



April 2, 2020

*Via Email*

James Porter, Director, Public Advocacy Division  
Vermont Department of Public Service  
112 State Street, Drawer 20  
Montpelier, VT 05620-2601

***Re: Xfinity Assistance Plan Customer Notice***

Dear Jim:

As a follow up to our discussion, I am writing to notify the Department that effective immediately, Comcast of Connecticut/Georgia/Massachusetts/New Hampshire/New York/North Carolina/Virginia/Vermont, LLC (“Comcast”) will be adjusting its video suspension Notices to customers ***on a temporary basis*** in light of the COVID-19 crisis.

As I shared with you earlier this week, in accordance with Comcast’s commitment to the FCC’s Keep Americans Connected Pledge, Comcast launched the Xfinity Assistance Plan, which accommodates our customers who are delinquent in payment to continue to receive Xfinity Internet and Voice service without disconnection.

Attached is the Customer Notice that will be sent to Vermont Xfinity customers with overdue balances who otherwise would be subject to suspension of all Comcast services. This Notice is being implemented ***on a temporary basis***. As noted, a customer’s Xfinity Video service will be suspended if the past balance due is not paid; however, any Internet and/or Voice service will remain connected at a reduced price of \$14.95 per month. Video suspensions will not be initiated on a Friday, Saturday, or Sunday. As we discussed, if a customer only has Xfinity Video, or Xfinity Video and Xfinity Voice service, their service will remain unaffected during this time.

Once we return to normal operating conditions, we will return to our standard suspension notices and we will notify you when we do so.

Sincerely,

Daniel M. Glanville  
Vice President, Government/Regulatory Affairs & Community Impact

cc: Judith Whitney, Clerk, Vermont Public Utility Commission  
Carol Flint, Director, CAPI Division, Department of Public Service