar nuestros Servicios actuales y crear productos, servicios o características nuevos Para personalizar nuestros Servicios y para fines de comercialización y publicidad, cuando usted usa nuestros sitios web, como <a href="http://Xfinity.com">Xfinity.com</a> o <a href="http://ComcastBusiness.com">ComcastBusiness.com</a> , o nuestras apps (consulte nuestro Aviso sobre cookies). Tal información no se recopila de nuestra red de banda ancha a través de la provisión de Xfinity Internet o Xfinity Mobile
<b>Información de geolocalización</b>	Ubicación física precisa y movimientos	Sí	De nuestros sistemas, cuando usa Servicios que recopilan esta información (como Xfinity Mobile o las apps y los sitios web de Xfinity Mobile) o interactúa con ellos	Para proveer nuestros Servicios Para mejorar nuestros Servicios actuales Para personalizar nuestros Servicios y para fines de comercialización y publicidad, cuando tal información no se recopila a través de la provisión de Xfinity Internet o Xfinity Mobile
<b>Datos sensoriales</b>	Información de audio, electrónica, visual, térmica, olfativa o similar	Sí	De nuestros sistemas, cuando opta por incluirse en ciertas características de nuestros productos y servicios que podrían recopilar información y hacer inferencias acerca de patrones físicos, como las características de seguridad de Xfinity Home, o cuando usa X1 Voice Remote para acceder a Servicios que ha seleccionado y las características aplicables	Para proveer nuestros Servicios Para mejorar nuestros Servicios actuales y crear productos, servicios o características nuevos
<b>Inferencias deducidas a partir de otra información personal</b>	Perfil que refleja las preferencias, características, tendencias psicológicas, predisposiciones, conducta, actitudes, inteligencia, destrezas y aptitudes de una persona	Sí	De nuestros sistemas, a través de una serie de procesos informáticos	Para ofrecer o proveer nuestros Servicios Para mejorar nuestros Servicios actuales y crear productos, servicios o características nuevos Para fines de comercialización y publicidad Para personalizar nuestros Servicios

#### Divulgación a terceros para fines comerciales

La divulgación de información personal a nuestros proveedores de servicios para fines comerciales se limita según descrito anteriormente.

#### Venta de información personal y derecho de exclusión

La CCPA exige a las empresas que incluyan ciertas divulgaciones, como enlaces del tipo "No vender mi información", en sus sitios web y aplicaciones móviles. No vendemos información que lo identifique a personalmente a nadie. Para optar por excluirse de la venta o divulgación de información que no lo identifica, visite la Página de preferencias de Xfinity ([www.xfinity.com/privacy/manage-preference](http://www.xfinity.com/privacy/manage-preference)). Adverta que su derecho de exclusión no corresponde a los datos que compartimos con proveedores de servicios con quienes trabajamos y que tienen la obligación de usarlos exclusivamente en nuestro nombre.

Categorías	Ejemplos	Categorías de terceros a quienes se "vende" información personal
<b>Identificadores</b>	Identificador personal único, identificador en línea, dirección del protocolo de Internet y otros identificadores similares	Empresas afiliadas, redes de anuncios publicitarios, proveedores de servicios estadísticos, redes sociales y empresas de medición de audiencia
<b>Información sobre la actividad en Internet u otra red electrónica</b>	Información relativa a su interacción con un sitio web, una aplicación o un anuncio en Internet	Empresas afiliadas, redes de anuncios publicitarios, proveedores de servicios estadísticos, redes sociales y empresas de medición de audiencia



### **Derecho a conocer la información recopilada y solicitar su eliminación**

Los residentes de California tienen el derecho de solicitar que les informemos qué información personal recopilamos, usamos y vendemos, así como el derecho de solicitar que eliminemos cierta información personal que hemos recopilado acerca de ellos. Para iniciar este proceso, visite <https://www.xfinity.com/privacy/requests>. Para su seguridad y para garantizar que ningún tercero no autorizado pueda acceder a su información personal, le pediremos que verifique su identidad antes de atender sus solicitudes. Si actualmente es cliente o todavía tiene acceso al portal My Account de Xfinity, le pediremos que se autentique a través de su cuenta. Si no tiene una cuenta con nosotros, deberá proporcionarnos una dirección de correo electrónico y un número de teléfono móvil para iniciar el proceso de verificación. También podría tener que presentar una identificación válida, con foto, emitida por el gobierno. Si solicita acceso en nombre de otra persona, deberá verificar su identidad y demostrar que cuenta con la autorización del individuo a cuya información personal desea acceder.

En la respuesta a su solicitud de acceso, podríamos omitir cierta información, como información que podría afectar la privacidad de otros o interferir con exigencias legales. Análogamente, podría haber motivos por lo que podríamos no atender sus solicitudes de eliminación, como la necesidad de conservar su información personal para brindarle un servicio o para cumplir con una obligación legal.

### **Derecho a recibir información relativa a la participación en programas para compartir datos a cambio de incentivos económicos**

Podríamos organizar promociones ocasionalmente y pedirle que comparta información personal con nosotros a cambio de descuentos. Por ejemplo, podríamos ofrecer un descuento por única vez a los clientes que se suscriban a nuestra lista de comercialización por correo electrónico. Siempre le daremos avisos claros sobre este tipo de programas cuando se registre y la participación siempre será voluntaria. Si cambia de parecer, siempre podrá excluirse y el hecho de no participar no afectará su uso de nuestros Servicios.

### **Cómo presentar una solicitud**

Si desea presentar una solicitud para ejercer sus derechos tiene las siguientes opciones:

- (1) Visitar <https://www.xfinity.com/privacy/requests>.
- (2) Llamamos al 1-844-963-0138.

## **INFORMACIÓN ESPECIAL SOBRE LOS DERECHOS DE PRIVACIDAD DE LOS RESIDENTES DE MAINE**

En términos generales, la Ley de Maine sobre la Privacidad del Cliente en los Servicios de Acceso a Internet de Banda Ancha prohíbe que los proveedores de servicios de acceso a Internet de banda ancha (en adelante, "Proveedores") usen, divulguen, vendan o permitan el acceso a la "información personal del cliente" sin el consentimiento expreso y afirmativo del mismo, quien puede revocarlo en cualquier momento.

Sin embargo, este consentimiento no será necesario para la recopilación, retención, uso, divulgación, venta o acceso a la información personal del cliente cuando estas actividades se requieran para los siguientes fines:

- Prestar el servicio del cual se ha obtenido dicha información o proveer los servicios necesarios para su prestación;
- Anunciar u ofrecer al cliente los servicios del Proveedor relacionados con comunicaciones;
- Cumplir con una orden judicial legal;
- Iniciar, presentar, facturar y cobrar el pago de los servicios de acceso a Internet de banda ancha;
- Proteger a los usuarios de los servicios del proveedor o de los servicios de otros proveedores, contra la suscripción o el uso fraudulento, abusivo o ilegal de tales servicios; o
- Proporcionar información sobre la localización geográfica de un cliente a:
  - Un centro público de atención de llamadas de seguridad; un proveedor de servicios médicos de emergencia o de despacho de emergencia; un oficial de seguridad pública, cuerpo de bomberos o policía; o un centro hospitalario de emergencias o centro de traumatismos, con el fin de responder a la llamada de un cliente para recibir servicios de emergencia, o
  - Un proveedor de servicios de información o de gestión de bases de datos, con el único fin de ayudar en la prestación de servicios de emergencia en respuesta a una emergencia.

Ningún Proveedor podrá negarse a prestar servicios a un cliente por no dar éste su consentimiento cuando se requiera. Tampoco podrá cobrar multas ni ofrecer descuentos en función de la decisión del cliente de otorgar o no su consentimiento.

El Proveedor tomará medidas razonables para proteger la información personal del cliente contra el uso, la divulgación o el acceso no autorizado, teniendo en cuenta la naturaleza y el alcance de las actividades del Proveedor, la sensibilidad de los datos que recopila, la envergadura del Proveedor y la viabilidad técnica de las medidas de seguridad.

Además, el Proveedor podrá usar, divulgar, vender o permitir el acceso a información del cliente que no sea información personal, a menos que el cliente elija lo contrario.

Si usted es cliente de Xfinity, puede controlar la información de su cuenta y revisar su configuración de privacidad en [www.xfinity.com/privacy/manage](http://www.xfinity.com/privacy/manage). Para examinar la política de privacidad de Xfinity en su totalidad, ingrese en [www.xfinity.com/privacy](http://www.xfinity.com/privacy). Para obtener más información sobre nuestros compromisos de privacidad, incluido nuestro compromiso de proteger su privacidad cuando utiliza nuestro servicio de Internet de banda ancha, ingrese en <https://www.xfinity.com/privacy/our-commitment>.

## **CAMBIOS A ESTA POLÍTICA DE PRIVACIDAD**

Podremos cambiar esta Política de privacidad con el tiempo a medida que cambien nuestras necesidades comerciales y las de nuestros clientes. Si hacemos cambios sustanciales, que amplíen nuestros derechos de uso de la información personal que hemos recopilado previamente sobre usted, le notificaremos por escrito, electrónicamente o a través de otros medios para que pueda tomar las decisiones necesarias sobre su uso continuo de nuestros Servicios.

## **CÓMO CONTACTARNOS CON PREGUNTAS ACERCA DE ESTA POLÍTICA DE PRIVACIDAD**

- **Envíenos un mensaje a:** [Comcast\\_Privacy@comcast.com](mailto:Comcast_Privacy@comcast.com)

Asegúrese de incluir su nombre y dirección, su número de cuenta de Comcast y un número de teléfono donde podemos contactarle durante el día.

## **MÁS INFORMACIÓN ACERCA DE ALGUNOS TÉRMINOS Y FRASES UTILIZADOS EN ESTA POLÍTICA**

A continuación, encontrará ejemplos ilustrativos y más información acerca de los términos utilizados en esta política que tienen el símbolo ⓘ a su lado.

**Información personal:** incluye toda información que esté vinculada o pueda vincularse razonablemente con usted o su hogar.

**Productos, servicios, redes y plataformas Xfinity:** abarca los productos y servicios marca Xfinity y otros servicios de Comcast vinculados con esta Política de privacidad, incluidos los siguientes: Xfinity® TV & Streaming, Xfinity Internet, xFi y Xfinity Advanced Security, Xfinity Voice, Xfinity Stream app, Xfinity Wi-Fi service, Xfinity Home, Xfinity Mobile y Xfinity Flex.

**Productos y servicios marca Comcast:** incluye servicios de Comcast como Effectv y los Servicios Comerciales de Comcast (Comcast Business Services), que son parte de Comcast Cable.

**Terceros:** se refiere a otras empresas que recopilan o conservan información acerca de usted y la comparten con nosotros, como agencias crediticias que comparten información con nosotros cuando usted se registra en un servicio y presta su consentimiento para una evaluación crediticia.

**Responder a sus solicitudes:** para brindarle mejor atención, llevamos un registro de las oportunidades en las que nos contactó, cuál fue el asunto y cuál es la mejor forma de

comunicarnos con usted.

**Adaptar nuestros servicios:** recopilamos datos de terceros para entender mejor sus intereses y acercarle ofertas personalizadas.

**Fotografías:** podremos tomar una fotografía de su porche o entrada junto con el equipo que le entregamos o fotografías aéreas de nuestra red con el fin de evaluar la seguridad y conformidad de la misma.

**Actividad de selección y visualización de videos:** cuando usa los servicios de video que ofrecemos directamente, como Xfinity TV y la app Xfinity Stream, sabemos qué video seleccionó para poder entregárselo. Cuando accede al contenido de aplicaciones de terceros en la plataforma X1 o Flex, solo sabremos que accedió a la aplicación, no lo que hace dentro de ella.

**Para ayudarnos a autenticarlo:** algunos de nuestros servicios solo se ofrecen en ciertas regiones geográficas, por lo cual, para usar esos servicios o acceder a información relacionada, necesitamos saber que se encuentra físicamente en su dirección de servicio.

**DNS:** el "directorio de direcciones" de Internet se conoce como "Domain Name System", Sistema de Nombres de Dominio o DNS. Así es como las personas navegan en Internet. Millones de clientes de Comcast consultan miles de millones de direcciones en Internet todos los días. Eliminamos las consultas DNS generadas por nuestros clientes de Internet cada 24 horas, excepto en casos muy específicos, cuando necesitemos investigar un problema de seguridad o rendimiento de la red, protegernos contra amenazas de seguridad o atender una solicitud legal legítima. Usted puede decidir mantener esa información en su cuenta durante más tiempo al habilitar ciertas características, como nuestros servicios avanzados de seguridad que le permiten ver los sitios web bloqueados durante un máximo de 30 días. Sin embargo, nunca hemos usado esta información para ningún tipo de comercialización o publicidad ni la hemos vendido a terceros.

**Actividad de tráfico de red:** qué sitios visita en Internet es asunto suyo, no nuestro. Anonimizamos la actividad de tráfico de red de nuestros clientes en el término de 24 horas. Luego, únicamente usamos la información anonimizada para estudiar datos de la red con el fin de evaluar su rendimiento, entender tendencias, anticipar la demanda y desarrollar, probar y mejorar nuestros productos y servicios. Estas tareas se basan en una muestra pequeña de todos los datos de red combinados que nunca permite identificar a un cliente en particular.

**Xfinity Mobile:** no vendemos ni jamás hemos vendido información sobre su ubicación cuando usa nuestro servicio Xfinity Mobile.

**Aplicaciones móviles:** si usa un dispositivo móvil para acceder a nuestros Servicios, podríamos necesitar conocer la ubicación de su dispositivo móvil u otro dispositivo en el que haya instalado una de nuestras aplicaciones para ciertas funciones, como conectarlo a un punto de acceso WiFi Xfinity cercano. Antes de hacerlo, le pediremos su consentimiento para recopilar y usar información de geolocalización precisa. Usted puede usar las opciones de configuración de su dispositivo para negarse a la recopilación de esta información (consulte la sección "Sus opciones") pero, si lo hace, ciertas funciones y características de los Servicios podrían verse limitadas.

**Información demográfica:** información como el sexo, la edad y los registros censuales.

**Información sobre intereses:** información que indica sus intereses en temas como deportes, viajes o cocina.

**Información sobre compras:** información proveniente de programas de fidelidad o registros públicos.

**Facebook:** si interactúa con nuestros Servicios mediante un dispositivo con el que también interactúa con redes sociales, o si interactúa con nosotros mediante una función de una red social como un complemento (por ejemplo, un botón "me gusta" de Facebook), podría autorizarnos a tener acceso continuo a cierta información de su perfil en dicha red social (como su nombre, su dirección de correo electrónico, su lista de amigos, su foto, su edad, su sexo, su ubicación, su cumpleaños, su ID en la red social, su ciudad actual, las personas y los sitios que sigue, etc.). Si no quiere que una red social recopile información como la mencionada sobre usted o no quiere que la comparta con nosotros y otros terceros, examine la configuración de privacidad y las instrucciones de la red social correspondiente antes de interactuar con nuestros Servicios.

**Medición e informes estadísticos para nosotros y para terceros:** nosotros y los proveedores de servicios que operan en nuestro nombre podríamos combinar y usar información de nuestros registros comerciales (incluida información sobre cuentas, datos sobre la actividad de video y otra información sobre el uso) con información de terceros con el fin de crear informes de mediciones y estadísticas. Estos informes están anonimizados o combinados y no contienen ninguna información que lo identifique personalmente.

Usamos estos informes para muchos de los fines descritos en la Política de privacidad, como para mejorar los Servicios, crear y ofrecer publicidad más personalizada en nombre de Comcast y otros terceros, determinar si los mensajes de un anunciante se visualizan y cómo, y analizar la efectividad de ciertos anuncios en los Servicios de Comcast y en otros servicios y plataformas. También usamos estos informes para trabajar con grupos académicos o de investigación y para otros usos que nos ayudan a desarrollar y financiar mejoras en los servicios y la infraestructura. Podríamos compartir estos informes con programadores, anunciantes u otros. Para obtener más información sobre las opciones que tiene en relación con el uso de su información con estos fines, consulte el Centro de preferencias de privacidad de Xfinity ([www.xfinity.com/privacy/manage-preference](http://www.xfinity.com/privacy/manage-preference)).

**Configuración de opciones de inclusión o exclusión:** por ejemplo, si compartimos con otros información personal que no lo identifica personalmente para uso de tales terceros, primero le daremos la opción de excluirse. En otros casos, usted podría querer que compartamos su nombre, dirección física o dirección de correo electrónico con otra empresa (por ejemplo, cuando se suscribe a un servicio de un tercero a través de la plataforma X1 o Flex). En tales casos, nos aseguraremos de que nos dé instrucciones claras antes de compartir esa información.

**Información que lo identifica:** podríamos compartir con terceros información anonimizada o combinada que no lo identifica en forma alguna si dichos terceros se comprometen a no desanonimizar la información ni compartirla con otros que podrían intentar hacerlo, incluso para fines académicos o de investigación.

**Información que lo identifica personalmente:** información que lo identifica personalmente significa datos como su nombre, su número de teléfono, su dirección física o su dirección de correo electrónico.

**Otra empresa:** por ejemplo, cuando se suscribe a un servicio de un tercero a través de nuestra plataforma X1 o Flex, podría pedirnos que compartamos información de contacto para ayudarlo a registrarse o iniciar sesión. O bien, si le interesara un producto que vio anunciado en televisión y quisiera compartir su información de contacto para que el proveedor del producto le envíe más información, podríamos brindarle esa opción.

**Variar (de una categoría a otra):** por ejemplo, la CCPA coloca el nombre y el número de seguro social en la misma categoría. Podríamos usar su nombre para enviarle material de comercialización sobre nuestros productos, pero no usaremos su número de seguro social para fines de comercialización ni publicidad.

**Información personal del cliente:** (1) Información de identificación personal de un cliente de banda ancha, incluidos, entre otros, el nombre del cliente, información de facturación, el número del seguro social, la dirección de facturación y datos demográficos; e (2) Información sobre el uso del servicio de acceso a Internet de banda ancha por parte de un cliente.



Account Number

Billing Date  
Jan 08, 2022

Services From  
Jan 15, 2022 to Feb 14, 2022

Page  
1 of 3

Hello XXXXXXXXXXXX,

## Sample - Customer Bill

Thank you for choosing Xfinity.

### Your bill at a glance

Previous balance		\$139.45
Credit card payment - thank you	Dec 17	-\$139.45
<b>Balance forward</b>		<b>\$0.00</b>
Regular monthly charges	Page 3	\$142.40
Taxes, fees and other charges	Page 3	\$6.80
<b>New charges</b>		<b>\$149.20</b>

**Amount due Jan 22, 2022 \$149.20**

### Your bill explained

- This bill reflects price changes we notified you about last month.
- This page gives you a quick summary of your monthly bill. A detailed breakdown of your charges begins on page 3.
- Any payments received or account activity after Jan 08, 2022 will show up on your next bill. View your most up-to-date account balance at [xfinity.com/myaccount](http://xfinity.com/myaccount).

### 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

Do not include correspondence with payment



PO BOX 6505  
CHELMSFORD MA 01824

Account number XXXXXXXXXXXX

Payment due Jan 22, 2022

**Please pay \$149.20**

Amount enclosed

\$

Make checks payable to Comcast  
Do not send cash

Send payment to  
COMCAST  
P.O. BOX 70219  
PHILADELPHIA PA 19176-0219

## With My Account, you're in control

Use My Account to easily change, edit, and update your account - from anywhere.

1. **Online:** Sign in at [xfinity.com/myaccount](https://xfinity.com/myaccount)
2. **On your smartphone:** Go to [xfinity.com/apps](https://xfinity.com/apps) to download the free Xfinity My Account app
3. **On your TV:** Open your X1 Main Menu and find the My Account app under Apps



## There's more to explore on X1

Disney+, ESPN+, HBO Max, and Peacock Premium are now available on X1. Use your Voice Remote to discover all the new entertainment these additions bring: shows, movies, sports, and timeless NBC favorites like The Office.



## Contact us


### We're here to help.

 **Chat**  
Visit [xfinity.com/chat](https://xfinity.com/chat)

 **Social**  
Tweet us @XfinitySupport

 **App**  
Download the Xfinity app at [xfinity.com/apps](https://xfinity.com/apps)

 **Phone**  
Call 1-800-xfinity (1-800-934-6489)

 **Store**  
At your nearest Xfinity store  
find one at [xfinity.com/storelocator](https://xfinity.com/storelocator)

## Additional information


### Moving?


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

### Accessibility:

If you are hearing impaired, call 711. For issues affecting customers with disabilities, call 1-855-270-0379, chat live at [support.xfinity.com/accessibility](https://support.xfinity.com/accessibility), 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: M. Gifford.

## 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](https://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](https://xfinity.com/ecobill) to go green.

## Additional billing information

### Other ways to pay

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

## Regular monthly charges \$142.40

<b>Your Xfinity package</b>	<b>\$88.20</b>
<b>TV: Extra</b>	\$66.25
Includes Limited Basic and Expanded Basic (Kids & Family, Entertainment, Sports & News).	
<b>TV: Showtime</b>	\$12.00
<b>TV: HD Technology Fee</b>	\$9.95
<b>Peacock Premium</b> (\$4.99 value)	\$0.00
Included in your Xfinity package on us. Experience timeless movies, TV shows and exclusive originals that you can't not watch. Just say "Peacock" into your Voice Remote to start streaming or visit <a href="http://xfinity.com/peacock">xfinity.com/peacock</a> to learn more.	

<b>Equipment &amp; services</b>	<b>\$17.00</b>
TV Box + Remote	\$17.00
Qty 2 @ \$8.50 each	

<b>Service fees</b>	<b>\$37.20</b>
Broadcast TV Fee	\$23.10
Regional Sports Fee	\$14.10

## Taxes, fees and other charges \$6.80

<b>Other charges</b>	<b>\$6.74</b>
Regulatory Cost Recovery	\$0.08
Franchise Costs	\$0.24
Franchise Fee	\$6.19
MA License Fees	\$0.23

<b>Taxes &amp; government fees</b>	<b>\$0.06</b>
Sales Tax	\$0.06

### What's included?



**TV:** 125+ Channels

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

## Additional information

For residential customers, if you are not satisfied with our resolution of a problem with your video service, or if you have a complaint regarding our video prices, you may contact the MA Department of Telecommunications and Cable Consumer Division, 1000 Washington St., Boston, MA 02118-6500. Call 617-305-3531 or 800-392-6066 or email: [consumer.complaints@mass.gov](mailto:consumer.complaints@mass.gov). Local Franchising Authority: (the MA DTC at the above address). The FCC ID for your town is: MA0056.

The Regulatory Cost Recovery fee is neither government mandated nor a tax, but is assessed by Comcast to recover certain federal, state, and local regulatory costs.

**Xfinity TV Update:** Effective December 22, 2021, ACC Network will be added to the Expanded Basic, Sports & News, and Xfinity Latino Starter levels of service.

**TV Update:** On March 1, 2022, VIVID will move from channel 1887 to channel 1889 and Playboy en Espanol will be added to channels 450/1887 and included with a subscription to Playboy.

**TV Update:** Effective December 14th, Universal Living Faith Network was added to ch. 1098.

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

**Upcoming Programmer Contract Expirations:** Information on upcoming programmer contract expirations can be found at [my.xfinity.com/contractrenewals](http://my.xfinity.com/contractrenewals) or by calling 1-866-216-8634.

**SAMPLE-WORK ORDER**

02/07/2022 12:31

Job Receipt (516082)

WoNum: [REDACTED]  
 Job Number: [REDACTED]  
 SchdDate: 02/24/2022  
 Account: [REDACTED]  
 Phone #: [REDACTED]  
 Customer: [REDACTED]  
 Address: [REDACTED]  
 Services:  
 Install Codes: \$39.99 2P TV-XI INS  
 \$20.00 2P TV-XI INS  
 \$0.00 1 TV INS \$0  
 \$0.00 X1 FAILEDISK  
 \$0.00 FSIK XI-XV  
 Tech: 5826  
 Equip at Location: [REDACTED]  
 Equip Added:  
 Equip Removed: Signature:  
 Payments:  
 Deposits:  
 Cust Satisfaction:

This notice is required by the Rules of the Federal Communications Commission. Comcast Digital Voice service (CDV) may have the 911/E911 limitations listed below. I understand and agree to the following: In order for my 911 to be properly directed to emergency services, Comcast must have my correct service address. If I move CDV to a different address without Comcast's approval, 911 calls may be directed to the wrong emergency authority, may transmit the wrong address, and/or CDV (including 911) may fail altogether. CDV uses the electrical power in my home. If there is an electrical power outage, 911 calling may be interrupted if the battery back-up in the associated multimedia terminal adapter is not installed, fails or is exhausted after several hours. Calls, including calls to 911, may not be completed if there is a problem with the network facilities, including network congestion, network/equipment/power failure, or another technical problem. Prior to changing my address, or if I have any 911-related questions, I will call 1-800-Comcast. Comcast will need several business days to update my service address in the E911 system. USE OF CDV AFTER DELIVERY OF THIS DOCUMENT CONSTITUTES YOUR ACKNOWLEDGEMENT OF THE E911 NOTICE ABOVE. By signing below, I represent that I am at least 18 years old; I am the owner of, or tenant in, the premises at the above address and that the installation, repair or other work provided has been satisfactorily completed. If this work order relates to the initial installation of services, I acknowledge receipt of the Comcast Welcome Kit which contains the Comcast Residential Customer Agreement, the Comcast Cable Subscriber Policy Notice and other important information about the services. I agree to be bound by the Comcast Customer Agreement which constitutes the agreement between Comcast and me for the services as well as any applicable Comcast acceptable use policies. If other non-installation work was provided, I agree to be bound by the current Comcast Customer Agreement as well as any applicable Comcast acceptable use policies. I authorize Comcast to obtain a credit report from a consumer credit agency in connection with the provision of the services I am receiving. IF I SUBSCRIBE TO COMCAST DIGITAL VOICE, I ACKNOWLEDGE MY RECEIPT AND UNDERSTANDING OF THE E911 NOTICE ABOVE.

Signature: \_\_\_\_\_



Elaine Lazarus <elainel@hopkintonma.gov>

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## Cumberland Farms' Driveway Safety

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Norman Khumalo <nkhumalo@hopkintonma.gov>

Thu, Feb 10, 2022 at 11:48 AM

To: Select Board Only <SelectBoardMembers@hopkintonma.gov>, Elaine Lazarus <elainel@hopkintonma.gov>

Dear Board Members:

Attached are photos depicting new signage at Cumberland Farms' driveways. Pavement markings will be done in the spring.

Norman Khumalo  
Town Manager  
Town of Hopkinton  
18 Main Street  
Hopkinton, MA 01748  
Tel. 508 497 9700  
[nkhumalo@hopkintonma.gov](mailto:nkhumalo@hopkintonma.gov)

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Visit us online at [www.hopkintonma.gov](http://www.hopkintonma.gov).

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 **Cumberland Farms Traffic Signs.pdf**  
2728K

EXIT OTHER  
DRIVEWAY  
↓

DO NOT  
ENTER

SIGN WAS UPDATED  
POINTING INTO THE  
SITE

DO NOT  
ENTER









White van with text on the side, possibly a delivery or service vehicle.

REGULAR  
3.39 9/10

Cumberland  
Farms





# Cumby's - another accident today 2/24/22 - FOR PUBLIC COMMENT

## 'Darlene Hayes' via Select Board Office

Please include in public comment / correspondence & confirm receipt

And another accident today in front of Cumby's!

"There was another accident at Cumby's. At least one car totaled. Looks like one was making a left hand turn to come out and hit by oncoming traffic."2/24/22

This is among several others that have already happened there this year. Proposed calming measures that were presented several months ago haven't been put in place & accidents continue as described repeatedly.

**Regardless, the simplest solution is a - *no left* - out of there.**

The statement that "*there has not been any serious injuries there*" is false made by an SB member, an accident victim from September 2021 whose car was totaled is still in physical therapy, wasn't able to drive for months and sole care giver for her handicapped husband.

I have been advocating continually for public safety measures in this area, between 495 exits and the Dunkins but especially in front of Cumberland Farms since December 2019. I have provided information from a past Hopkinton Police Department Administrator that a traffic accident study a decade (2008-2011) before that identified this as highest accident location in town and again the current police chief concurred this in the fall of 2021 and the previous chief in winter of 2020.

This is a public safety concern; it is negligence to not have implemented a safety plan over the past 14 years of knowing the high incident rate here. Still, I continue to advocate for what seems the simplest of a "no left turn" a solution that keeps getting kicked down the road because of a private business's push back whose property has easement onto town property.

Please don't wait until the next accident and potential loss of life, continued injuries and personal property damages.

Hopkinton takes pride in being rated among the highest in "*public safety*", this needs to include the highest traffic incident spot in town as well.

***Darlene Hayes, CEP, CMP***

***1 Third Road***

***Hopkinton, MA 01748***