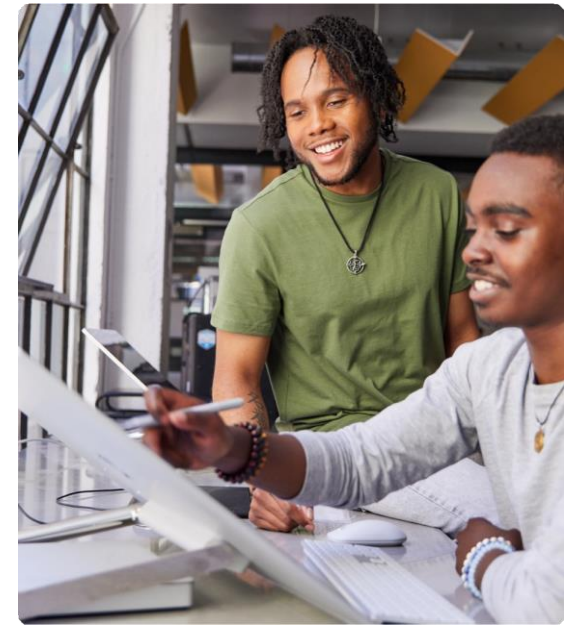


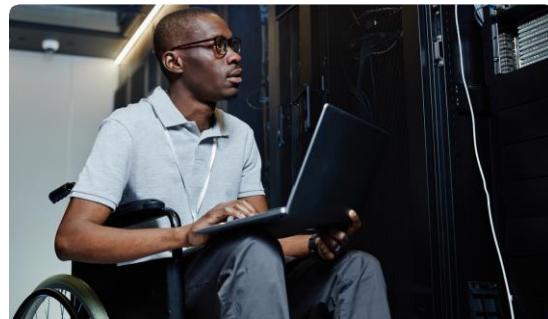
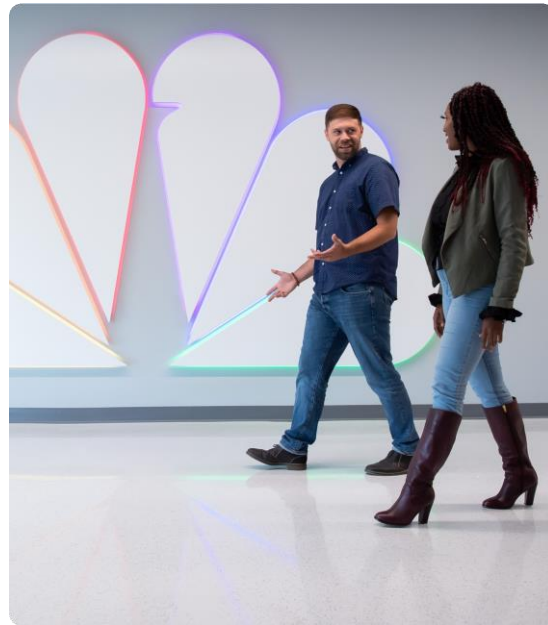


# COMCAST

PROUDLY SERVING  
WILMINGTON, DELAWARE


CABLE FRANCHISE EXTENSION 2024





# Five Year Franchise Extension Benefits:

- (1) Maximum Cable Franchise Fee Allowed By Law (approx. \$3.5 million).**
- (2) All Community Channels Upgraded to High Definition.**
- (3) Funding for Community Channels Guaranteed at Least \$450,000.**
- (4) Continuation of All Municipal Benefits Including Complimentary Accounts & Customer Service Obligations.**
- (5) Service Available Throughout City – Fully Built-out.**



BEYOND THE CABLE FRANCHISE

UNLIMITED POSSIBILITIES

\$1B

committed nationally through Project UP to  
advance digital equity through community  
programs including programs in Wilmington,  
Delaware!

BEYOND THE CABLE FRANCHISE

INVESTING IN AMERICA'S POTENTIAL

# ACCESS & ADOPTION



BEYOND THE CABLE FRANCHISE

RELIABLE HOME INTERNET FOR ALL

10M+

#InternetEssentials

low-income Americans have been connected to  
affordable internet over the last decade

Internet Essentials available to eligible households  
in Wilmington, DE for as little as \$9.95/mo

# Something for Everyone

In addition to Xfinity and Internet Essentials, Comcast recently introduced NOW, a new line of reliable, low-cost products that consumers can purchase month-to-month, with no credit checks or additional fees.

### internet essentials

50 100

**INCOME CONSTRAINED**

Internet Essentials	Internet Essentials+
\$9.95 / mo.	\$29.95 / mo.

### NOW

UP TO 50 100 200

**FEATURE-LIGHT WIFI**

NOW WiFi Pass	100 MBPS	200 MBPS
\$20 / 30 days	\$30 / mo.	\$45 / mo.

### xfinity

300 500 800 1G 2G

**PREMIUM INTERNET** \* Promo pricing listed

300 MBPS	500 MBPS	800 MBPS	1 GBPS	2 GBPS
\$35 / mo.	\$55 / mo.	\$70 / mo.	\$80 / mo.	1.2G \$85 / mo.

# Speed. Capacity. Reliability. Security.

## Connect Internet

Download speeds up to  
**150**  
Mbps

### 150 Mbps is good for:

- Up to 5 devices
- Downloading music and photos
- Streaming services
- Video conferencing

## Fast Internet

Download speeds up to  
**500**  
Mbps

### 500 Mbps is good for:

- Up to 8 devices
- Downloading large files
- Streaming services
- Video chatting

## Superfast Internet

Download speeds up to  
**800**  
Mbps

### 800 Mbps is good for:

- Up to 11 devices
- Fast downloads
- HD streaming
- Multiplayer gaming

## Gigabit Internet

Download speeds up to  
**1.0**  
Gbps

### 1.0 Gbps is good for:

- 12+ devices
- Super fast downloads
- Multiple people HD streaming
- Multiplayer gaming

## Gigabit Extra Internet

Download speeds up to  
**1.2**  
Gbps

### 1.2 Gbps is good for:

- Unlimited devices
- Ultra-connected households
- Pro-level gaming
- Staying ahead of the curve

# There When You Need Us



- Our commitment to every customer:
  - Respect your time
  - Simplify your experience
  - Make things right if we fall short
  - 30-day money-back guarantee for our Xfinity TV service
  - Two-hour appointment windows
- There are more than a dozen other ways to contact us including chat, text, email, phone, retail and on social or other online forums.
- We offer 10 language options including American Sign Language.



- Find your local Xfinity Store to demo the latest products, pick up and exchange your equipment, pay bills, or subscribe to services.
- Two convenient Xfinity Store locations:
  - 5601 Concord Pike, Wilmington, DE
  - 132 Christiana Mall #1345, Newark, DE
- You can even visit a Western Union® Quick Collect® location to pay your bill with cash or money order.
- Make returning equipment a breeze by bringing your rented items to your local UPS Store – they will pack and ship the items back to us free of charge.



- The Xfinity App allows customers to manage all aspects of their account 24/7 on their own including reviewing account information, troubleshooting, monitor a technician arrival time, request a call from customer care, and more.



- Customer Care Agents available 24/7 at (1-800-Xfinity).





Comcast is proud to partner with cities and states across the nation, working to connect every American to next-generation broadband.

