



Select Board
Meeting Packet
February 20, 2024

January 8, 2024

Ms. Kristine Trierweiler
Town Administrator
Town of Medfield
Medfield, MA 02052

Dear Kristine,

I am writing to express my interest in the position at Tri-county School Committee for the Town of Medfield. I believe my experience and professional role aligns with the core mission of the school.

I'm an executive at Dawn Foods Global, a multinational baking ingredients manufacturer and distributor of baking ingredients. Dawn Foods serves mom-and-pop neighborhood bakeries everywhere with donut mixes, cake mixes, fillings, icings, glazing and related items that a baker needs to make and sell their pasties to consumers. I have built a new team for Dawn Foods in the city of Boston over the past four years. I have board-ready certification from MassTLC, a Massachusetts non-profit organization that advocates for local inclusive leadership within the commonwealth.

I strongly believe education opens doors to a well-rounded life of opportunities. As an immigrant who arrived in the US to pursue graduate studies, I'm living proof of that. My earliest professional experience was apprenticing for a draftsman in putting together detailed engineering drawings for plumbing and electrical installations. My apprenticeship gave me an opportunity to understand the electrical, plumbing and other construction trades that needed to be involved in my work.

In my day job with Dawn Foods nowadays, I work with bakers on a daily basis to understand their pain points and find them partners who can help alleviate those issues. Tri-county school's Culinary Arts program is one such valuable tool that I've discussed with many bakery operators who have been struggling to find qualified bakers to work at their shops.

I have had an interest in Tri-County Vocational School for a few years. When this position was open previously, I learned that Mr. John Rose (aka Jack) was interested. At Medfield Day 2023, I had a deep conversation with Mr. Rose and Mr. Mushnick (Norfolk representative on the Tri-county committee) about the school's plans for futureproofing its facilities, curriculum and training which further grounded me in the value of vocational and continuing education for all. Recently, Mr. Rose reached out to me to inform me that he's considering retirement and wanted me to put forward my name for consideration as his replacement.

I would welcome an opportunity to meet with you to discuss how my experience and qualifications will prove valuable to the position.

Thank you for your time and consideration.

Sincerely,
Gireesh C. Sahukar



Maurice Goulet
Superintendent Public Works
508-359-8505

TOWN OF MEDFIELD

DEPARTMENT OF PUBLIC WORKS

55 North Meadows Road
Medfield MA 02052

OFFICIAL NOTICE

Cross Connection Control Program Backflow Prevention Device Failure

Enclosed, are copies of the test results from recent Backflow Prevention Device tests/inspections at your facility. As indicated, there is one or more devices which failed its inspection and must be repaired or replaced.

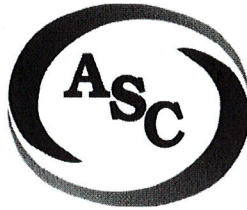
In accordance with the Massachusetts Department of Environmental Protection Drinking Water Regulation 310 CMR 22.22 Section (13)(e), Any Backflow Prevention Device failing its inspection must be repaired or replaced by a Massachusetts licensed plumber or sprinkler fitter **within Fourteen (14) days of inspection.**

Failure to repair/replace the faulty device within this time frame may result in the Town of Medfield Water / Sewer Department taking steps to terminate water service to your facility in order to protect the public water system from risk of contamination.

Once repairs have been completed, please notify the Town of Medfield Water / Sewer Department at (508) 906-3004 so that a reinspection can be scheduled.

Your cooperation in this matter is greatly appreciated.

Maurice Goulet
Superintendent Public Works



January 12, 2024

Town Of Medfield
Wayne Langille
Facility's
459 Main Street
Medfield, Ma 02052

RE: Public Safety Building, Backflow Replacement

Dear Wayne:

Per your request Aalanco Service Corporation proposes to remove the existing building back flow preventer and, in its place, install a new Watts LF009-osy-fs back flow along with a required repair kit and new gaskets, nut and bolts. Once complete we shall test and leave on. We shall also leave behind a spare backflow rebuild kit required by the code.

Included in our proposal are all permits and fee's

All debris related to the work will be removed from the premises and properly disposed of.

Your investment for the specified scope of work will be \$9375.00 plus applicable tax.

All Aalanco personnel have been OSHA Certified and safety trained to work in all environments required by our customers. All work will be performed in an efficient and professional manner.

Aalanco Service Corporation is your full service mechanical contractor, our skilled technicians are available twenty four (24hrs) a day year round.

CONTINGENCIES

This proposal has been priced based upon the following contingencies

- Unimpeded access to the worksite
- All work to be performed by Aalanco during normal working hours
- Aalanco cannot be held responsible for any delays caused by weather, federal, state or local officials, or any other circumstances beyond Aalanco's control.

AALANCO Service Corporation

80-B Turnpike Road • Westborough MA 01581 • Tel (508) 366-1449 • (800) 215-6698 • Fax (508) 366-1196

GAS/OIL BURNER SERVICE • MECHANICAL SERVICES • SCHEDULED MAINTENANCE PROGRAMS
AIR CONDITIONING • BOILERS & BURNERS • TANK INSTALLATION/REMOVAL/TESTING • MOBILE BOILERS

- Aalanco Service Corporation will not be responsible for any existing code violations that are present prior to the start of work. Aalanco can rectify any violations or code non-compliance, if you so choose, on a time and materials basis separate from this quote.

Exclusions

- Repairs to alterations to any existing code violations
- Repairs to alterations to any floor or ceiling products
- Repairs to alterations to existing fresh air for mechanical room
- Repairs to alterations to existing chimney or stack

Terms

Terms are PO# upon acceptance of contract, balance net thirty days from completion of the contract. All jobs are quoted at net price; no additional discounts are allowed unless specified.

Insurance

AALANCO Service Corporation recognizes its responsibility to its customers to carry all Required insurance.

Warranty

All new equipment will be covered by the manufacturer's warranty.

The only purpose of this proposal is to set forth certain business points. This proposal does not incorporate all the terms and conditions. The preparation and execution of a more detailed and comprehensive written agreement between you and Aalanco Service Corporation is contemplated. AALANCO Service Corporation shall be bound only by the execution of that agreement and not by this preliminary proposal. Aalanco Service Corporation shall have the right to modify or withdraw this proposal at any time before the execution of the contemplated agreement.

Please feel free to contact me if you have any questions or require additional information. This quote will remain valid for 30 days from its date.

Sincerely,

Daniel K Bandanza
Aalanco Service Corporation

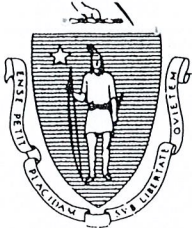
Agreed and Accepted by:

Company _____

Signature _____

Title _____

Date _____



MEDF-0136

**BACKFLOW PREVENTION DEVICE
INSPECTION AND MAINTENANCE
REPORT FORM**

TEST STATUS

Initial ()

Retest ()

Supplier/Owner Annual ()

Supplier/Owner Semiannual (✓)

Aalanco 59375

Owner of Device Town of Medfield / Facilities Date February 2, 2024
Mailing Address 459 Main Street PWS ID# 2175000
Medfield, MA 02052 Certificate# 2016 / G. Odoardi
CC ID# 175100179
Contact Person Wayne Langille Phone # (339) 206-9722 (c)

Device Address 112 North St.
Medfield Public Safety

RBPB X DCVA
Bronze Iron X

Exact Device Location MAIN WATER AREA, AT METER

Valve Type: OS&Y

By-Pass: No (X) Yes () For Device #

Containment Device: No () Yes (X)

Make WATTS Model No. 009
Size 2.50" Serial # 05100

Test Kit: WATTS TK-9A Serial# 030749 Calibration 07/18/2023

	Check Valve No. 1	Check Valve No. 2	Differential Pressure Relief Valve
Test Before Repairs	Leaked () Closed Tight (✓) *Pressure drop across First Check <u>7.1</u> Psi	Leaked (✓) Closed Tight ()	Opened at <u>1.4</u> Psi Reduced Pressure <u>700</u>
*Describe Repairs		<u>0 PSID</u>	<u>LOW</u>
Final Test Date ____/____/____	Closed Tight () *Pressure drop across First Check ____ Psi	Closed Tight ()	Opened at ____ Psi Reduced Pressure

Inspection Result: PASS ()

Witnessed by: (Signatures)

Owner's Representative

Local PWS Official

MA-DEP Certified Tester

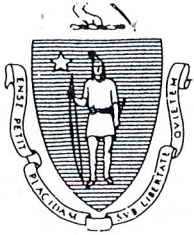
DEP/DWS Official

FAIL (✓)

If device failed, describe the problem

still needs to be
repaired or replaced

*List parts & material used:



* Anthony Julian Plumbing

BACKFLOW PREVENTION DEVICE
INSPECTION AND MAINTENANCE
REPORT FORM

TEST STATUS

Initial ()

Retest ()

Supplier/Owner Annual ()

Supplier/Owner Semiannual ()

Owner of Device Medfield School Department
Mailing Address 459 Main Street, 3rd floor
Medfield, MA 02052

Date February 7, 2024
PWS ID# 2175000
Certificate# 2016 / G. Odoardi
CC ID# 175100114

Contact Person Amy Collieran

Phone # (508) 613-5227 (c)

Device Address Memorial Elementary School
59 Adams St.

RPBP X DCVA
Bronze X Iron

Exact Device Location MECHANICAL ROOM, BOILER
SUPPLY

Valve Type: BALL

By-Pass: No (X) Yes () For Device #

Containment Device: No (X) Yes ()

Make WATTS Model No. 009 M2
Size 1.00" Serial # 117882

Test Kit: WATTS TK-9A Serial# 030749 Calibration 07/18/2023

	Check Valve No. 1	Check Valve No. 2	Differential Pressure Relief Valve
Test Before Repairs	Leaked () Closed Tight (✓) *Pressure drop across First Check 10.0 Psi	Leaked (✓) Closed Tight ()	Opened at 2.8 Psi Reduced Pressure
*Describe Repairs		0 PSI	
Final Test Date ___/___/___	Closed Tight () *Pressure drop across First Check ___ Psi	Closed Tight ()	Opened at ___ Psi Reduced Pressure

Inspection Result PASS ()

FAIL (✓)

If device failed, describe the problem

Witnessed by: (Signatures)

Owner's Representative

Local PWS Official

MA-DEP Certified Tester

DEP/DWS Official

2nd check tests

*List parts & material used:

ESTIMATE

A. Julian Plumbing and Heating LLC
35 Kingsbury Rd.
Norfolk, MA 02056

ajulianplumbing@gmail.com
+1 (781) 603-6169
www.ajulianplumbingLLC.com



Medfield Schools

Bill to

Medfield Schools
88 South St
Medfield, MA 02052

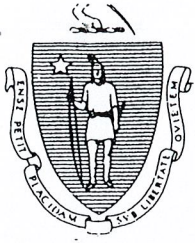
Estimate details

Estimate no.: 1103
Estimate date: 01/18/2024

#	Date	Product or service	SKU	Amount
1.		Sales Library -Furnish and install a new Watts 1/2" back flow valve		\$1,080.00
2.		Sales Blake School -Furnish and install a new Watt 3/4" back flow valve in boiler room.		\$1,160.00
3.		Sales Blake School -Furnish and install a new Watts 2" back for outdoor irrigation.		\$2,110.00
4.		Sales Permit fee X 3		\$300.00
Total				\$4,650.00

+9,375 -
Aalanco

TOTAL FOR
Back Flow
Repairs



MEDF-0194

**BACKFLOW PREVENTION DEVICE
INSPECTION AND MAINTENANCE
REPORT FORM**

TEST STATUS

Initial ()

Retest ()

Supplier/Owner Annual ()

Supplier/Owner Semiannual ()

Julian # 1,080

Owner of Device **Medfield Public Library**
Mailing Address **468 Main Street**
Medfield, MA 02052

Date **August 8, 2023**PWS ID# **2175000**Certificate # **2016 / G. Odoardi**DEP Device ID # **175100102**Contact Person **Director or Wayne** Phone # **(339) 206-9722 (c)**Device Address **468 Main St.**

RBPB ☒ DCVA
Bronze ☒ Iron

Exact Device Location **BASEMENT BOILER ROOM, BOILER
FEED**Valve Type: **BALL**

By-Pass: No (X) Yes () For Device #

Containment Device: No (X) Yes ()

Make **WATTS** Model No. **009**
Size **.50"** Serial # **A07889**

Test Kit: **WATTS TK-9A** Serial# **030749** Calibration **07/18/2023**

	Check Valve No. 1	Check Valve No. 2	Differential Pressure Relief Valve
Test Before Repairs	Leaked () Closed Tight (✓) *Pressure drop across First Check 7.0 Psi	Leaked () Closed Tight ()	Opened at 1.4 Psi Reduced Pressure Too Low
*Describe Repairs			exceeding relief
Final Test Date 8/8/23	Closed Tight () *Pressure drop across First Check 6.9 Psi	Closed Tight (✓) 1.5 LOW	Opened at 2.8 Psi Reduced Pressure

Inspection Result: **PASS (✓)**

FAIL ()

If device failed, describe the problem

Witnessed by: (Signatures)

Wayne
Owner's Representative

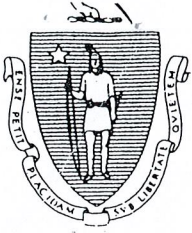
Local PWS Official

MA-DEP Certified Tester

DEP/DWS Official

(showing to rebuilt)

*List parts & material used:



**BACKFLOW PREVENTION DEVICE
INSPECTION AND MAINTENANCE
REPORT FORM**

MEDF-0172

TEST STATUS

Initial ()

Retest ()

Supplier/Owner Annual ()

Supplier/Owner Semiannual ()

Julian 1.160

Owner of Device Medfield School Department
Mailing Address 459 Main Street, 3rd floor
Medfield, MA 02052

Date February 7, 2024

PWS ID# 2175000

Certificate# 2016 / G. Odoardi

CC ID# 175100080

Contact Person Amy Colleran

Phone # (508) 613-5227 (c)

Device Address Thomas Blake Middle School
24 Pound St.

RPBP X DCVA
Bronze X Iron

Exact Device Location BOILER ROOM, BOILER SUPPLY

Valve Type: BALL

By-Pass: No (X) Yes () For Device #

Containment Device: No (X) Yes ()

Make WATTS Model No. 009 M3
Size .75" Serial # 231739

Test Kit: WATTS TK-9A Serial# 030749 Calibration 07/18/2023

	Check Valve No. 1	Check Valve No. 2	Differential Pressure Relief Valve
Test Before Repairs	Leaked () Closed Tight (✓) *Pressure drop across First Check 8.5 Psi	Leaked (✓) Closed Tight ()	Opened at 2.7 Psi Reduced Pressure
*Describe Repairs			
Final Test Date ___/___/___	Closed Tight () *Pressure drop across First Check ___ Psi	Closed Tight ()	Opened at ___ Psi Reduced Pressure

Inspection Result: PASS ()

FAIL (✓)

If device failed, describe the problem

2nd check leaked

Witnessed by: (Signatures)

Owner's Representative

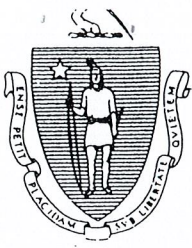
Local PWS Official

MA-DEP Certified Tester

DEP/DWS Official

*List parts & material used:

(OFF)



BACKFLOW PREVENTION DEVICE
INSPECTION AND MAINTENANCE
REPORT FORM

TEST STATUS

Initial ()

Retest ()

Supplier/Owner Annual (✓)

Supplier/Owner Semiannual ()

Julian - 2.110

Owner of Device Medfield School Department
Mailing Address 459 Main Street, 3rd floor
Medfield, MA 02052

Date August 3, 2023
PWS ID# 2175000
Certificate # 2016 / G. Odoardi
DEP Device ID # 175100116

Contact Person Shayn Robitaille Phone # (781) 929-4045 (c)

Device Address Football Practice Field
24 Pound St.

RBPB X DCVA
Bronze X Iron

Exact Device Location REAR OF SCHOOL, AT
IRRIGATION METER

Valve Type: BALL

By-Pass: No (X) Yes () For Device #

Containment Device: No (X) Yes ()

Make WATTS Model No. 009 M2
Size 2.00" Serial # 102062

Test Kit: WATTS TK-9A Serial# 014819 Calibration 01/24/2023

	Check Valve No. 1	Check Valve No. 2	Differential Pressure Relief Valve
Test Before Repairs	Leaked () Closed Tight (✓) *Pressure drop across First Check 7.6 Psi	Leaked (✓) Closed Tight ()	Opened at 2.1 Psi Reduced Pressure
*Describe Repairs			
Final Test Date ____/____/____	Closed Tight () *Pressure drop across First Check ____ Psi	Closed Tight ()	Opened at ____ Psi Reduced Pressure

Inspection Result: PASS ()

FAIL (✓)

If device failed, describe the problem

must be rebuilt or
replaced

Witnessed by: (Signatures)

Owner's Representative

Local PWS Official

MA-DEP Certified Tester

DEP/DWS Official

*List parts & material used:



230 2nd Avenue , Suite 2,
Waltham, MA 02451-1123

Phone: 781-768-5500
Fax: 781-768-5502

QUOTE #:

NORQ50453

DATE:

Feb 9, 2024

**Prepared For:**

Wayne Langille
Medfield Town Building
459 Main Street
Medfield, MA 02052
USA

Site Address:

Wayne Langille
Medfield Town Building
459 Main Street
Medfield, MA 02052
USA

Prepared By:

Matt Schmetz
mschmetz@norelservice.com
781-768-5500 ext. 122

Phone: (339)-206-9722

Mobile:

Email: WLangille@Medfield.net

Bldg/Job: Building

Site Phone: (339)-206-9722

P.O. Number**Payment Terms****Valid Through**

Please see attached Terms & Conditions

Feb 25, 2024

Norel Service proposes rebuilding checks one and two in the existing four-inch Ames 2000SS (SN 2IM1993). We will also leave a spare set of checks for future repairs as the code requires.

Please note it is the customer's responsibility to coordinate and schedule the retest for the backflow at the time or after the repair is made. This test will be performed on time and material if not planned for the date of service work.

Scope of Work:

- 1) Perform the work described above.
- 2) Work to be performed during regular hours Monday-Friday from 7 am -3 pm, excluding holidays.

The following (if applicable) are excluded:

Shipping, expediting fees, Sales Tax, Cutting/Core Drilling Concrete/Patching/Painting, Engineering/Design/Affidavits/Wet Stamps, 241 life safety plan, City Water Isolation & Fees, Municipal Building Department Fees, Fire Department Paid Detail, Remediation/Disposal of Hazardous Materials, Locating or Repair to Main Gate Valve for City Shutdown, replacement antifreeze for the antifreeze system, replacement of existing backflow preventer.

All inspections (fire department/ Building department) will be performed on a time and material basis if required.

If unseen components are defective, an additional quote will be sent by Norel to offset the extra cost.

This price is subject to change due to additional requirements imposed by the Authority Having Jurisdiction or Fire Protection Engineer.

Norel Service Company reserves the right to use the services of a subcontractor as needed.

This proposal is only valid for ten days and is subject to change after it expires due to market volatility and supply change logistics.

Please contact me if I can be of further assistance:

Matt Schmetz
mschmetz@norelservice.com
774-254-4355 (cell)
781-768-5500 (office)

SubTotal	\$3,958.40
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Tax	\$0.00
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TOTAL	\$3,958.40
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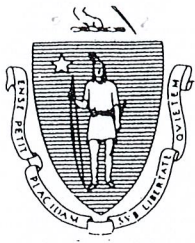
Deposit Required	\$0.00
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Medfield Town Building

Signature

Date:

Name (Print)



BACKFLOW PREVENTION DEVICE
INSPECTION AND MAINTENANCE
REPORT FORM

TEST STATUS

Initial ()

Retest ()

Supplier/Owner Annual ()

Supplier/Owner Semiannual ()

Owner of Device Town of Medfield / Facilities

Mailing Address 459 Main Street
Medfield, MA 02052

Date February 6, 2024

PWS ID# 2175000

Certificate# 2016 / G. Odoardi

CC ID# 175100100

Contact Person Wayne Langille

Phone # (339) 206-9722 (c)

Device Address 459 Main St.
Medfield Town House

RPBP DCVA X
Bronze Iron X

Exact Device Location MECHANICAL ROOM #1, ON FIRE
SPRINKLER

Valve Type: OS&Y

By-Pass: No (X) Yes () For Device #

Containment Device: No (X) Yes ()

Make AMES Model No. 2000 SS
Size 4.00" Serial # 2IM1993

Test Kit: WATTS TK-9A Serial# 030749 Calibration 07/18/2023

	Check Valve No. 1	Check Valve No. 2	Differential Pressure Relief Valve
Test Before Repairs	Leaked () Closed Tight () *Pressure drop across First Check 0 Psi	Leaked () Closed Tight () 2.4	Opened at ____ Psi Reduced Pressure
*Describe Repairs			
Final Test Date ____/____/____	Closed Tight () *Pressure drop across First Check ____ Psi	Closed Tight ()	Opened at ____ Psi Reduced Pressure

Inspection Result: PASS ()

Witnessed by: (Signatures)

Owner's Representative

Local PWS Official

MA-DEP Certified Tester

DEP/DWS Official

FAIL ()

If device failed, describe the problem

1st check valve
Leaked

*List parts & material used:

closed d/s valve



230 2nd Avenue , Suite 2,
Waltham, MA 02451-1123

Phone: 781-768-5500
Fax: 781-768-5502

QUOTE #:	NORQ50450
DATE:	Feb 9, 2024

**Prepared For:**

Wayne Langille
Medfield Town Building
1 Ice House Rd.
Medfield, MA 02052
USA

Site Address:

Wayne Langille
Medfield Town Building
1 Ice House Rd.
Medfield, MA 02052
USA

Prepared By:

Matt Schmetz
mschmetz@norelservice.com
781-768-5500 ext. 122

Phone: (339)-206-9722

Mobile:

Email: WLangille@Medfield.net

Bldg/Job: Building

Site Phone: (339)-206-9722

P.O. Number**Payment Terms****Valid Through**

Please see attached Terms & Conditions

Feb 25, 2024

Norel Service proposes rebuilding checks one and two in the existing six-inch Ames Colt 300-DC (SN#HC-0093).

Please note it is the customer's responsibility to coordinate and schedule the retest for the backflow at the time or after the repair is made. This test will be performed on time and material if not planned for the date of service work.

Scope of Work:

- 1) Perform the work described above.
- 2) Work to be performed during regular hours Monday-Friday from 7 am -3 pm, excluding holidays.

The following (if applicable) are excluded:

Shipping, expediting fees, Sales Tax, Cutting/Core Drilling Concrete/Patching/Painting, Engineering/Design/Affidavits/Wet Stamps, 241 life safety plan, City Water Isolation & Fees, Municipal Building Department Fees, Fire Department Paid Detail, Remediation/Disposal of Hazardous Materials, Locating or Repair to Main Gate Valve for City Shutdown, replacement antifreeze for the antifreeze system, replacement of existing backflow preventer.

All inspections (fire department/ Building department) will be performed on a time and material basis if required.

If unseen components are defective, an additional quote will be sent by Norel to offset the extra cost.

This price is subject to change due to additional requirements imposed by the Authority Having Jurisdiction or Fire Protection Engineer.

Norel Service Company reserves the right to use the services of a subcontractor as needed.

This proposal is only valid for ten days and is subject to change after it expires due to market volatility and supply change logistics.

Please contact me if I can be of further assistance:

Matt Schmetz
mschmetz@norelservice.com
774-254-4355 (cell)
781-768-5500 (office)

SubTotal	\$3,958.48
Tax	\$0.00
TOTAL	\$3,958.48

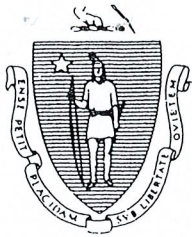
Deposit Required \$0.00

Medfield Town Building

Signature

Date:

Name (Print)



MEDF-0215

**BACKFLOW PREVENTION DEVICE
INSPECTION AND MAINTENANCE
REPORT FORM**

TEST STATUS

Initial ()

Retest ()

Supplier/Owner Annual ()

Supplier/Owner Semiannual ()

Owner of Device The Center at Medfield

Mailing Address 1 Ice House Road
Medfield, MA 02052

Date February 1, 2024

PWS ID# 2175000

Certificate# 2016 / G. Odoardi

CC ID# 175100136

Contact Person Sarah or Peter

Phone # (508) 359-3665

Device Address 1 Ice House Rd.

RPBP

DCVA

X

Bronze

Iron

X

Exact Device Location WATER CLOSET, ON FIRE
SPRINKLER

Valve Type: BUTTERFLY

By-Pass: No (X) Yes () For Device #

Containment Device: No (X) Yes ()

Make AMES
Size 6.00"Model No. COLT 300-DC
Serial # HC-0093

Test Kit: WATTS TK-9A Serial# 030749 Calibration 07/18/2023

	Check Valve No. 1	Check Valve No. 2	Differential Pressure Relief Valve
Test Before Repairs	Leaked () Closed Tight () *Pressure drop across First Check 2.9 Psi	Leaked () Closed Tight ()	Opened at _____ Psi Reduced Pressure
*Describe Repairs			
Final Test Date ____/____/____	Closed Tight () *Pressure drop across First Check _____ Psi	Closed Tight ()	Opened at _____ Psi Reduced Pressure

Inspection Result: PASS ()

FAIL ()

If device failed, describe the problem

Witnessed by: (Signatures)

Owner's Representative

Local PWS Official

MA-DEP Certified Tester

DEP/DWS Official

*List parts & material used:



QUOTE #: NORQ50452

DATE: Feb 9, 2024

230 2nd Avenue , Suite 2,
Waltham, MA 02451-1123

Phone: 781-768-5500
Fax: 781-768-5502

**Prepared For:**

Wayne Langille
Medfield Town Building
468 Main Street
Medfield, MA 02052
USA

Site Address:

Wayne Langille
Medfield Town Building
468 Main Street
Medfield, MA 02052
USA

Prepared By:

Matt Schmetz
mschmetz@norelservice.com
781-768-5500 ext. 122

Phone: (339)-206-9722

Mobile:

Email: WLangille@Medfield.net

Bldg/Job: Building

Site Phone: (339)-206-9722

P.O. Number**Payment Terms****Valid Through**

Please see attached Terms & Conditions

Feb 25, 2024

Norel Service proposes rebuilding checks one and two in the existing four-inch Ames 2000SS (SN2JM0347). We will also leave a spare set of checks for future repairs as the code requires.

Please note it is the customer's responsibility to coordinate and schedule the retest for the backflow at the time or after the repair is made. This test will be performed on time and material if not planned for the date of service work.

Scope of Work:

- 1) Perform the work described above.
- 2) Work to be performed during regular hours Monday-Friday from 7 am -3 pm, excluding holidays.

The following (if applicable) are excluded:

Shipping, expediting fees, Sales Tax, Cutting/Core Drilling Concrete/Patching/Painting, Engineering/Design/Affidavits/Wet Stamps, 241 life safety plan, City Water Isolation & Fees, Municipal Building Department Fees, Fire Department Paid Detail, Remediation/Disposal of Hazardous Materials, Locating or Repair to Main Gate Valve for City Shutdown, replacement antifreeze for the antifreeze system, replacement of existing backflow preventer.

All inspections (fire department/ Building department) will be performed on a time and material basis if required.

If unseen components are defective, an additional quote will be sent by Norel to offset the extra cost.

This price is subject to change due to additional requirements imposed by the Authority Having Jurisdiction or Fire Protection Engineer.

Norel Service Company reserves the right to use the services of a subcontractor as needed.

This proposal is only valid for ten days and is subject to change after it expires due to market volatility and supply change logistics.

Please contact me if I can be of further assistance:

Matt Schmetz
mschmetz@norelservice.com
774-254-4355 (cell)
781-768-5500 (office)

SubTotal	\$3,958.40
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Tax	\$0.00
------------	--------

TOTAL	\$3,958.40
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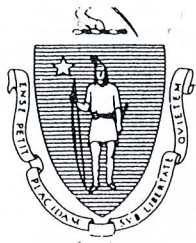
Deposit Required	\$0.00
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Medfield Town Building

Signature

Date:

Name (Print)



**BACKFLOW PREVENTION DEVICE
INSPECTION AND MAINTENANCE
REPORT FORM**

TEST STATUS

Initial () ☒

Retest () ☒

Supplier/Owner Annual () ☒

Supplier/Owner Semiannual () ☐

Owner of Device **Medfield Public Library**
Mailing Address **468 Main Street**
Medfield, MA 02052

Date **February 1, 2024**
PWS ID# **2175000**
Certificate# **2016 / G. Odoardi**
CC ID# **175100103**

Contact Person **Director or Wayne**

Phone # **(339) 206-9722 (c)**

Device Address **468 Main St.**

RPBP DCVA X
Bronze Iron X

Exact Device Location **BASEMENT WATER ROOM, ON FIRE
SPRINKLER**

Valve Type: **BUTTERFLY**

By-Pass: No (X) Yes () For Device #

Containment Device: No (X) Yes ()

Make **AMES** Model No. **2000 SS**
Size **4.00"** Serial # **2JMO347**

Test Kit: **WATTS TK-9A** Serial# **030749** Calibration **07/18/2023**

	Check Valve No. 1	Check Valve No. 2	Differential Pressure Relief Valve
Test Before Repairs	Leaked () Closed Tight () *Pressure drop across First Check <u>0</u> Psi	Leaked () Closed Tight ()	Opened at _____ Psi Reduced Pressure
*Describe Repairs			
Final Test Date ____/____/____	Closed Tight () *Pressure drop across First Check _____ Psi	Closed Tight ()	Opened at _____ Psi Reduced Pressure

Inspection Result: **PASS ()**

Witnessed by: (Signatures)

Owner's Representative

Local PWS Official

MA-DEP Certified Tester

DEP/DWS Official

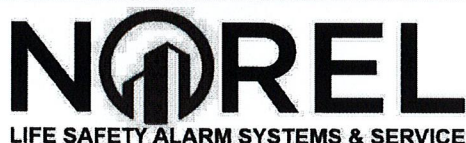
FAIL ()

If device failed, describe the problem

BOTH CHECKS MUST

BE REPHASED

*List parts & material used:



QUOTE #: NORQ18752

DATE: Feb 9, 2024

230 2nd Avenue , Suite 2,
Waltham, MA 02451-1123

Phone: 781-768-5500
Fax: 781-768-5502

**Prepared For:**

Wayne Langille
Medfield Town Building
468 Main Street
Medfield, MA 02052
USA

Site Address:

Wayne Langille
Medfield Town Building
468 Main Street
Medfield, MA 02052
USA

Prepared By:

Matt Schmetz
mschmetz@norelservice.com
781-768-5500 ext. 122

Phone: (339)-206-9722

Mobile:

Email: WLangille@Medfield.net

Bldg/Job: Building

Site Phone: (339)-206-9722

P.O. Number**Payment Terms****Valid Through**

Please see attached Terms & Conditions

Feb 19, 2024

Norel Service proposes to **replace 250 Recalled sprinkler heads at 468 Main St in Medfield, MA.**

Any additional sprinkler head above the 250 recalled ones will be an additional cost and billed on a time and material basis.

Scope of Work:

- 1) Perform the work described above.
- 2) Work to be performed off hours Monday-Friday 7 AM – 3 PM excluding holidays.

The following (if applicable) are excluded:

Shipping, expediting fees, Sales Tax, Cutting/Core Drilling Concrete/Patching/Painting, Engineering/Design/Affidavits/Wet Stamps, 241 life safety plan, City Water Isolation and fees, Municipal Building Department Fees, Fire Department Paid Detail, Remediation/Disposal of Hazardous Materials, Locating or Repair to Main Gate Valve for City Shutdown, replacement antifreeze for antifreeze system.

All inspections (fire department/ Building department) will be performed on a time and material basis if required.

If unseen components are defective, Norel will send an additional quote to offset the extra cost.

This price is subject to change due to additional requirements imposed by the Authority Having Jurisdiction or Fire Protection Engineer.

Norel Service Company reserves the right to use the services of a subcontractor as needed.

Due to market volatility and supply change logistics, this proposal is only valid for ten days and is subject to change after it expires.

Please contact me if I can be of further assistance:

Matt Schmetz
mschmetz@noel-service.com
774-254-4355 (cell)
781-768-5500 (office)

SubTotal	\$27,302.93
Tax	\$0.00
TOTAL	\$27,302.93

Deposit Required \$0.00

Medfield Town Building

Signature

Date:

Name (Print)



Proposal

81699

Date: 02/07/2024

Suburban Glass & Mirror, Inc
60 Powdermill Rd. Acton, MA. 01720

Billed To: Town of Medfield
459 Main St
Medfield MA 02052

Job # 37553
Project: 124 North St
Rec Center Basement Ceiling Repairs
Medfield MA
Amy Colleran
508-906-3068

This quote is valid until: 03/12/2024

Scope:

SGM will supply labor and materials to fill openings in the basement ceiling as discussed. We will cut to size and adhere fire rated sheet rock, to cover the larger openings in the ceiling. We will also insert fire rated wool to fill the small openings. We will cut the sheet rock around the existing conduits. Upon job completion we will clean the area of any debris.

NOTE: As discussed, there is no mudding or painting covered in this proposal.

Labor: \$5,880.00
Materials: \$1,650.00
Permit: \$310.00
Total: \$7,840.00

Work to be performed under state contract TRD01. Prevailing wage rates apply.

Exclusions to bid:

Unforeseen conditions, off hour work, permits, bonds, hazardous removal, testing

Suburban glass and mirror co. Inc. Is not responsible for accidental damage to customer's glass in the removal, transport, storage or install of said items. All material is guaranteed to be as specified. All work to be completed in a professional manner according to standard practices. Any alterations or deviations from above specifications involving extra costs will become an extra charge over and above this price. Owner to carry fire, tornado, and other necessary insurance. Our workers are fully covered by workman's compensation insurance. This price is valid for thirty (30) days.

Total	7,840.00
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Metropolitan Corporation

840 Main St. Millis, MA 02054

February 8, 2024

Amy Colleran
Medfield Facilities Dept
55 North Meadows Rd.
Medfield, MA 02052

RE: PFAFF Emergency/exits basement

Amy,

We have priced the work to furnish and install 2 new exit signs with emergency lights in the basement as requested by Shayne. This also includes Town of Medfield permit fee.

The total proposed cost is \$1312.00.

Please call me with any questions.

Sincerely,

Carl Mathisen

Carl Mathisen
Operations Manager

Accepted by _____ Date _____





Suburban Glass & Mirror, Inc
60 Powdermill Rd. Acton, MA. 01720

Proposal

78432

Date: 08/15/2023

Billed To: Town of Medfield
459 Main St
Medfield MA 02052

Job # 34622
Project: 468 Main St
Masonry repair and chimney cap
Medfield MA
Wayne Langille
339-206-972

This quote is valid until: 09/17/2023

Scope:

SGM will supply materials and labor to repair the damaged and missing masonry between the bricks on the facade of the building. We will also repair any light masonry repairs as discussed in the walk through. SGM will also secure (2) cover caps for the chimneys on either side of the building.

Please Note: This work will be done off a lift. This will require a police detail as well as coning off of multiple park spots. Police detail will need to be covered by the town. Various entrances will need to be closed during work. SGM will coordinate these entrance closings with the facility manager and will cone off as needed.

Labor -\$9,360.00
Materials/Lift -\$7,532.00

Work to be performed under state contract TRD02. Prevailing wage rates apply.

Exclusions to bid:

Unforeseen conditions, off hour work, permits, bonds, hazardous removal, testing

Suburban glass and mirror co. Inc. Is not responsible for accidental damage to customer's glass in the removal, transport, storage or install of said items. All material is guaranteed to be as specified. All work to be completed in a professional manner according to standard practices. Any alterations or deviations from above specifications involving extra costs will become an extra charge over and above this price. Owner to carry fire, tornado, and other necessary insurance. Our workers are fully covered by workman's compensation insurance. This price is valid for thirty (30) days.

Total

16,892.00

Danielson Mill Dam Background (aka Richie's Pond)

Danielson Mill Dam is classified as a small size, Class II (significant) hazard potential structure due to its potential risk to Spring Street (Route 27) if the dam were to fail.

The Town was issued a Certificate of Non-Compliance and Dam Safety Order in February 2018 due findings of 2014 and 2017 inspections which found the dam to be structurally deficient and in poor condition.

As required for Significant hazard potential dams, an Emergency Action Plan was prepared for the dam. The EAP, issued in December 2020, is a combined EAP for both the Danielson Mill Dam and Kingsbury Pond Dam.

2019

2019 Annual Town Meeting: Town Meeting approved an appropriation of \$90,000 for Danielson Pond Dam projects, \$60,000 was funded from the Town's budget and \$30,000 was funded from the Medfield Conservation Trust Fund.

2020

February 2020: The Town requested Pare Corporation review the dam's classification to confirm that it is a Class II (significant) hazard potential structure and assess whether an overtopping would flow onto Homestead Drive or onto Spring Street. Pare completed this report in February 2020 and confirmed the classification based on the risk that an overtopping of the dam would flood Spring Street (Route 27).

- Link:
<https://www.town.medfield.net/DocumentCenter/View/5366/Pare---Hazard-Potential-Classification-Review-2020-02-21>

June 2020: Pare completed the Town's required Phase 1 Inspection / Evaluation, which is required every five years because of Danielson Mill Dam's classification as a significant hazard dam. This report provided recommendations regarding maintenance, potential minor repairs, and remedial modifications to improve the dam. The report estimated the cost of completing these tasks as between \$644,000 and \$1,385,000.

- Link:
<https://www.town.medfield.net/DocumentCenter/View/5367/Pare---Phase-1-Inspection---Evaluation-Report---2020-06-30>

December 2020: Pare completed a follow-up inspection of the dam on December 3, 2020. On November 30, 2020 a high-water event crested overtopped the spillway training walls; complete overtopping of the embankment did not occur. However, the training wall overtopping resulted in extensive damage to the embankment adjacent to the spillway. In response to the

overtopping, DPW took action to relieve hydrostatic pressure by removing spillway stoplogs and installing temporary polyethylene sheeting. As part of the inspection report, Pare recommended that the Town continue to lower the water below where any leakage is flowing and maintain the drawdown until the repair/stabilization is complete.

- Link:
<https://www.town.medfield.net/DocumentCenter/View/5363/Pare---Follow-Up-Inspection---December-2020>

2021

January 2021: The Board of Selectmen approved a contract with Pare to further study the dam and develop potential repair options for the Town. Pare has completed much of the study and is currently drafting the report.

- Link:
<https://www.town.medfield.net/DocumentCenter/View/5368/Pare-Proposal---Danielson-Evaluations-and-Conceptual-Design---2020-10-26>

February 2021: The Town submitted a grant to the Dam and Seawall Repair or Removal program to fund design and engineering costs. The grant application was not successful, but the Town will consider reapplying when the program reopens, expected in late 2021 or early 2022.

April 2021: Medfield DPW employees performed repairs to the dam. After the repair was complete, DPW replaced stop logs to allow the water level of the dam to rise, but at a slightly reduced height to observe how the repairs held up and ensure no issues returned. DPW has also been proactively lowering the pond ahead of anticipated precipitation events to minimize risks to the dam repairs.

July 2021: Pare completed a follow up inspection in July and noted that the damage identified in December had been repaired and that there were no apparent signs of continued subsidence in the damaged areas.

- Link:
<https://www.town.medfield.net/DocumentCenter/View/5365/Pare---Follow-Up-Inspection---July-2021>

September 2021: Medfield DPW and the Assistant Town Administrator met with Pare onsite to discuss the status of the dam and for an update on the Evaluations and Conceptual Design Report. Pare made the following recommendations:

- The Town should continue to monitor the weather and lower the pond in anticipation of precipitation events.
- The Town should lower the pond below where the seepage issues occurred during the Fall and Winter
- The Town should observe the dam in the Spring before increasing the level of the pond

October 2021: Pare issued a Conceptual Design Report to the Town. The report, which noted the dam was in “poor” condition with 11 deficiencies identified, outlined several options for

dam rehabilitation. If that was the path the Town chose, Pare ultimately recommended a 15-foot wide nature-like channel to function as the primary spillway in addition to other modifications (regrading upstream slope, remove existing downstream boulder wall, install maintainable earthen slope with toe drain system, etc.). The cost of constructing the new spillway alone was estimated to be \$808,000. Pare noted that property or permanent easement acquisitions would also be an additional cost. Rehabilitation of the existing spillway was estimated to cost \$785,000, and removal of the dam \$837,000 plus a recommended \$500,000 for contingencies.

Pare also recommended that vegetation along the length of the dam be removed and the dam crest be regraded.

December 2021: Pare completed dam inspection.

2022

January 2022: Allen Orsi presented results of Pare's report to the Select Board. Residents in attendance noted the recreational activities that also take place at the pond. Adding a parking lot to encourage further recreational use was also mentioned in Pare's October 2021 report. The historic nature of the dam was also discussed.

The Board voted to continue with applying for funding for the Dam and Seawall Repair or Removal Grant program for the design and permitting of dam repairs.

2023

February 2023: The Town submitted a grant to the Dam and Seawall Repair or Removal program to fund design and engineering costs. The grant application was not successful.

July 2023: The town learned its grant application was not successful.

October 2023: Pare completed dam inspection.

2024

January 2024: Conservation Commission and Medfield DPW learn that a pine tree (24 inches in diameter) located at the downstream shoulder approximately 40 feet right of the spillway uprooted, causing a void in embankment measuring approximately 25 feet long by 7 feet wide by 6 feet. deep (maximum dimensions). Both CEI and Pare were requested to inspect the damage and impact to the dam.

CEI recommended removing flash boards to lower the water levels in the pond, removing the uprooted tree and root ball, and backfilling the void with compacted materials. In addition, CEI recommended the removal of 12 trees along the crest and downstream face of the dam. Pare also recommended lowering water levels, removing the uprooted tree, and filling the void with compacted materials. Pare generally concurred with CEI's recommendations with the exception

of fill materials to use; CEI had recommended a clay backfill whereas Pare recommended a well graded silty sand and gravel.

DPW completed backfilling the void with engineering observation/recommendations provided by Pare. The uprooted tree was also removed, and buttressing stone was re-installed along the downstream.

February 2024: A meeting of the Conservation Commission chair, Town Administrator, DPW Director, DPW Highway Supervisor, Director of Land Use and Planning, Assistant Town Administrator, and CEI (also serving as interim Conservation Agent) was held, and it was determined that the Conservation Commission and Select Board will hold a joint meeting on February 20th to discuss the dam. Conservation Chair would like clarification on who will make decision on the Dam since the property is under the care, custody, and control of the Conservation Commission. Chair of the Con Com indicated to the Land Use Director that ConCom may wish to pursue a separate consultant than selected by the DPW (Pare).

April 2024: Pare inspection scheduled.

**DEPARTMENT OF PUBLIC WORKS
TOWN OF MEDFIELD
MEDFIELD, MASSACHUSETTS**

CONTRACT AMENDMENT NO. 2

**AGREEMENT
FOR
ENGINEERING AND SUPPLEMENTAL SERVICES
IN CONNECTION WITH

CONSTRUCTION PHASE ENGINEERING SERVICES
FOR THE PROPOSED WATER TREATMENT FACILITY CONSTRUCTION
FOR WELLS 3 AND 4**

DECEMBER 2023



THIS CONTRACT AMENDMENT No. 2, is entered upon this ____ day of _____ in the year Two Thousand and Twenty-Three, and amends the Agreement dated July 13, 2023 by and between the TOWN OF MEDFIELD, acting through its DEPARTMENT OF PUBLIC WORKS, (hereinafter called the OWNER), and ENVIRONMENTAL PARTNERS GROUP, LLC, a limited liability company duly organized and existing under the laws of the Commonwealth of Massachusetts, and having its principal place of business at 1900 Crown Colony Drive, Quincy, Massachusetts (hereinafter called Environmental Partners or EP).

WITNESSETH, that in consideration of the mutual agreements herein contained, the parties hereto agree to amend the above referenced contract. All terms and conditions of parties' original contract not inconsistent herewith shall remain in full force and effect.

Make the following changes to the Scope of Services.

Revised Scope of Services

The construction schedule for the Wells 3 and 4 Water Treatment Facility continued through December 2023 due to sequencing of Well 3A variable frequency drive installation/testing, commissioning of Well 4 improvements, and addressing certificate of occupancy requests from the Town. Replacement Well 3A and the Water Treatment Facility reached substantial completion on May 25, 2023. Well 4 improvements reached substantial completion on August 29, 2023. Work since September has focused on project punch-list items, project closeout, commissioning support, and coordinating the supplemental electrical, fire safety, and occupancy requests. Contract Amendment No. 2 provides supplemental funding for Task 4 – Project Closeout and Start-up Activities as well as budget for future on-call support for the one year warranty periods that extend until May 25, 2024 and August 29, 2024, respectively for the WTP and Well 4. The supplemental funding will allow Environmental Partners to provide the Town with closeout, start-up, and post-commissioning support in 2024. The scope of work for Task 4 is modified below to incorporate the post-commissioning support (sub-tasks 12, 13, 14, and 15) through the one-year warranty periods.

Task 4: Project Closeout/Startup Activities

ENVIRONMENTAL PARTNERS will provide project closeout and startup activities services to assist the Town with the closeout and startup of the water treatment plant for Wells 3 and 4. Task 4 shall include:

12. Coordinate and document Contractor's work to address building occupancy requests to fire safety (additional interior exit signs and furnishing/installing a bidirectional amplifier system for emergency services radio), and electrical modifications (relocation of emergency light fixture and generator emergency shut-off switch).

13. Evaluate potential warranty claims for the WTP, Well 3A, and Well 4 improvements upon receiving requests from the Town. Coordinate warranty services with the Town's General Contractor and their subcontractors.
14. Observe warranty service work and document work performed for the Town's records.
15. Provide on-call post-commissioning support for troubleshooting water treatment plant operations and maintenance issues.

Compensation:

Compensation for services described above shall be made on the basis of a not to exceed fee of sixty-thousand dollars (\$60,000). The break down by task is provided in the table below:

Contract Task	Contract Budget	Amendment No. 2 Fee	Total Fee
Task 1: Well 3 Replacement Well and Report	\$150,000	-	\$150,000
Task 2: Construction Contract Administration	\$768,000	-	\$768,000
Task 3: Resident Engineering	\$442,000	-	\$442,000
Task 4: Project Closeout/Startup Activities	\$151,000	\$60,000	\$211,000
Total	\$1,511,000	\$60,000	\$1,571,000

IN WITNESS WHEREOF, the parties hereto have made and executed this Contract Amendment as of the day and year herein below written.

DEPARTMENT OF PUBLIC WORKS

MEDFIELD, MASSACHUSETTS

Additional Town of Medfield Personnel:

Maurice Goulet, Director of Public Works

Date

ENVIRONMENTAL PARTNERS GROUP, LLC



Dave Patangia, P.E., Senior Principal

12-1-23

Date

January 4, 2024



Mr. Maurice Goulet
Town of Medfield
Department of Public Works Director
55 North Meadow Road
Medfield, MA 02052

Re: Proposal for Professional Engineering Services
Sewer Area 9 Sanitary Sewer Evaluation Survey

Dear Mr. Goulet:

Woodard & Curran appreciates the opportunity to submit this proposal to the Town of Medfield, Massachusetts (the Town) for engineering services to support the Town's assess the sources of infiltration and inflow in the sewer subarea 9 (the portion of the Town's sewer upstream of the Phillips Street flow meter). Following a significant rain event on December 17th and December 18th the flow meter in this area reached approximately 700 gallons per minute (1.0MGD). This is a substantial increase from the average sewer flow prior to the storm, approximately 200 gallons per minute (0.28MGD). The phases described within will provide an outline of the services Woodard & Curran will complete to develop a better understanding of the sources of extraneous flow occurring in this area. In order to complete a portion of these tasks, the Town's sewer GIS will need to be updated – it is assumed this work be completed through the Town's CY2024 Asset Management Grant through the Massachusetts DEP SRF program.

SCOPE OF SERVICES

Woodard & Curran will provide engineering services for the task as described below.

Task 1: Medfield Middle School Investigation

During a site inspection on December 19th, a significant clean water connection was observed by W&C and Town staff. This source discharged into a manhole in front of the school and appeared to be a pumped connection. Records review and a building inspection will be conducted to identify the location of this source to determine if it can be redirected to the adjacent stormwater drainage system. Testing of the water will be conducted if necessary and feasible.

Deliverables:

- Site Visits to the School and Coordination with The School Department
- Conceptual Design Plan to Redirect the Source into the Adjacent Drain
- Construction Cost Estimate

Task 2: Pump Station Flow Analysis (Foundry Street, Trailside, and Tubwreck)

An assessment of the pump station flows will be conducted by Woodard & Curran to assess historical available data (daily run time, flow data, etc.) to understand if any of the sewers tributary to these pump stations is a source extraneous flow. A drawdown test of the pump station, general inspection of the mechanical equipment, and if feasible inspection of the wetwell will be conducted.

Task 3: In-Situ Wastewater Flow Depth Sensing & On-Site Investigations During/After Storm Events

Woodard & Curran will hire a subcontractor to install wastewater depth sensors (3) that can be moved around Sewer Area 9 to identify areas/streets of the sewer that exhibit an increase in wastewater depth/height during high flow events. The results of the sensing will provide



guidance on where to perform SSES inspections and the presence of sump pumps on particular streets.

Woodard & Curran will provide two days of on-site investigations to perform a windshield survey to identify properties with proper sump connections (i.e. identify which houses have houses with sump pump hoses in their front lawn) and to identify localized areas of flooding that may contribute to excessive flows in the subarea.

Task 4: Manhole Inspection

Woodard and Curran will attempt inspection on all sewer manholes within Subarea 9, a total of 275 manhole inspections. Woodard & Curran will hire a sewer inspection subcontractor to perform NASSCO MACP Level 1 manhole inspections. Manhole inspections will be performed in areas where flow isolation is conducted during high groundwater season, unless otherwise directed, and where manholes can be accessed. A written log will be furnished for each manhole inspected. The manhole survey will document location, structural defects, I/I sources, size, depth, materials of construction, deposition of solids and other pertinent information. If manholes are observed to be depressed or can otherwise collect runoff, an estimate of the drainage area for that manhole shall be provided. Digital camera equipment will be used during manhole inspections to document defects that may be discovered during the investigations. A final report including detailed logs and color photos from the inspection will be delivered to the client. All data will also be presented in tabular format.

Task 5: Smoke Testing

Woodard & Curran will attempt smoke testing of all gravity sewers within Subarea 9, approximately 50,000 LF. Smoke testing will be conducted during dry weather (i.e., 72 hours or more with less than 0.1 inch precipitation) and low groundwater levels in the prioritized sewer subareas: 7 and 1. In order to identify defects in the lines, non-toxic smoke will be forced into the sewer lines. Field crews will use smoke candles and/or liquid smoke in conjunction with high power blowers to identify cross connections. Breaks in the sewer will allow the smoke to escape. Smoke testing will identify inflow sources and most restrictive conditions within the sewer lines. A smoke testing record will be completed in the field for each line section tested. These records will include date/time, location, set-up manhole, segment length, site sketch, smoke test results, source address and source location. Photo documentation of positive results may be taken. A summary of site activities and findings will be provided in the form of a brief summary report.

Approximately one week in advance of smoke testing activities notification fliers will be distributed at all potentially impacted properties. Fliers will provide information about the smoke testing program including appropriate contact names. The flier will be approved by the Town prior to distribution. In addition to residents, the local fire department, police department, 911 operators, and Town personnel handling telephone inquiries will also be notified in advance of site work. Woodard & Curran will provide notification information for use by the Town on approved social media and Town website if desired.

Task 6: CCTV Inspection of the Gravity Sewers

Woodard & Curran will hire a sewer inspection contractor to complete NASSCO PACP sewer inspections. For the purposes of this scope, 10 days of CCTV is budgeted to assess the sewer segments that are most likely to contribute excessive flow to the sewer system. Segments that are most likely to cause excessive flow will be assessed on the results of the manhole inspections, proximity to wetlands, and materials of construction.

CCTV inspection will be conducted during high groundwater season on each manhole to manhole segment or service, or following significant rainfall events when flows at the Phillips street meter are excessive. Inspection will be conducted to identify structural defects in the pipe that may cause infiltration/inflow and sewer services that appear to have sump pump connections will be identified based on constant pumped clear flow from the sewer lateral.



A closed-circuit “pan and tilt” television camera shall be utilized to observe and document the internal condition of the sewer lines. The television camera shall be moved through the sewer line at a prudent rate so that all pipe leaks and defects are observed and photographed. An observation log shall be kept for each sewer segment inspected. Information on each log shall include, at a minimum: date inspected, weather, condition, segment location, segment length, ground surface description, pipe size, pipe length and joint spacing. The town’s manhole numbering system shall be used to identify each line segment location. Reports will be PACP compliant.

Sewer line cleaning services will be performed in order to increase visibility for the television inspections. Using a cleaning unit equipped with telescoping, rotating hose reels, high velocities of water will be directed against pipe walls to remove debris and grease build-up. Light cleaning will include up to two passes with the jet nozzle. The Town will provide a water supply (fire hydrant), access and rights of way to all openings, bypass pumping and flow diversion (if required). Adequate lay down space for equipment and a local site for disposal of pipe sediments will be provided by the Town.

Task 7: SSES Report

As a result of the I/I field investigation efforts detailed above, an SSES Report will be delivered to the Town. The technical memo will detail potential I/I sources and associated estimated quantities of I/I, and recommend future plan of action for system improvements in the sewer system area needed to achieve excessive flow reductions.

The technical memo will summarize condition assessments of the inspected sewer pipes and manholes, prepare recommendations for rehabilitation and opinion of probable costs to aid in the Town’s Capital Improvement Plan, and will identify significant defects requiring immediate repair.



COMPENSATION

The following table presents our fee through a lump sum billing method for the professional services for the Phases listed herein. This fee will not be exceeded without prior written authorization. Monthly invoices will be submitted to the Town.

Task	Total Fee
1 – Middle School Investigation	\$10,000
2 – Pump Station Assessment	\$12,000
3 – Sensoring & On-Site Investigations	\$35,000
4 – MH Inspections	\$35,000
5 – Smoke Testing	\$33,000
6 – CCTV Inspection	\$60,000
7 – SSES Report	\$35,000
TOTAL	\$220,000

The parties may agree to expand the Scope of Services provided by Woodard & Curran upon completion of the Scope as herein outlined. Any additions or extensions of the contract will be the subject of future negotiations.



PROJECT SCHEDULE

Woodard & Curran is available to commence work immediately upon a signed contract. All work will be completed within one year of the notice to proceed.

CLARIFICATIONS AND ASSUMPTIONS

Exclusions from the scope of work and costs presented above include the following:

- Assessment of non-sewered areas or privately owned sewers

TERMS AND CONDITIONS

All services will be performed in accordance with the Term and Conditions agreed to between the Town of Medfield and Woodard & Curran. We appreciate the opportunity to continue to support the Town of Medfield DPW. If necessary, please reference a purchase order number if required for billing purposes.

Sincerely,

WOODARD & CURRAN, INC.

Scott C. Salvucci, P.E.
Client Manager, Principal

Peter Lyons, P.E.
Project Manager



Medfield Conservation Commission

Town Hall · 459 Main Street · Medfield, Massachusetts 02052-2009
conservationcommission@medfield.net · (508) 906-3028

January 31, 2024

Chair
Select Board of Medfield
Town House
459 Main Street
Medfield, MA 02052

RE: Nic Scalfarotto
Candidate for Conservation Commissioner

Dear Chair and Members of the Medfield Select Board:

The Conservation Commission requests the Select Board appoint Mr. Nic Scalfarotto to the Commission to fill the vacancy left in the wake of Commissioner Mary McCarthy's resignation. Mr. Scalfarotto lives on South Street, having moved to Medfield thirteen years ago.

Mr. Scalfarotto has over forty years of experience in the pharmaceutical field, holding executive roles in the development of new drugs, including drugs designed to treat rare and ultra rare diseases. In addition to his undergraduate degree in biological sciences from Seton Hall University, Mr. Scalfarotto holds a graduate degree from the University of Grenoble, France and a degree in Veterinary Medicine from the University of Bologna, Italy. Currently, Mr. Scalfarotto is a Partner with Aquity Associates, a consulting entity offering services to the life sciences industry.

These professional accomplishments are complemented by a history of community service and volunteerism in his former home state of New Jersey (child protective agency support and local zoning board position) as well as his current work for the Commonwealth of Massachusetts Department of Children and Families and American Red Cross Disaster Relief.

Mr. Scalfarotto attended a recent Conservation Commission meeting at which time he had the opportunity to observe several public hearings and engage with Commissioners to learn more about the Commission's current work and long-term goals. The Commission subsequently voted to recommend Mr. Scalfarotto as a Conservation Commissioner and now asks the Select Board to appoint him to this position.

Sincerely,

Deborah J. Bero

Deborah J. Bero, Chair
Medfield Conservation Commission

cc: R. Hartzel
N. Scalfarotto

MEMORANDUM OF AGREEMENT
between
The Town of Medfield
and
The Medfield Public Employee Committee

January 31, 2024

WHEREAS, the Town of Medfield and the Medfield Public Employee Committee have concluded negotiations on health insurance benefits to be provided July 1, 2024 to June 30, 2027 by the Town to employees, retirees and their dependents and survivors, and,

WHEREAS, the parties agree that the collective bargaining agreements in effect between the Town and its Unions shall continue in full force and effect except as expressly modified by this Memorandum of Agreement, and

WHEREAS, the Town of Medfield Select Board voted on September 12, 2023 to accept §19 of M.G.L. c. 32B, as amended by Chapter 67 of the Acts of 2007, and

NOW, THEREFORE, the Public Employee Committee and the Town have entered into this Memorandum of Agreement pursuant to §19 of M.G.L. c. 32B.

Purpose of Agreement

1. The purpose of this 2024-2027 Agreement is to implement changes in the Town of Medfield's health insurance benefits.

Effective Date and Duration of Agreement

2. This agreement shall take effect on July 1, 2024, after it has been executed by the Select Board and by representatives of the Public Employee Committee constituting a majority of the weighted votes of the Committee and shall remain in effect through June 30, 2027.

Health Coverage in the MIIA Health Benefits Trust Sponsored Blue Cross Blue Shield of Massachusetts

3. For purposes of this agreement, the term "subscribers" shall mean all employees, retirees, and their dependents and survivors, currently insured and eligible under Chapter 32B or under section 12 of Chapter 32A and under any town policies, practices and/or regulations of the Town in effect as of the date of this agreement,

as well as any subscribers who become eligible in the future under Chapter 32B and any policies, practices and/or regulations of the Town in effect as of the date of this agreement.

4. Subscribers will continue to receive health coverage from the MIIA Health Benefits Trust sponsored Blue Cross Blue Shield of Massachusetts effective July 1, 2024 in accordance with the provisions of Section 19 of Chapter 32B, as amended by Chapter 67 of the Acts of 2007.
5. The Town will provide any information required by the MIIA Health Benefits Trust and will take all other necessary actions required by the MIIA Health Benefits Trust and Blue Cross Blue Shield of Massachusetts to maintain coverage thereafter for the duration of this agreement.

Plan Design

6. The Town will change the current active employee and non-Medicare retiree plans: Network Blue New England (HMO) and Blue Care Elect PPO plans to the Network Blue New England HCCS (HMO) \$500/\$1,000 Deductible and Blue Care Elect HCCS PPO \$500/\$1,000 Deductible plans effective July 1, 2024.

(Refer to Attachment A for Plan Comparison).

<u>Service Category</u>	<u>Cost Share</u>
Out of Pocket Maximum	
Individual	\$2,500
Family	\$5,000
Plan Year Deductible - Medical	
Individual	\$500
Family	\$1,000
Plan Year Deductible – Pharmacy	
Individual	\$100
Family	\$200
Primary Care Physician Office Visit	\$20
Specialist Visit	\$60
Emergency Room Visit	\$100 after deductible

High Tech Imaging Tests	\$100 per test after deductible
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Outpatient Surgery	\$250 after deductible
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Inpatient Hospital Admission

General Hospital (Low cost)	\$275 after deductible
------------------------------------	------------------------

High Cost Share Hospital	\$1,500 after deductible
---------------------------------	--------------------------

Prescription Copays

30 Day Retail Supply

Tier 1	\$10
---------------	------

Tier 2	\$30
---------------	------

Tier 3	\$65
---------------	------

90 Day Mail Order Supply

Tier 1	\$25
---------------	------

Tier 2	\$75
---------------	------

Tier 3	\$165
---------------	-------

The Parties acknowledge that the foregoing Plan Design will remain in effect unless the Town initiates further bargaining pursuant to General Laws, c. -32B following expiration of this Agreement.

Premium Contributions for Active Employee and Non-Medicare Retiree Plans

7. For the duration of this agreement, the Town will continue to contribute sixty-two (62%) percent of the premium for any of the following Health Maintenance Organization (HMO) plans offered by the MIIA Health Benefits Trust and the subscriber shall contribute thirty-eight (38%) percent when a subscriber selects:

- Network Blue New England (HMO)
- Access Blue New England Saver (HMO High Deductible Health Plan)

8. For the duration of this agreement, the Town will continue to contribute fifty (50%) percent of the premium for the following Preferred Provider Organization (PPO) plan offered by the MIIA Health Benefits Trust and the subscriber shall contribute fifty (50%) percent when a subscriber selects:

- Blue Care Elect (PPO)

Premium Contributions for Medicare Eligible Retiree Plan

9. For the duration of this agreement, the Town will continue to contribute fifty (50%) percent of the premium for the following Medicare Supplemental plan offered by the MIIA Health Benefits Trust and the subscriber shall contribute fifty (50%) percent when a subscriber selects:

- Medex 2 with Blue Medicare Rx (PDP)

Mitigation

Premium Holiday

10. The Town agrees to share the cost savings by offering each active employee currently enrolled in the Network Blue New England and Blue Care Elect PPO plans a one-time Premium Reduction in the amount of \$250 per individual and \$500 per family enrollment. This premium reduction will occur in December 2024.

Flexible Spending Accounts

11. The Town will continue to offer the Flexible Spending Account (FSA) for employees currently enrolled on it. The Town will make the FSA available to any new subscribers who choose to opt into the FSA program and who are enrolled in the new HMO/PPO Deductible plans. The Town will provide for and pay the set up costs to implement the program. The Town will pay any administrative fees for subscribers who opt into the program for the duration of this Agreement.

Health Savings Accounts

12. The Town will increase the Town's Health Savings Account (HSA) contribution for active employees who are currently enrolled in or choose to enroll in the Access Blue New England Saver High Deductible Plan and enrolled in the HSA. The employee on an individual plan must continue to contribute \$500 per plan year to the HSA in order to receive the \$1,000 Town contribution and an employee on a family plan must continue to contribute \$1,000 to the HSA to receive the \$2,000 Town contribution.

Voluntary Dental and Vision Plans

13. The Town will offer a new voluntary vision plan: Blue 20/20 Vision and a new voluntary dental plan: Dental Blue through the MIIA Health Benefits Trust and Blue Cross Blue Shield of MA. These voluntary plans will be offered to actively working employees.

Notice to Subscribers

14. Eligible subscribers will be notified of the implementation of the new plan on or before May 1, 2024.

Acknowledgement

15. The parties acknowledge that with the completion of this Agreement, all the requirements of §19 of M.G.L. c. 32B have been met.

Entire Agreement

16. This Agreement constitutes the entire agreement reached by the parties pertaining to this matter. No other agreement, oral or otherwise, will be considered to exist or to bind any of the parties. No representative of any party to this Agreement had, or has, any authority to make any representation or promise not contained in this Agreement, and each of the parties to this Agreement acknowledges that such party has not executed this Agreement in reliance upon any such representation of promise. This agreement cannot be modified, except by a written instrument signed by all parties. The parties acknowledge that they have thoroughly read this Agreement, that they understand it, and that they are entering into it of their own free will.

Severability Clause

17. If any provision or portion of this Agreement is found to be unenforceable or unlawful, the remaining provisions or portions shall remain binding.

Scope

18. This "2024-2028 Agreement" shall constitute the whole of the Agreement between the Town and the PEC.

Authorization to Sign Agreement

19. Each signatory to this Agreement is authorized to bind the entity he/she represents. The PEC represents that it has the authorization and approval of a majority of the weighted votes of the PEC and that this Agreement is binding on all subscribers and their representatives.

Effect of Agreement

20. This agreement shall be binding on all subscribers and shall supersede any conflicting provisions of any Town policies or any collective bargaining agreements between the Town and any unions representing Town and School Department employees.
21. Each signatory to this agreement is authorized to bind the entity they represent.

[SIGNATURE PAGE FOLLOWS]

MIIA HEALTH BENEFITS TRUST

Medfield

Renewal Proposal

07/01/2024 - 06/30/2025

MONTHLY CONTRIBUTION RATES						
PRODUCTS		Current	Renewal			
Unified Plan Name for FY2025	COVERAGE	RATES	RATES	CHANGE	BUNDLED RATES*	BUNDLED CHANGE*
Blue Care Elect Preferred \$500 Deductible with HCCS	Individual	\$ 972.70	\$ 955.47	-1.77%	\$ 950.70	-2.26%
	Family	\$ 2,531.32	\$ 2,486.48		\$ 2,474.05	
Network Blue NE \$500 Deductible with HCCS **	Individual	\$ 962.83	\$ 945.77	-1.77%	\$ 941.04	-2.26%
	Family	\$ 2,504.71	\$ 2,460.34		\$ 2,448.04	
Access Blue NE Saver <i>High Deductible</i>	Individual	\$ 816.75	\$ 887.48	8.66%	\$ 883.04	8.12%
	Family	\$ 2,124.66	\$ 2,308.66		\$ 2,297.12	
NEW - Dental Blue Freedom High Plan	Individual		\$ 39.45		\$ 39.45	
	Family		\$ 100.60		\$ 100.60	
NEW -Dental Blue Freedom Low Plan	Individual		\$ 28.62		\$ 28.62	
	Family		\$ 70.86		\$ 70.86	

****Plan Changes above to HMO Blue NE & Blue Care Elect to the \$500/\$1,000 Deductible plan in accordance with PEC Agreement**

Renewal rates are based on final plan design and enrollment.

Senior plans will renew on January 1, 2025.

Please provide a copy of the in-force PEC or IAC agreement, if applicable.

*Medical rates reduced by 0.5% due to Medical coverage alongside Dental and Vision coverage.

****Plan Changes to HMO Blue NE & Blue Care Elect in accordance with PEC Agreement**

Signed commitment is due on or before April 1, 2024.

New Dental Plans -Dental Rates are guaranteed for two years, 7/1/24 - 6/30/2026.

Deductible funding on Medical plans limited to 50% of the deductible.

Signature for Acceptance of Rates	Title	Date
Print Name		



TOWN OF MEDFIELD, MASSACHUSETTS

AGREEMENT

CONTRACT: MEDFIELD 2024-1
STATE CONTRACT # (if applicable) _____

This Contract is made this 20 day of February, 2024 by and between the Town of Medfield, a Municipal Corporation, duly organized under the laws of the Commonwealth of Massachusetts and having a usual place of business at the Town House Building, 459 Main Street in said Medfield, MA 02052 hereinafter referred to as the "Town" and Cartographic Associates, Inc. d/b/a CAI Technologies with a usual place of business at 11 Pleasant Street, Littleton, NH, 03561, hereinafter referred to as the "Contractor".

WITNESSED:

Whereas, the Contractor submitted a Proposal to the Town to perform tax map maintenance services, hereinafter referred to as the "Program" and the Town has decided to award the contract, therefore to the Contractor.

NOW, THEREFORE, THE Town and the Contractor agree as follows:

1. Contract Documents: The Contract Documents consist of this Agreement together with the Contractor's Quotation for Scope of Work and Compensation only (Attachment A). The Contract Documents constitute the entire Agreement between the parties concerning the services and all are as fully a part of this Agreement as if attached hereto. In the event of conflicting provisions, the language of this Agreement shall govern provided that if the conflict relates to quantity or quality of goods or services, the greater quantity or higher quality specified shall be required.
2. Scope of Services: The Contractor shall furnish tax map maintenance services related to the Program in accordance with the Scope of Services provided in Attachment A, as well as, all services necessary or incidental thereto.
3. Performance of Work: The Contractor shall furnish all equipment, staffing, and materials to accomplish the Program in strict conformity with all applicable Federal, State, and local laws, each of which is incorporated by reference and shall be responsible for obtaining all necessary approvals/permits as required for the performance of the Program.
4. Warranties: The Contractor warrants that all work will be performed in a good and workmanlike manner and in strict conformity with the Contract Documents. The Contractor shall replace, repair, or make good, without cost to the Town, any defects or faults arising within one (1) year after date of Town's acceptance of articles furnished hereunder (acceptance not to be unreasonably delayed) resulting from imperfect or defective work done or materials furnished by the Contractor.
5. Contract Term: The Contract Term is as follows: 03/01/2024 through 04/30/2025.

6. Payment for Work: The Town shall pay the Contractor based on the written quotation submitted to the Town of Medfield on January 31, 2024 (Attachment A) in the amount of \$3200 for tax map maintenance and \$20 fee per new changed building. The Contractor to Town shall submit invoices for payment for the Program according to terms set forth by the Town. The Town shall make payments within thirty (30) days after its receipt of the invoice.
7. Indemnification of the Town: The Town's liability hereunder shall be limited to the amounts due the Contractor for services actually rendered. The Contractor shall indemnify and hold harmless the Town, its officers, boards, agents and employees to the maximum extent permitted by law, from any liability loss, damage, cost, charge, or expense resulting from any employees or third party contractor or supplier's claim for payment for wages, labor, materials, goods or services rendered to Contractor or from any claim for injury to person or property, which be made as a result of any act, omission or default on the part of the Contractor, or any of its agents or employees and will pay promptly on demand all costs and expenses of the investigation thereof, including attorney's fees and expenses. If any such claim is made, the Town may retain out of any payments, then or thereafter due to the Contractor a sufficient amount to protect the Town against such claims, costs and expenses.
8. Contractor's Standard of Care: In providing services under this Agreement, the Contractor will endeavor to perform in a manner consistent with that degree of care and skill ordinarily exercised by members of the GIS industry currently practicing under similar circumstances. Upon notice to the Contractor and by mutual agreement between the parties, the Contractor will, without additional compensation, correct those services not meeting such a standard.
9. Contractor's Personnel: The Contractor shall utilize only its employees and shall not utilize any third-party contractors without prior written approval of the Town.
10. Insurance: The Contractor shall provide the following insurance policies. The Town will require a Certificate of Insurance, indicating evidence of General Liability, Automobile Liability and Professional Liability with minimum limits of \$1,000,000.00 and Worker's Compensation (per Statute). The Town will require the Certificate of Insurance to include naming the Town of Medfield as an additional insured.
11. Independent Contractor: The Contractor is an independent contractor and is not an agent or employee of the Town and is not authorized to act on behalf of the Town. The Town will not withhold Federal, State or payroll taxes of any kind, on behalf of the Contractor or the employees of the Contractor. The Contractor is not eligible for, and shall not participate in, any employee pension, health or other fringe benefit plan of the Town.
12. Successors and Assigns: This Agreement is binding upon the parties hereto, their successors, assigns and legal representatives. Neither the Town nor the Contractor shall assign or transfer any interest in the Agreement without the written consent of the other.
13. Inspection and Reports: The Town shall have the right to inspect the records of the Contractor relative to the services provided to the Town pursuant to this Agreement. Upon request, the Contractor shall furnish to the Town any and all written reports relative to such services arising out of its operations under this Contract during and/or after the termination of the contract.
14. Termination:
 - a. For Cause – The Town shall have the right to terminate this Agreement if (i) the Contractor neglects or fails to perform or observe any of its obligations hereunder and a cure is not effected by the Contractor

within seven (7) days next following its receipt of a termination notice issued by the Town, (ii) if an order is entered against the Contractor approving a petition for an arrangement, liquidation, dissolution or similar relief relating to bankruptcy or insolvency and such order remains vacated for thirty (30) days; or (iii) immediately if the Contractor shall file a voluntary petition in bankruptcy or any petition or answer seeking any arrangement, liquidation or dissolution relating to bankruptcy, insolvency or other relief for debtors or shall seek or consent or acquiesce in appointment of any trustee, receiver or liquidation of any of the Contractor's property.

The Town shall pay all reasonable and supportable costs incurred prior to termination, which payment shall not exceed the value of services provided.

- b. For Convenience – The Town may terminate this Agreement at any time for any reason upon submitting to the Contractor thirty (30) days prior a written notice of its intention to terminate. Upon receipt of such notice, the Contractor shall immediately cease to incur expenses pursuant to this Agreement unless otherwise directed in the Town's termination notice. The Contractor shall promptly notify the Town of costs incurred to date of termination and the Town shall pay all such reasonable and supportable costs which payment shall not exceed the unpaid balance due on this Agreement.
 - c. Return of Property – Upon termination, the Contractor shall immediately return to the Town, without limitation, all documents and items of any nature whatever, supplied to the Contractor by the Town or developed by the Contractor in accordance with this Agreement.
15. Notice: Any and all notices, or other communications required or permitted under this Contract, shall be in writing and delivered by hand or mailed postage prepaid, return receipt requested, be registered or certified mail or by other reputable delivery service, to the parties at the address set forth on Page 1 or furnished from time to time in writing hereafter by one party to the other party. Any such notice or correspondence shall be deemed given when so delivered by hand, if so mailed, when deposited with the U.S. Postal Service or, if sent by private overnight or other delivery service.
16. Severability: If any term of this Contractor application thereof shall to any extent be held invalid, illegal or unenforceable by the court of competent jurisdiction, legality, and enforceability of the remaining terms and conditions of the Contract shall not be deemed affected thereby unless one or both parties would be substantially or materially prejudiced.
17. Governing Law: The performance of this Contract shall be governed, construed and enforced in accordance with the laws of the Commonwealth of Massachusetts, Claims and Disputes and Resolution Procedure. Claims, disputes, or other matters in question with the Town and Contractor or any other party claiming rights under this Agreement relating to or arising from the Project, the Work, or interpretation of any terms of the Contract or Contract Documents shall be resolved only by a civil action commenced in the Commonwealth of Massachusetts in either the Superior Court Department, Norfolk County, or the District Court Department, Dedham Division, of Massachusetts Trial Court; in the alternative, private arbitration or mediation may be employed if the parties mutually agree in writing to do so.
18. Entire Agreement: This Contract, including all documents incorporated herein by reference, constitutes the entire integrated agreement between the parties with respect to the matters described. This contract supersedes all prior agreements; negotiations, either written or oral and it shall not be modified or amended except by a written document executed by the parties hereto.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement on this day and year first above written.

Contractor: _____



By: FRANCO ROSSI

Title: PRESIDENT

Town of Medfield, by its Select Board:

TAX MAP MAINTENANCE PROPOSAL FOR THE TOWN OF MEDFIELD, MA

For processing data recorded 01/01/2024 through 12/31/2024

January 31, 2024

Cartographic Associates, Inc., a New Hampshire corporation doing business as CAI Technologies, with its office located at 11 Pleasant Street, in Littleton, N.H. 03561, hereinafter called CAI, proposes to the Town of Medfield, MA, hereinafter called the CLIENT, to provide professional mapping services according to the specifications, terms, and conditions below written:

SCOPE OF SERVICES

A. Compilation

1. CAI shall review and incorporate all subdivisions, boundary line adjustments and surveys and make any required property line, area, and/or frontage changes.
2. CAI shall review all title conveyance deeds and make any required changes. - N/A*
3. CAI shall calculate the area of any parcel that is changed as a result of the above Items 1 and 2, following professionally accepted roundoff rules.
4. If copies of the property record cards for parcels with new or changed buildings, including the building sketches, are provided, CAI shall use the most recent available orthoimagery to accurately place building footprints.
5. CAI shall review information from the previous tax year, regarding problem areas and shall attempt to resolve any discrepancies or problems in a fair and equitable manner for tax assessment purposes.
6. As all the above referenced data are compiled throughout the year, CAI shall mark each document confirming the intent stated therein. If the intent is not a direct conveyance, CAI shall label the document appropriately with the new parcel number and area.
7. All data shall be incorporated and formatted in a manner consistent with the existing map/GIS data.
8. All work shall be reviewed and checked for errors and preliminary PDFs shall be provided for review prior to finalizing the annual service.

B. Computer Map Index Services - N/A*

1. CAI shall maintain an index of property records that corresponds to the the property maps.
2. All index changes shall be coded in the change field as follows:

M1 - Name/Book and Page	A - Add New Lot
M2 - Area	D - Delete Lot
M3 - Parcel Id Number (i.e. Map and/or Lot number	
M4 - Multiple of M1, M2, M3	
M5 - Other (such as plan name or plan lot number)	
3. CAI shall provide computer index printouts to the CLIENT sorted as follows:
 - a. Numerical by map and lot number
 - b. Alphabetical by owner's name
 - c. Change list by change code with secondary sorting by map and lot
 - d. Other index printouts will be available upon request, at current CAI prices

C. GIS

1. All digital files will be processed using Esri GIS software.
2. All data will be checked for topology errors and corrected.
3. GIS data will be delivered in Esri's shape file, geodatabase, or other format, depending on the format of the existing data.

D. Responsibilities of the CLIENT

1. The CLIENT shall provide a copy of each deed, keyed to the correct map and lot. - N/A*
2. The CLIENT shall provide a print of each subdivision plan, boundary adjustment plan, and map to be incorporated, keyed to the correct map & lot.
3. The CLIENT shall acquire as much information as possible about any questions and/or problems.
4. If buildings are to be added or changed, the CLIENT shall provide a copy of the appropriate Property Record Card, including the building sketch.
5. The CLIENT shall notify CAI of approval of preliminary PDFs or edits to be made within thirty days of receipt of said preliminary PDFs.

ADMINISTRATIVE

A. Documenting Progress

1. An officer of CAI shall be responsible for monitoring and documenting the progress of the maintenance process.
2. Flow charts shall be maintained, monitoring the progress of the maintenance procedure; the purpose of which is to be able to inform the CLIENT of exactly where the project stands at any given time. The charts shall include the following:
 - a. receipt date of data to be processed
 - b. completion date of compilation
 - c. completion date of first draft
 - d. completion date of checking
 - e. completion date of second draft
 - f. date printed
 - g. date shipped

TIMING

CAI shall complete and deliver the work described within 45 days of the receipt of the final information to be incorporated as defined in this proposal.

COST

Map/GIS Maintenance Service	\$3,200.00
Building Footprints (if building sketches are provided as described above)	\$20.00/building added or changed

DELIVERABLES

Deliverables shall include PDFs, digital data

PAYMENT

Payment shall be made to CAI within thirty (30) days of invoicing, per terms of the invoice. Said invoicing shall be done on a quarterly basis throughout the project cycle, unless other payment arrangements have been made.

GUARANTEE

CAI shall guarantee all data generated against any errors or omissions for one (1) full year from the date of delivery. This guarantee does not include any changes due to data not made available under the terms of this proposal or any new information that is made available subsequent to the delivery date.

TAX MAP MAINTENANCE CONTRACT FOR THE TOWN OF MEDFIELD, MA

For processing data recorded 01/01/2024 through 12/31/2024

This is a contract made this 31 day of January, 2024, between Cartographic Associates, Inc., a New Hampshire corporation doing business as CAI Technologies, with its office located at 11 Pleasant Street, Littleton, NH 03561, hereinafter called CAI, and the Town of Medfield, MA, hereinafter called the CLIENT, to provide professional mapping services according to the specifications, terms, and conditions below written.

Witnesseth, the above parties agree as follows:

1. All work shall be done according to the Tax Map Maintenance Proposal, dated January 31, 2024, hereto annexed. It is the intent of the parties that the above referenced proposal be considered a part of this contract, the same as if fully incorporated into this contract.
2. The CLIENT shall pay \$3,200.00 for the map/GIS maintenance services under this contract. If Property Record cards, including building sketches are provided, the CLIENT shall pay an additional \$20.00/building added or changed. There will be no additional charge if Property Record cards are not provided.
3. CAI agrees that this contract shall not be assigned, transferred, conveyed, or otherwise disposed of without the previous express written consent of the CLIENT and neither shall said CAI's right, title, interest, or power to execute such contract be assigned, transferred, conveyed or otherwise disposed of without written consent of the CLIENT.
4. The Parties executing this contract agree that the above recitals constitute the entire agreement between the parties for the requested mapping services.

This contract shall be construed under the laws of the Commonwealth of Massachusetts.

The parties hereto have executed this agreement by their duly authorized officers.

Town of Medfield, MA

CAI Technologies

BY: _____
TITLE: _____



Franco D. Rossi
President

BY: _____
TITLE: _____

BY: _____
TITLE: _____

BY: _____
TITLE: _____



FutureThink

PLAN TO EMPOWER

PROPOSAL



Medfield Public Schools
Enrollment Projection Study
January 24, 2024

Medfield Public Schools, MA

OVERVIEW

FutureThink will provide 10-year enrollment projections (by grade, by school) for the Medfield Public Schools including an overview of the school district, current and future housing development, population trends, birth counts, migration patterns, and environmental factors.

Submitted to:

Michael La Francesca, Assistant Director for Finance & Operations
Medfield Public Schools
459 Main Street, 3rd Floor
Medfield, MA 02481
508-906-3035
miafrancesca@email.medfield.net

Submitted by:

Tracy Healy, Owner/President
FutureThink, LLC
5685 Tynecastle Loop
Dublin, OH 43016
614-264-2638
thealy@futurethinkinc.com



Medfield Public Schools, MA

STATEMENT OF QUALIFICATIONS

Overview

FutureThink, a woman-owned business (WBE-certified), has been in operation since May 2006. Tracy Healy is the Owner and President.

Our mission is to empower the people and communities with whom we work—enhancing the educational experience through planning.

Services

FutureThink focuses primarily on enrollment projections and demographic studies while continuing to offer a wide range of planning services, including:

- ▶ Facility Master Planning
- ▶ Capacity Analysis
- ▶ Educational Specifications
- ▶ Redistricting
- ▶ Strategic Planning
- ▶ Use of Geographic Information Systems in Planning

It is our goal to provide high quality service—ensuring that our clients have the tools necessary to make informed decisions to improve the learning environments in their districts.

We have worked with over 1,000 school districts across the United States. We continually strive to balance innovation with cost while providing effective and efficient services. We provide our clients with expertise, guidance, direction, and best practices.

Projections for over 570 districts entering Ohio Facilities Construction Commission (formerly Ohio School Facilities Commission) programs have been completed. The Commission was created in 1997 to administer the state's comprehensive public school construction program and assists districts in the planning, design, renovation, and construction of schools. **FutureThink** is the sole provider of enrollment projections for OFCC.

In working with the State of Arkansas, we projected enrollment regularly for approximately 225 districts as Arkansas continued to develop and refine a statewide educational facility planning process. District enrollments range from approximately 240 to 25,000 students.

In addition, **FutureThink** is an approved Enrollment Projection Provider for the State of Michigan.

Medfield Public Schools, MA

EDUCATION & EXPERIENCE

Tracy Healy, REFP

Tracy Healy is the Owner and President of **FutureThink**. Previously, she served as a vice president at DeJONG and was one of its founding members. Tracy focuses on demographics and facility planning projects.

With a master's degree in English, experience in city and regional planning, and time spent teaching in the classroom, Tracy is well-equipped to meet the needs of clients. She combines over 25 years of experience with her desire to enhance learning environments for students around the world.

One major area of focus for Tracy is in projecting student enrollment for school districts involved with the Ohio Facilities Construction Commission. To date, projections for over 570 districts have been completed, including the six major urban districts: Columbus, Cleveland, Cincinnati, Akron, Toledo, and Dayton. District enrollments in Ohio range from less than 100 to approximately 50,000 students. Tracy has worked with the Ohio Facilities Construction Commission team to develop ten-year enrollment projections for school districts entering one of its many programs since 1998.

Tracy has also worked as a Senior Planner for the City of Columbus Planning Office and taught English Composition at The Ohio State University and Columbus State Community College.

Notable Educational Planning Experience

► **Williamsburg-James City County Public Schools, VA**

Tracy has worked with WJCC Public Schools since 2005. Each year, ten-year enrollment projections for the District are updated. Projections are provided district-wide and by school. WJCC serves the students of the City of Williamsburg and the county of James City in 16 schools: 9 elementary, 4 middle and 3 high schools. Since 2005, two elementary schools, one middle school, and one high school have opened, and a middle school was replaced with a new building. The enrollment projections are used to identify placement of teaching staff each year, need for additional buildings in the long-term, and new building location.

► **Ohio Facilities Construction Commission**

In addition to projecting enrollment, Tracy has also provided a variety of educational planning services to OFCC. A sampling of these services includes: Creation of and Ongoing Revisions to the Online Questionnaire, Updates to the Design Manual, 21st Century Learning Environments Research & Planning Process, Survey of OSFC Districts regarding Community Use of Facilities, Switzerland of Ohio Local School District Community Engagement Process, and Educational Specifications for the Ohio School for the Deaf and the Ohio State School for the Blind.



Medfield Public Schools, MA

Complete Project Experience

Enrollment Projections

- ▶ Ohio Facilities Construction Commission – over 570 school districts
- ▶ State of Arkansas – 225 school districts
- ▶ Jonesboro Public Schools, AR
- ▶ Pocahontas Schools, AR
- ▶ Chelmsford Public Schools, MA
- ▶ Reading Public Schools, MA
- ▶ Waltham Public Schools, MA
- ▶ Wellesley Public Schools, MA
- ▶ Baltimore County Public Schools, MD
- ▶ Queen Anne’s County Public Schools, MD
- ▶ Battle Creek Public Schools, MI
- ▶ Jackson City Schools, MI
- ▶ Libby Schools, MT
- ▶ Northwood Schools, NH
- ▶ Newark Public Schools, NJ
- ▶ Buffalo Public Schools, NY
- ▶ Amherst Exempted Village Schools, OH
- ▶ Avon Local Schools, OH
- ▶ Avon Lake City Schools, OH
- ▶ Big Walnut Local Schools, OH
- ▶ Brecksville-Broadview Heights City Schools, OH
- ▶ Buckeye Valley Local Schools, OH
- ▶ Centerburg Local Schools, OH
- ▶ Centerville City Schools, OH
- ▶ Chagrin Falls Exempted Village Schools, OH
- ▶ Circleville City Schools, OH
- ▶ Cleveland Heights-University Heights City Schools, OH
- ▶ Columbus City Schools, OH
- ▶ Crestview Local Schools, OH
- ▶ Delaware Area Career Center, OH
- ▶ Delaware City Schools, OH
- ▶ Dublin City Schools, OH
- ▶ Eastern Gateway Community College, OH
- ▶ Edgewood City Schools, OH
- ▶ Fairfield Local Schools, OH
- ▶ Franklin City Schools, OH
- ▶ Goshen Local Schools, OH
- ▶ Grandview Heights City Schools, OH
- ▶ Granville Schools, OH
- ▶ Hudson City Schools, OH
- ▶ Jackson Local Schools, OH
- ▶ Lakewood City Schools, OH



Medfield Public Schools, MA

Enrollment Projections [continued]

- ▶ Lebanon City Schools, OH
- ▶ London City Schools, OH
- ▶ Lorain City Schools, OH
- ▶ Madison Local Schools, OH
- ▶ Mansfield City Schools, OH
- ▶ Marysville Schools, OH
- ▶ Mathews Local Schools, OH
- ▶ Mentor Exempted Village Schools, OH
- ▶ Monroe Local Schools, OH
- ▶ Montgomery County Schools, OH
- ▶ New Albany-Plain Local Schools, OH
- ▶ North Olmsted City Schools, OH
- ▶ North Royalton City Schools, OH
- ▶ Northwest Local Schools, OH
- ▶ Oakwood City Schools, OH
- ▶ Olentangy Local Schools, OH
- ▶ Olmsted Falls City Schools, OH
- ▶ Ottawa Hills Local Schools, OH
- ▶ Painesville City Schools, OH
- ▶ Perkins Local Schools, OH
- ▶ Pickerington City Schools, OH
- ▶ Princeton City Schools, OH
- ▶ Reading Community City Schools, OH
- ▶ Rocky River City Schools, OH
- ▶ South-Western City Schools, OH
- ▶ Sylvania City Schools, OH
- ▶ Teays Valley Local Schools, OH
- ▶ Three Rivers Local Schools, OH
- ▶ Vermilion Local Schools, OH
- ▶ Wadsworth City Schools, OH
- ▶ Washington State Community College, OH
- ▶ West Muskingum Local Schools, OH
- ▶ Westlake City Schools, OH
- ▶ Woodridge Local Schools, OH
- ▶ Wooster City Schools, OH
- ▶ Worthington City Schools, OH
- ▶ Abington Schools, PA
- ▶ Avon Grove Schools, PA
- ▶ Central Bucks Schools, PA
- ▶ School District of Cheltenham Township, PA
- ▶ Coatesville Local Schools, PA
- ▶ Conestoga Valley Local Schools, PA
- ▶ Crestwood Schools, PA

Medfield Public Schools, MA

Enrollment Projections [continued]

- ▶ Downingtown Area Schools, PA
- ▶ Easton Area Schools, PA
- ▶ Forest City Regional Schools, PA
- ▶ Hanover Area Schools, PA
- ▶ Lower Merion Schools, PA
- ▶ Lower Moreland Township Schools, PA
- ▶ Northampton Area Schools, PA
- ▶ Northwestern Lehigh Schools, PA
- ▶ Penn Manor Schools, PA
- ▶ Pennsbury Schools, PA
- ▶ School District of Philadelphia, PA
- ▶ Phoenixville Area Schools, PA
- ▶ Pottsgrove Schools, PA
- ▶ Rose Tree Media Schools, PA
- ▶ Southern Lehigh Schools, PA
- ▶ Tunkhannock Area Schools, PA
- ▶ Upper Perkiomen Schools, PA
- ▶ Wilson Area Schools, PA
- ▶ Campbell County Public Schools, VA
- ▶ Chesterfield County Public Schools, VA
- ▶ Dinwiddie County Public Schools, VA
- ▶ Isle of Wight County Public Schools, VA
- ▶ Manassas City Public Schools, VA
- ▶ Montgomery County Public Schools, VA
- ▶ Prince George County Public Schools, VA
- ▶ Williamsburg-James City County Public Schools, VA
- ▶ Marshall County Schools, WV
- ▶ McDowell County Schools, WV
- ▶ Nicholas County Schools, WV
- ▶ Raleigh County Schools, WV
- ▶ Wayne County Schools, WV
- ▶ Webster County Schools, WV
- ▶ Wood County Schools, WV

Enrollment Projection Training

- ▶ New Mexico Public School Facilities Authority, NM
- ▶ South-Western City Schools, OH
- ▶ Chesterfield County Public Schools, VA

Other Projects

- ▶ State of Connecticut – School Facility Construction Standards and Guidelines
- ▶ Bald Knob Schools, AR – Facility Plan
- ▶ Bradford Schools, AR – Facility Plan



Medfield Public Schools, MA

Other Projects [continued]

- ▶ Corning Schools, AR – Facility Plan
- ▶ Hillcrest Schools, AR – Facility Plan
- ▶ Jackson County Schools, AR – Facility Plan
- ▶ Marmaduke Schools, AR – Facility Plan
- ▶ Pangburn Schools, AR – Facility Plan
- ▶ Pocahontas Schools, AR – Facility Plan
- ▶ Rector Schools, AR – Facility Plan
- ▶ Amherst Elementary Schools, MA – Redistricting Review & Recommendations Study
- ▶ Battle Creek Public Schools, MI – GIS Mapping
- ▶ West Bloomfield Public Schools, MI – Elementary School Redistricting Study
- ▶ Las Cruces Public Schools, NM - New High School, Educational Specifications
- ▶ Ohio Facilities Construction Commission – 21st Century Workshops & Community Use Survey
- ▶ Austintown Local Schools, OH – High School Visioning
- ▶ Columbus City Schools, OH – Options Analysis & Target Area Profile Study
- ▶ Eastern Gateway Community College, OH – Demographic & Market Study
- ▶ Forest City Enterprises, OH – Consulting Services
- ▶ Immaculate Conception Elementary School, OH - Visioning Process
- ▶ Lakewood City Schools, OH – Elementary Boundary Study & Capacity Study
- ▶ NoNA – Student Yield Housing Study
- ▶ Our Lady of Peace Elementary School, OH – Visioning Process
- ▶ St. Brigid of Kildare Elementary School, OH – 21st Century Learning Environment Visioning Process
- ▶ Switzerland of Ohio Local Schools, OH – Community Engagement Process
- ▶ Washington State Community College - Demographic & Market Study
- ▶ Worthington City Schools, OH – Capacity Analysis
- ▶ Downingtown Area Schools, PA – Redistricting & Capacity Analysis
- ▶ Northampton Area Schools, PA – Redistricting Analysis
- ▶ Northwestern Lehigh Schools, PA – Redistricting Analysis
- ▶ Penn Manor Schools, PA – Build-out Analysis
- ▶ Marshall County Schools, WV – Capacity Analysis

Medfield Public Schools, MA

SCOPE OF SERVICES

Enrollment Projection Study

Review of Existing Enrollment Population Conditions & Demographic Analysis

FutureThink will collect, review, and analyze demographic data from the Medfield Public Schools; county, city, and township agencies; the State of Massachusetts; and the US Census. The following information will be collected to develop the enrollment projections:

- Last 10 years of enrollment by grade, by school (to be provided by Medfield Public Schools)
- Student database with student id number, address, grade, ethnicity, & any other attributes identified by MPS (to be provided by Medfield Public Schools)
- Birth counts
- Private school enrollment (to be provided by Medfield Public Schools)
- Home school enrollment
- Special education enrollment & programming (to be provided by Medfield Public Schools)
- Migration patterns
- Population trends
- Building permits for single-family & multi-family units over last 10 years
- Housing development (underway & known)
- Environmental factors

FutureThink will utilize and assess the information listed above to develop the following:

- Historical enrollment trend and grade-to-grade survival ratios
- Demographic profile of the District, to include, but is not limited to, the number of persons and households; average cost of households; and average household income and per capita income
- Housing profile of the District
- 10-year projected enrollment by grade, by school (high, moderate, and low projections)

OPTIONAL Geocoding of Student Data

FutureThink will "geocode" the most current student database, which is simply converting a standard address to a latitude and longitude within the GIS (geographic information system). The District's buildings and current school attendance boundaries will also be included.

Information such as land use, current infrastructure, and demographic data is also important. Some of this data is readily available while some of it can be provided by local and county planning offices and miscellaneous stakeholders.



Medfield Public Schools, MA

Additionally, student attributes, such as free/reduced lunch, ethnicity, special needs, and ELL, may be analyzed in relation to the distribution of students among schools to report quantitative demographic data regarding:

- Enrollment balance
- Socio-Economic balance
- Any other identified criteria

All of this information will be ported into an online web mapping application.

FutureThink will utilize and assess the information listed above to develop the following:

- Maps of the District illustrating student enrollment, distribution of students with identified attributes, infrastructure, and other relevant data.
- If the District has more than one year of data in the database, migration of students can also be identified.

Working Group Meetings (Virtual)

FutureThink will meet virtually with MPS staff to kick-off the project and discuss data needs.

FutureThink will meet virtually with MPS staff to review initial findings.

Final Report & Public Meeting (Virtual or In Person)

FutureThink will present findings and the final report to a joint meeting of the Medfield School Committee and the Medfield School Building Committee. A detailed explanation of the methodology, including the impact of housing development, will be provided.

Methodology & Accuracy

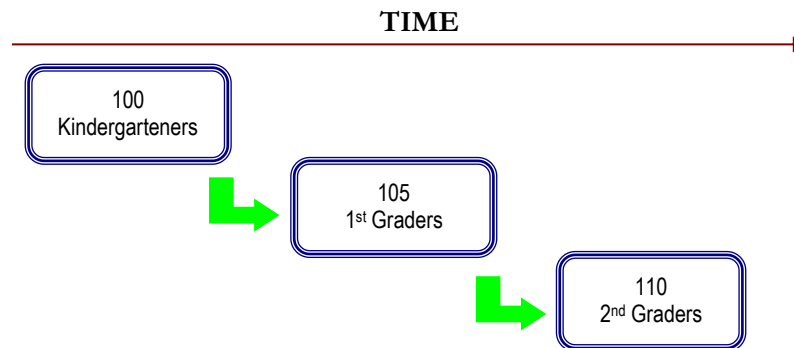
FutureThink has specialized in projecting student enrollment for over 17 years. Owner and President Tracy Healy has been projecting enrollment since the mid-1990s working with districts across the country. Several of these districts are repeat clients, attesting to the accuracy of the projections.

A combination of the student cohort and housing impact methodologies is proposed for Medfield Public Schools. Descriptions of each follow.

Cohort Survival Method

A cohort is a group of persons (in this case, students). The cohort survival projection methodology uses previous live birth data and historical student enrollments to “age” a known population or cohort throughout the school grades. For instance, a cohort begins when a group of kindergarteners enrolls in grade K and moves to first grade the following year, second grade the next year, and so on.

Medfield Public Schools, MA



A “survival ratio” is developed to track how this group of students grew or shrunk in number as they moved through the grade levels. By determining survival ratios for each grade transition [i.e., 1st to 2nd grade] over a ten-year period of time, patterns emerge and projection ratios can be developed to be used as a multiplier.

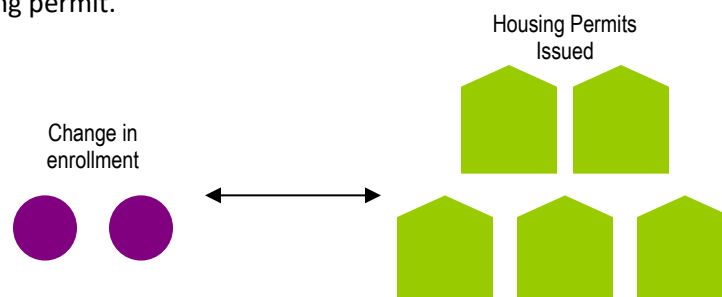
For example, if student enrollment has consistently increased from the 8th to the 9th grade over the past ten years, the survival ratios for each year would be greater than 100 percent. Through analysis of the survival ratios, the projection ratio is determined and is multiplied by the current 8th grade to develop a projection for next year’s 9th grade.

This methodology can be carried through to develop ten years of projection figures. Because there is not a grade cohort to follow for students coming into kindergarten, live birth counts are used to develop a survival ratio. Babies born five years previous to the kindergarten class are compared in number, and a ratio can be developed to project future kindergarten enrollments.

The cohort survival method is useful in areas where population is stable (relatively flat, growing steadily, or declining steadily), and where there have been no significant fluctuations in enrollment, births, and housing patterns from year to year.

Housing Impact

Enrollment projections can also be determined by analyzing the housing data for the areas that make up a school district. Yield factors can be established by comparing the historic change in enrollment from year to year divided by the total number of building or occupancy permits issued. For example, if student enrollment has increased by approximately 100 students each year and approximately 200 building permits have been issued each year for the past ten years, then the yield factor would be approximately .5 students per building permit.



Medfield Public Schools, MA

Once yield factors are established, the number of new students per year can be estimated by multiplying the yield factor by the number of projected new housing units. This method is effective when the rate of kindergarten enrollment far exceeds the live birth counts.

If housing demolitions are occurring in a district, they must also be considered. For instance, if housing demolitions/withdrawals have increased rapidly over recent years while new housing starts have remained relatively constant over many years, the conclusion may be that some of the new housing starts will simply be replacements for the families displaced by the demolitions. Of course, housing value and household composition would need to be further analyzed to confirm that this is indeed the case. It is possible that enrollment may remain flat or decline even though there is new housing occurring in the area.

Accuracy

FutureThink has several regular clients. Accuracy of the projections has been measured over the years and is identified in the tables below.

Williamsburg-James City County Public Schools
Projected vs. Actual Enrollment

	Projected	Actual	Difference	Percentage
October 2010 Report for 2011-12 School Year	10,800	10,649	151	1.40%
October 2011 Report for 2012-13 School Year	10,795	10,748	47	0.44%
November 2012 Report for 2013-14 School Year	10,992	10,998	-6	-0.05%
November 2013 Report for 2014-15 School Year	11,207	11,116	91	0.81%
December 2014 Report for 2015-16 School Year	11,316	11,303	13	0.11%
November 2015 Report for 2016-17 School Year	11,433	11,431	2	0.02%
November 2016 Report for 2017-18 School Year	11,478	11,459	19	0.17%
October 2017 Report for 2018-19 School Year	11,461	11,492	-31	-0.27%
October 2018 Report for 2019-20 School Year	11,470	11,448	22	0.19%
October 2019 Report for 2020-21 School Year	11,389	10,858	531	4.66%
November 2020 Report for 2021-22 School Year	10,929	11,018	-89	-0.81%
November 2021 Report for the 2022-23 School Year	11,116	11,308	-192	-1.73%
October 2022 Report for 2023-24 School Year	11,324	11,389	-65	-0.57%
Average				0.34%

Source: Williamsburg-James City County Public Schools, FutureThink

Dublin City School District
Projected vs. Actual Enrollment

	Projected	Actual	Difference	Percentage
January 2015 Report for 2015-16 School Year	15,744	15,775	-31	-0.20%
April 2017 Report for 2017-18 School Year	16,250	16,221	29	0.18%
January 2018 Report for 2018-19 School Year	16,606	16,532	74	0.45%
January 2019 Report for the 2019-20 School Year	16,939	16,883	56	0.33%
December 2019 Report for the 2020-21 School Year	16,842	16,298	544	3.23%
October 2020 Report for the 2021-22 School Year	16,663	16,487	176	1.06%
Average				0.84%

Source: Dublin City School District, FutureThink

Medfield Public Schools, MA

New Albany-Plain Local School District
Actual vs. Moderate Projected Enrollment, March 2018 Report

Grade	2021-22 Actual	2021-22 EP	Difference	Percentage
Pre-K	177	128	49	27.68%
K	307	334	-27	-8.79%
1	348	418	-70	-20.11%
2	367	419	-52	-14.17%
3	377	418	-41	-10.88%
4	393	406	-13	-3.31%
5	327	347	-20	-6.12%
6	397	392	5	1.26%
7	382	362	20	5.24%
8	378	367	11	2.91%
9	424	405	19	4.48%
10	356	360	-4	-1.12%
11	459	413	46	10.02%
12	418	402	16	3.83%
Pre-K - 12 Total	5,110	5,171	-61	-1.19%

Source: New Albany-Plain Local School District, FutureThink

Prince George County Public Schools
Actual vs. Projected Enrollment - February 2023 Moderate

Grade	2023-24 Actual	2023-24 Moderate Projection	Difference	Percentage
Pre-K	166	158	8	4.82%
K	475	485	-10	-2.11%
1	449	463	-14	-3.12%
2	468	448	20	4.27%
3	464	451	13	2.80%
4	465	445	20	4.30%
5	481	493	-12	-2.49%
6	481	484	-3	-0.62%
7	456	463	-7	-1.54%
8	458	452	6	1.31%
9	500	469	31	6.20%
10	473	470	3	0.63%
11	465	465	0	0.00%
12	440	438	2	0.45%
Total	6,241	6,184	57	0.91%

Source: Prince George County Public Schools, FutureThink

please note: the Regional Center students are split between 11th and 12th grade in the projected enrollment

Grandview Heights City School District
Actual vs. Projected Enrollment, February 2018 Report

Grade	2022-23 Actual	2022-23 EP	Difference	Percentage
K	89	94	-5	-5.62%
1	90	91	-1	-1.11%
2	98	85	13	13.27%
3	91	99	-8	-8.79%
4	76	88	-12	-15.79%
5	110	123	-13	-11.82%
6	88	85	3	3.41%
7	88	86	2	2.27%
8	79	81	-2	-2.53%
9	83	85	-2	-2.41%
10	82	81	1	1.22%
11	86	87	-1	-1.16%
12	88	73	15	17.05%
K - 12 Total	1,148	1,158	-10	-0.87%
Ungraded	0	1	-1	
Grand Total	1,148	1,159	-11	-0.96%

Source: Grandview Heights City School District, FutureThink

Medfield Public Schools, MA

REFERENCES

Ohio Facilities Construction Commission

30 West Spring Street, 4th Floor

Columbus, OH 43215

614-466-6290

Contact: Melanie Drerup, Chief of Planning

Email: Melanie.Drerup@ofcc.ohio.gov

Accuracy Rate: On average within 3% (projections completed for over 570 districts over 25 years)

Williamsburg-James City County Public Schools, VA

PO Box 8783

Williamsburg, VA 23187

757-603-6418

Contact: Ms. Rene Ewing, CFO

Email: Rene.Ewing@wjccschools.org

Accuracy Rate: Within less than 1% - 2% (given a range of projections—high, moderate, low)

Downingtown Area School District, PA

540 Trestle Place

Downingtown, PA 19335

610-269-8460

Contact: Mr. Dave Matyas, Business Manager

Email: dmatyas@dasd.org

New Albany-Plain Local Schools

55 North High Street

New Albany, OH 43504

614-855-2040

Contact: Ms. Rebecca Jenkins, Treasurer

Email: jenkins.5@napls.us

Accuracy Rate: Within 1-3%

Medfield Public Schools, MA

SCHEDULE

Schedule

The report will take approximately 6-8 weeks once enrollment data is received from the District.

Mid-late February – Project Kick-off Meeting

February/March – Data Collection & Draft Report

March – Meeting to Review Findings & Provide Final Written Report

April – Presentation to Medfield School Committee & Medfield School Building Committee

FutureThink will meet the completion deadline of Spring 2024 for the written report. Please let this signature certify this statement.

1/24/24

Date



Tracy V. Healy
President/Owner
FutureThink, LLC

Medfield Public Schools, MA

COST OF SERVICES

Administrative Fee

The maximum obligation for enrollment projection services and the in-person public presentation is **\$23,500**.

Enrollment Projections by Grade, By School (high, moderate, low) - \$16,000 (80 hours x \$200)

In-Person Public Presentation – \$7,500 (plus travel expenses)

<i>Option 1 Services</i>	<i>Cost</i>
Enrollment Projection Services	\$16,000
In-Person Public Presentation	\$7,500
Total	\$23,500

If the District chooses to include the optional geocoding of students & online mapping tool, the maximum obligation would increase to **\$31,900**.

OPTIONAL Geocoding of Students & Online Mapping Tool - \$8,400 (48 hours x \$175)

<i>Option 2 Services</i>	<i>Cost</i>
Enrollment Projection Services	\$16,000
Virtual Public Presentation	\$7,500
Subtotal	\$23,500
Option: Geocoding & Online Mapping Tool	\$8,400
Total	\$31,900

If the District opts for a virtual public presentation instead of in-person, the \$7,500 can be subtracted from the maximum obligation for a total of either **\$16,000** or **\$24,400**.

<i>Option 3 Services</i>	<i>Cost</i>
Enrollment Projection Services	\$16,000
Virtual Public Presentation	\$0
Total	\$16,000

<i>Option 4 Services</i>	<i>Cost</i>
Enrollment Projection Services	\$16,000
Virtual Public Presentation	\$0
Subtotal	\$16,000
Option: Geocoding & Online Mapping Tool	\$8,400
Total	\$24,400

Medfield Public Schools, MA

Hourly rates are as follows:

- ▶ Principal - \$200
- ▶ Project Director - \$175
- ▶ GIS Manager - \$175
- ▶ Planner/GIS Analyst - \$125
- ▶ Support Staff - \$100

Travel expenses are estimated to be approximately \$2,000. (This amount includes airfare, hotel for one night, car rental, parking, and meals.) Such expenses will be billed at cost.

Other Materials

Administrative and ancillary charges will not exceed \$500. Such expenses will be submitted for pre-approval to Medfield Public Schools.

Estimated Total Maximum

POTENTIAL TOTAL MAXIMUM - \$16,000 to \$31,900

Upon approval of this contract, an invoice will be issued on the first of each month. Payment is due upon receipt.


Medfield Public Schools, MA

AUTHORIZATION

FutureThink requires that a signed agreement be retained before engaging in any activities. Upon approval of this contract, please sign and return one copy to the **FutureThink** office.

Authorized Person to sign for **FutureThink**:

1/24/24
Date



Tracy V. Healy
President
FutureThink, LLC

On behalf of **Medfield School Building Committee/Medfield Public Schools**, I hereby accept this proposal as outlined herein:

Date

Authorized Agent
MSBC/Medfield Public Schools



FutureThink

PLAN TO EMPOWER

FINAL REPORT



Wellesley Public Schools
Enrollment Projection Update
September 23, 2022

INTRODUCTION

FutureThink was contracted to develop an update to the enrollment projections for the Wellesley Public Schools.

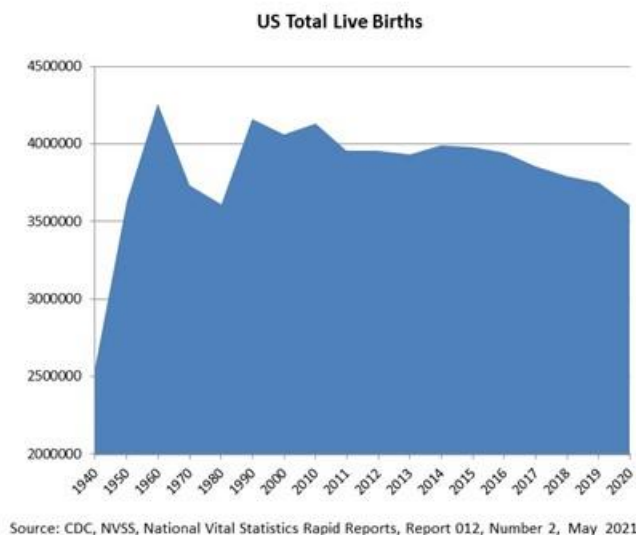
This report contains the most likely ten-year enrollment projections, which were developed for the Wellesley Public Schools by analyzing the following data:

- ▶ Historical enrollment
- ▶ Non-public school enrollment
- ▶ Birth counts
- ▶ Community demographics
- ▶ Housing information

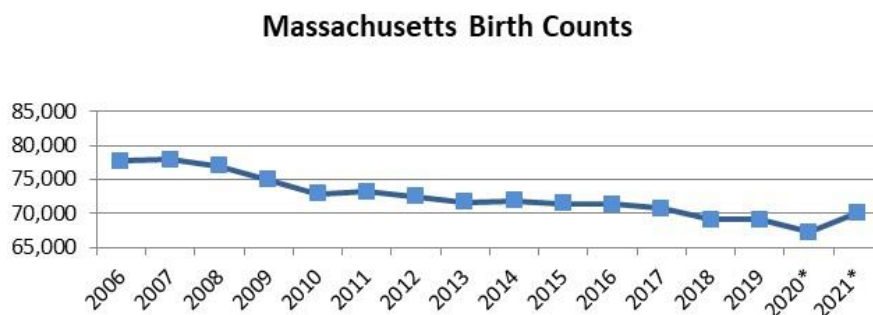
The projections presented in this report are meant to serve as a planning tool for the future and represent the most likely direction of the District.

NATIONAL & MASSACHUSETTS TRENDS IN ENROLLMENT

Tracing the landscape of the country's public school enrollment back over the past 80 years reveals demographic, economic, and social changes. The United States as a whole continues to undergo major shifts in public student enrollment. The baby boom of the late 1940s and 50s was followed by the baby bust of the 1960s and 70s. An "echo" baby boom occurred in the 1980s, which then was followed by the echo baby bust from 1990 to 2000. There was a slight uptick from 2000 to 2010. There has been steady decline since 2014. The decrease from 2019 to 2020 was approximately 4 percent.



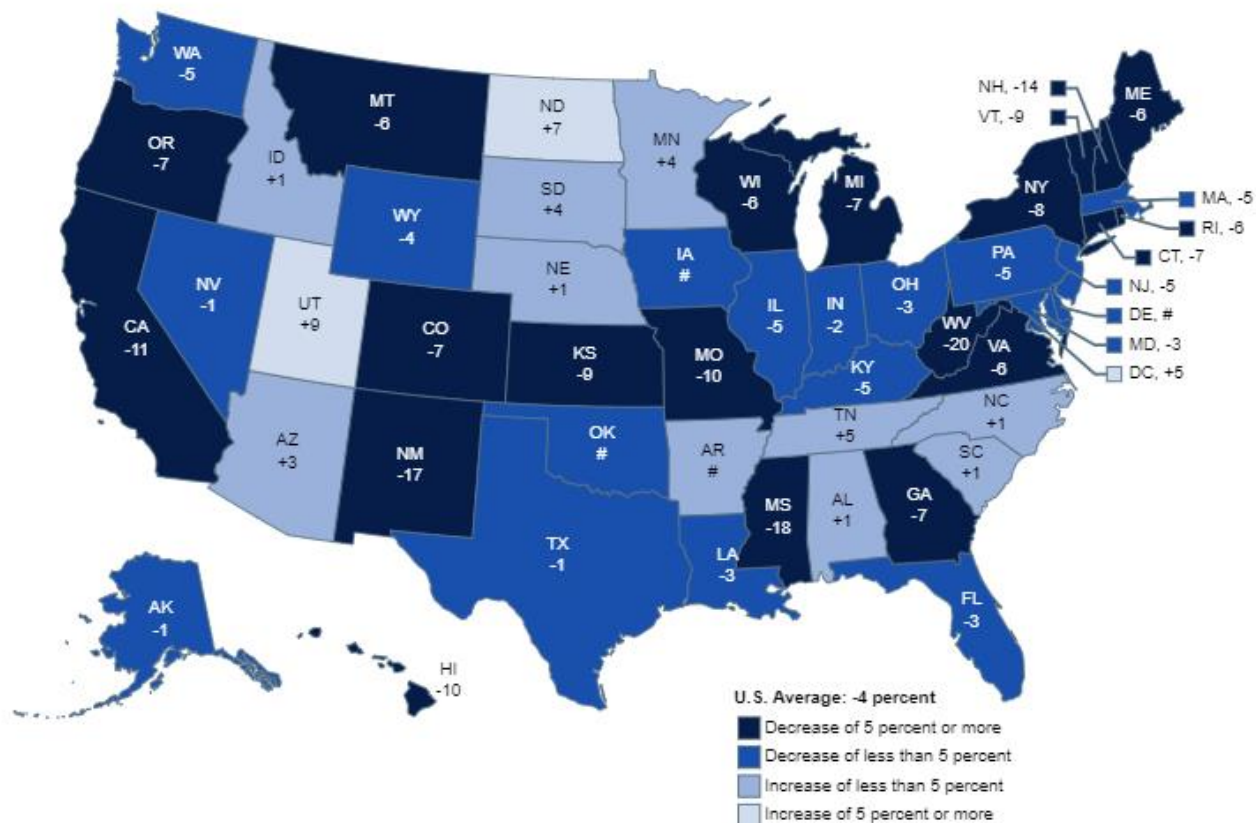
Massachusetts has experienced a similar trend in birth counts as seen around the country. Births peaked in 2007 but then declined to an all-time low of 67,220 in 2020 with an uptick in 2021. Please note data for 2020 and 2021 is preliminary.



In 2017-18, approximately 50.3 million students were enrolled in grades Pre-K-12 in the United States. Overall, enrollment is projected to increase by approximately 1% by the 2028-29 school year.

The figure below illustrates the projected change in Pre-K-12 public school enrollment from the 2020-21 to the 2030-31 school year. Growth is expected to continue primarily in parts of the southeast and upper Midwest. Massachusetts is projected to experience a decrease of 5 percent.

Figure 3. Projected percentage change in public elementary and secondary school enrollment, categorized into specific ranges, by state: Fall 2020 to fall 2030



Rounds to zero.

NOTE: U.S. average is for the 50 states and the District of Columbia. Data include both traditional public schools and public charter schools. Includes imputations for nonreported prekindergarten enrollment in California and Oregon for fall 2020. Includes imputations for nonreported enrollment for all grades in Illinois for fall 2020. Projections in this figure were calculated after the onset of the coronavirus pandemic and take into account the expected impacts of the pandemic. Categorizations are based on unrounded percentages.

SOURCE: U.S. Department of Education, National Center for Education Statistics, Common Core of Data (CCD), "State Nonfiscal Survey of Public Elementary/Secondary Education," 2020-21 Preliminary; and State Public Elementary and Secondary Enrollment Projection Model, through 2030. See *Digest of Education Statistics 2021*, table 203.20.

ACTUAL VS. PROJECTED ENROLLMENT COMPARISON

The latest enrollment projection report was completed in January 2020 for Wellesley Public Schools right before the onset of the pandemic. As a result of the pandemic, the majority of school districts across the country saw declines in their enrollments. Wellesley Public Schools lost a total of 622 students from the 2019-20 to the 2022-23 school year.

The actual enrollment for the 2022-23 school year is lower than the low projection from the January 2020 report. The moderate/most likely projection was off by 522 students or approximately 13 percent. The low projection was off by 314 students or approximately 8 percent. The greatest differences were at grades K, 2, 3, and 6 in both projections.

Wellesley Public Schools
Actual vs. Projected Enrollment - Most Likely/Moderate

Grade	2022-23 Actual	2022-23 Enrollment Projection	Difference	Percentage
K	247	310	-63	-25.51%
1	301	328	-27	-8.97%
2	269	355	-86	-31.97%
3	299	356	-57	-19.06%
4	309	343	-34	-11.00%
5	323	370	-47	-14.55%
6	297	353	-56	-18.86%
7	308	343	-35	-11.36%
8	323	362	-39	-12.07%
9	374	398	-24	-6.42%
10	351	379	-28	-7.98%
11	366	377	-11	-3.01%
12	369	384	-15	-4.07%
K - 12 Total	4,136	4,658	-522	-12.62%

Source: Wellesley Public Schools, FutureThink January 2020 Report

Wellesley Public Schools
Actual vs. Projected Enrollment - Low

Grade	2022-23 Actual	2022-23 Enrollment Projection	Difference	Percentage
K	247	297	-50	-20.24%
1	301	308	-7	-2.33%
2	269	326	-57	-21.19%
3	299	335	-36	-12.04%
4	309	323	-14	-4.53%
5	323	350	-27	-8.36%
6	297	341	-44	-14.81%
7	308	328	-20	-6.49%
8	323	347	-24	-7.43%
9	374	385	-11	-2.94%
10	351	369	-18	-5.13%
11	366	365	1	0.27%
12	369	376	-7	-1.90%
K - 12 Total	4,136	4,450	-314	-7.59%

Source: Wellesley Public Schools, FutureThink January 2020 Report

HISTORICAL ENROLLMENT

Over the past ten years, student enrollment in the Wellesley Public Schools increased for the first 3 years, reaching its peak in the 2015-16 school year at 4,975 students. Since the 2015-16 school year, enrollment has decreased by 839 students or approximately 17 percent. Sixty-seven percent of the loss was at the elementary school level.

Total enrollment for the 2022-23 school year is 4,136 students. The following tables illustrate the District's enrollment history from 2013-14 through 2022-23.

**Wellesley Public Schools
Historical Enrollment**

Grade	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23*
K	363	334	324	345	338	324	327	219	287	247
1	386	395	365	343	353	358	331	281	257	301
2	384	398	410	375	353	358	366	315	288	269
3	399	393	406	414	374	353	359	340	308	299
4	376	409	394	393	409	373	345	332	320	309
5	433	374	408	386	382	409	366	323	322	323
6	390	423	363	393	379	394	408	334	315	297
7	371	383	416	351	395	379	382	382	323	308
8	403	372	374	403	356	386	375	373	370	323
9	360	409	384	375	397	355	376	363	342	374
10	381	357	398	384	385	405	350	367	357	351
11	336	381	354	400	385	379	393	340	361	366
12	358	330	379	355	402	390	380	393	336	369
K - 12 Total	4,940	4,958	4,975	4,917	4,908	4,863	4,758	4,362	4,186	4,136

Source: Wellesley Public Schools

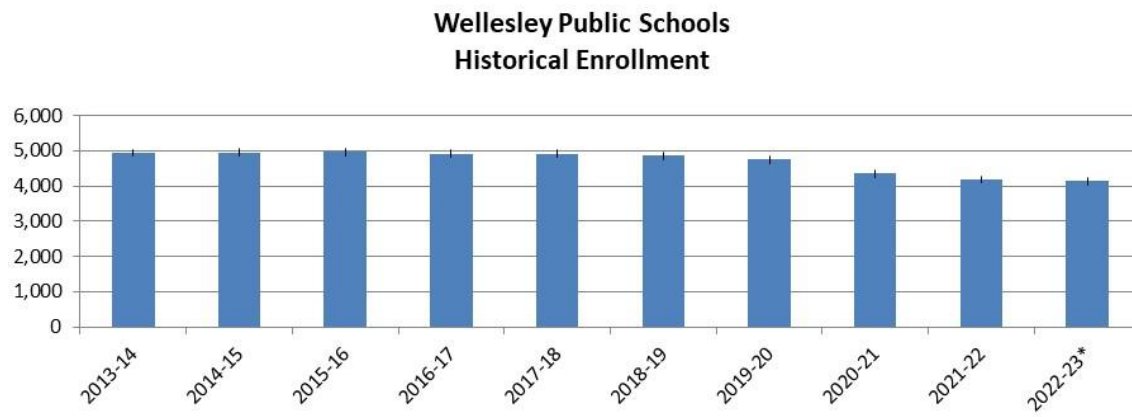
**Wellesley Public Schools
Historical Enrollment by Grade Group**

Grade	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23*
K - 5	2,341	2,303	2,307	2,256	2,209	2,175	2,094	1,810	1,782	1,748
6 - 8	1,164	1,178	1,153	1,147	1,130	1,159	1,165	1,089	1,008	928
9 - 12	1,435	1,477	1,515	1,514	1,569	1,529	1,499	1,463	1,396	1,460
K - 12 Total	4,940	4,958	4,975	4,917	4,908	4,863	4,758	4,362	4,186	4,136

Source: Wellesley Public Schools

* 9/2 Enrollment

The following graph illustrates the District's K – 12 enrollment history from 2013-14 through 2022-23.



PRIVATE/PAROCHIAL ENROLLMENT

Since 2012-13, the number of Wellesley Public Schools students attending private or parochial schools has increased from 1,183 to 1,295 students. Private/parochial school enrollment is currently approximately 24% of total enrollment, up from 20% over the past several years. This enrollment should continue to be monitored as it may have an impact on District enrollment in the future.

It should also be noted that the gain in private school enrollment does not account for all the loss Wellesley Public Schools has seen the last three years. The Wellesley Public Schools enrollment is down 13% from the 2019-20 school year to today. Please note the 2022-23 private school enrollment is not yet available.

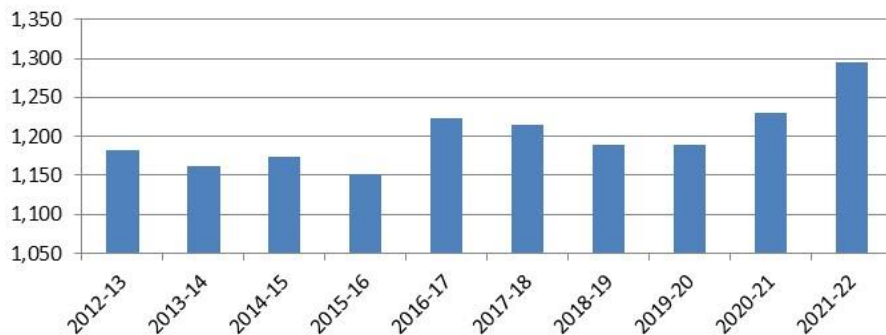
Wellesley Public Schools

Private/Parochial School Enrollment as Percentage of Total School Enrollment

Grade	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22
Private/Parochial School	1,183	1,162	1,174	1,152	1,224	1,215	1,190	1,190	1,230	1,295
Wellesley Public Schools	4,857	4,940	4,958	4,975	4,917	4,908	4,863	4,758	4,362	4,186
Total	6,040	6,102	6,132	6,127	6,141	6,123	6,053	5,948	5,592	5,481
Percentage	20%	19%	19%	19%	20%	20%	20%	20%	22%	24%

Source: DESE, Massachusetts Department of Education, Wellesley Public Schools

Wellesley Public Schools Students Attending Private/Parochial Schools



Private school enrollment was also obtained for the school years 2002-03 through 2011-12. In reviewing the data, the last time the percentage of private school students was over 20% was in the 2010-11 school year. The tables below illustrate the number of private school students by grade and by grade group. The highest enrollment by grade is highlighted. There is no discernible pattern—the highest enrollment moves from grade 11 to 9 to 6 to K then back down to grades 6-10.

**Wellesley Public Schools
Private/Parochial Historical Enrollment**

Grade	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12
K	46	74	60	79	30	82	42	49	73	42
1	41	58	60	59	78	62	65	54	58	55
2	51	60	56	67	69	72	66	69	54	57
3	40	78	63	58	93	69	73	58	69	54
4	41	65	70	64	69	80	71	76	58	74
5	41	67	67	75	82	70	88	88	91	69
6	36	69	73	63	104	93	96	99	92	102
7	62	70	66	74	77	104	98	102	108	105
8	72	68	71	73	81	104	102	101	112	110
9	45	83	69	71	71	94	106	124	105	109
10	59	58	67	65	69	82	100	90	222	100
11	75	61	63	71	71	84	90	98	91	101
12	45	73	68	68	74	80	71	74	93	89
K - 12 Total	654	884	853	887	968	1,076	1,068	1,082	1,226	1,067
WPS Enrollment	3,880	4,174	4,314	4,274	4,537	4,531	4,798	4,782	4,638	4,692
Percentage	14%	17%	17%	17%	18%	19%	18%	18%	21%	19%

Source: Wellesley Public Schools, January Count

**Wellesley Public Schools
Private/Parochial Historical Enrollment by Grade Group**

Grade	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12
K - 5	260	402	376	402	421	435	405	394	403	351
6 - 8	170	207	210	210	262	301	296	302	312	317
9 - 12	224	275	267	275	285	340	367	386	511	399
K - 12 Total	654	884	853	887	968	1,076	1,068	1,082	1,226	1,067

Source: Wellesley Public Schools, January Count

The tables below illustrate the number of private school students by grade and by grade group for the 2012-13 through 2021-22 school years. There is a more discernible pattern during this timeframe with the highest enrollments occurring in grades 7-12.

Wellesley Public Schools
Private/Parochial Historical Enrollment

Grade	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22
K	76	49	54	67	53	54	43	46	57	56
1	47	74	55	42	53	56	45	43	64	59
2	57	54	57	48	65	53	68	47	54	79
3	72	61	56	65	64	50	57	72	60	64
4	61	74	64	61	68	40	58	67	91	76
5	82	67	81	64	91	86	68	71	87	102
6	97	101	85	100	83	107	96	85	110	98
7	130	110	118	111	123	105	113	115	103	109
8	117	134	116	124	114	146	112	122	115	115
9	115	117	130	111	145	116	153	123	112	138
10	112	109	129	130	110	142	118	150	120	121
11	107	110	124	121	133	117	136	116	141	132
12	110	102	105	108	122	143	123	133	116	146
K - 12 Total	1,183	1,162	1,174	1,152	1,224	1,215	1,190	1,190	1,230	1,295
WPS Enrollment	4,857	4,940	4,958	4,975	4,917	4,908	4,863	4,758	4,362	4,186
Percentage	20%	19%	19%	19%	20%	20%	20%	20%	22%	24%

Source: Wellesley Public Schools, January Count

Wellesley Public Schools
Private/Parochial Historical Enrollment by Grade Group

Grade	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22
K - 5	395	379	367	347	394	339	339	346	413	436
6 - 8	344	345	319	335	320	358	321	322	328	322
9 - 12	444	438	488	470	510	518	530	522	489	537
K - 12 Total	1,183	1,162	1,174	1,152	1,224	1,215	1,190	1,190	1,230	1,295

Source: Wellesley Public Schools, January Count

LIVE BIRTH DATA

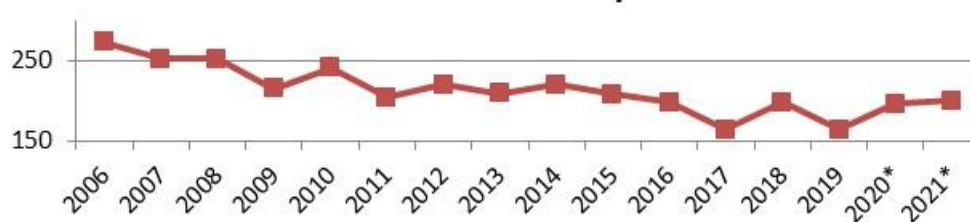
The following table and graph include the live birth counts for Wellesley residents from 2006 through 2021. The counts have decreased from a high of 273 in 2006 to a low of 165 in 2017 and 2019. Lower birth counts may result in lower Kindergarten classes in the future. The children born in 2018-2021 represent future Kindergarteners in the 2023-24 through 2026-27 school years.

Wellesley Public Schools
Birth Counts for Wellesley Residents
2006-2021

Year	Total
2006	273
2007	252
2008	252
2009	215
2010	241
2011	204
2012	220
2013	209
2014	220
2015	208
2016	198
2017	165
2018	198
2019	165
2020*	196
2021*	200

Source: MA Dept. of Public Health; Birth
 Characteristics: Resident Births, Town of Wellesley
 *preliminary

Wellesley Public Schools
Birth Counts for Wellesley Residents



DEMOGRAPHICS

Wellesley has a significantly higher per capita income and much lower percentage of persons below poverty than those of the county and state. Norfolk County and Wellesley have both seen population growth from 2000 through 2020, approximately 12% and 11%, respectively. While the overall population has increased, so has the age of the population. The number of children has declined and is expected to continue to decline.

General Demographic Information

	Wellesley	Norfolk County	Massachusetts
Per Capita Income	\$89,101	\$55,860	\$45,555
Median Household Income	\$213,684	\$105,320	\$84,385
Persons Below Poverty	4.2%	6.0%	9.8%

Source: US Census, American Community Survey, 2020 5-Year Estimates

Total Population

	2000 Census	2010 Census	2020 Census
Norfolk County	650,308	670,850	725,981
Wellesley	26,613	27,982	29,550

Source: US Census, American Community Survey, 2000, 2010 & 2020 Summary File 1

Also included are block group estimates and projections provided by ESRI (originally known as the Environmental Systems Research Institute, Inc.) ESRI uses a time series of estimates from the U.S. Census Bureau that includes the latest estimates and inter-censal estimates adjusted for error of closure. The Census Bureau's time series is consistent, but testing has revealed improved accuracy by using a variety of sources to track county population trends.

ESRI also employs a time series of building permits and housing starts plus residential deliveries. Data sources are integrated and then analyzed by Census Block Groups.

Sources of data include:

- ▶ Supplementary Surveys of the Census Bureau
- ▶ Bureau of Labor Statistics' (BLS) Local Area Unemployment Statistics
- ▶ BLS Occupational Employment Statistics
- ▶ InfoUSA
- ▶ U.S. Bureau of the Census' Current Population Survey
- ▶ National Planning Association Data Service

Below is a list of definitions as they appear on the U.S. Census Bureau website, to aid in interpretation of the following tables and maps.

Household:

A household includes all the people who occupy a housing unit as their usual place of residence.

Average family size:

A measure obtained by dividing the number of members of families by the total number of families (or family householders).

Family household (Family):

A family includes a householder and one or more people living in the same household who are related to the householder by birth, marriage, or adoption. All people who are related to the householder are regarded as members of his or her family. A family household may contain people not related to the householder, but those people are not included as part of the householder's family in census tabulations. Thus, the number of family households is equal to the number of families, but family households may include more members than do families. A household can contain only one family for purposes of census tabulations. Not all households contain families since a household may comprise a group of unrelated people or one person living alone.

Householder:

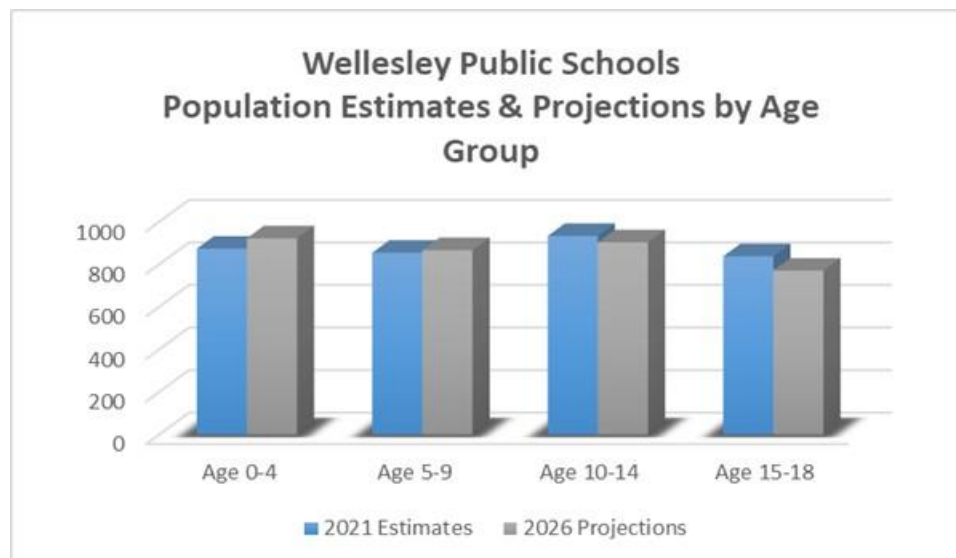
The person, or one of the people, in whose name the home is owned, being bought, or rented. If there is no such person present, any household member 15 years old and over can serve as the householder for the purposes of the census. Two types of householders are distinguished: a family householder and a nonfamily householder. A family householder is a householder living with one or more people related to him or her by birth, marriage, or adoption. The householder and all people in the household related to him are family members. A nonfamily householder is a householder living alone or with nonrelatives only.

The following tables illustrate the current estimates and 5-year population projections based on block groups that comprise the school district, indicating areas of current and projected growth or decline. The tables include total population, selected age group populations, median age, household income, family size, and total family households.

The total population in the District is 28,927. This population is projected to increase by 375 people, or approximately 1% over a 5-year period. The 0-18 year-old population in the District currently totals 8,038. This population is projected to decrease by 243 people, or 3 percent. The median age is projected to increase by 1.5%, from 39.2 to 39.8 years of age.

Wellesley Public Schools	2021 Estimates	2026 Projections	Estimated Change 2021-26	Estimated Change 2021-26 (%)
Total Population	28,927	29,302	375	1.3%
Age 0-4	1,401	1,451	50	3.6%
Age 5-9	1,915	1,962	47	2.5%
Age 10-14	2,410	2,226	-184	-7.6%
Age 15-18	2,312	2,156	-156	-6.7%
Total Age 0-18	8,038	7,795	-243	-3.0%
Median Age	39.2	39.8	0.6	1.5%

Source: ESRI



Median and average household incomes in the District are projected to increase by less than 1% and 10%, respectively over a 5-year period. The average family size is projected to increase by less than 1%, and the number of family households is projected to increase by 1 percent.

Wellesley Public Schools	2021 Estimates	2026 Projections	Estimated Change 2021-26	Estimated Change 2021-26 (%)
Median Household Income	\$199,767	\$200,001	\$234	0.1%
Average Household Income	\$262,480	\$288,837	\$26,357	10.0%
Average Family Size	3.29	3.31	0.02	0.6%
Total Family Households	6,864	6,932	68	1.0%

Source: ESRI

All data points suggest a decline in District enrollment due to lower birth counts, projected decline in school age population, projected increase in non-school age population, and stable average family size.

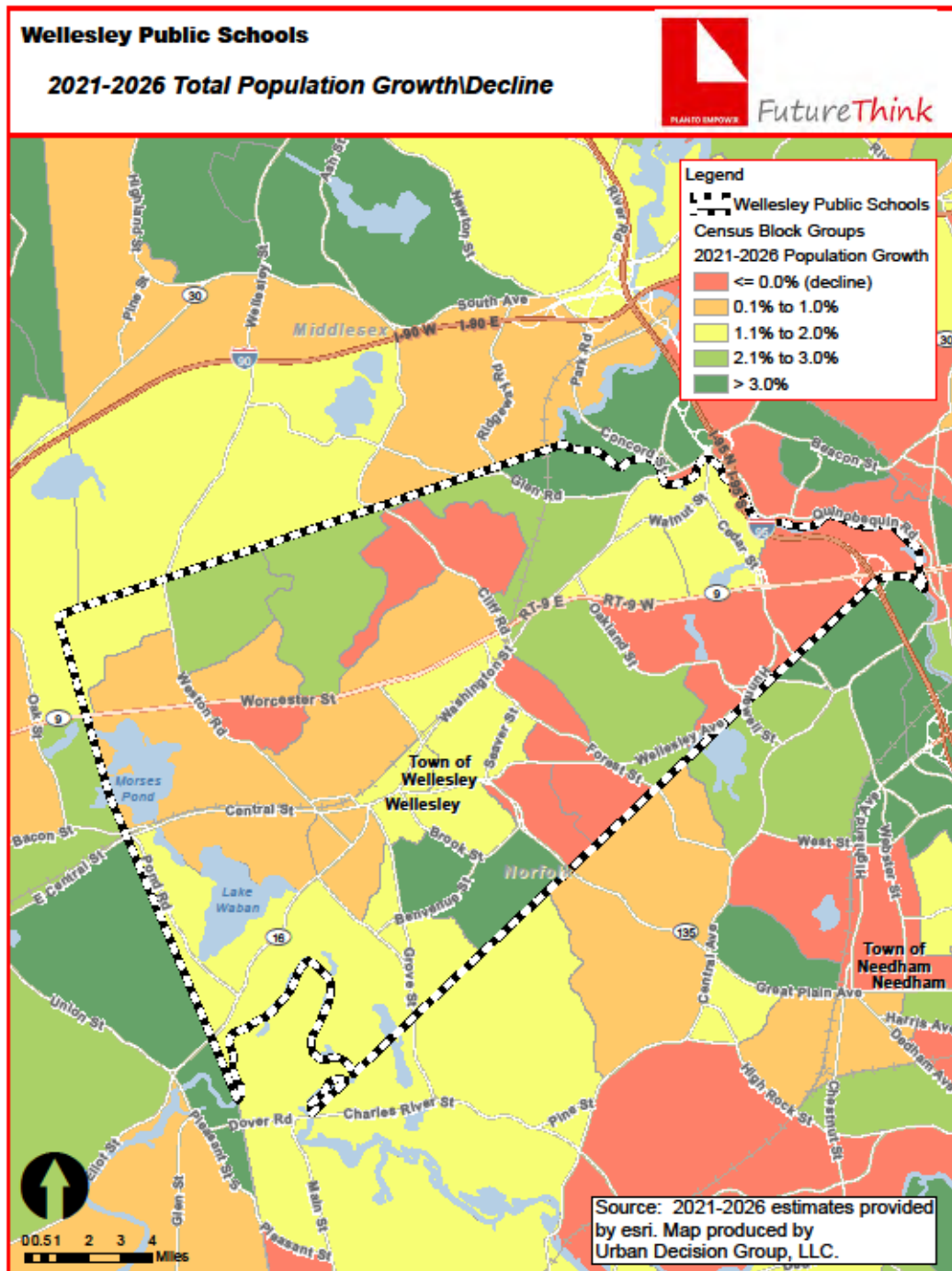
The maps on the following pages illustrate the data identified in the tables. The color coding identifies areas within the District that may be increasing or decreasing at different rates than others.

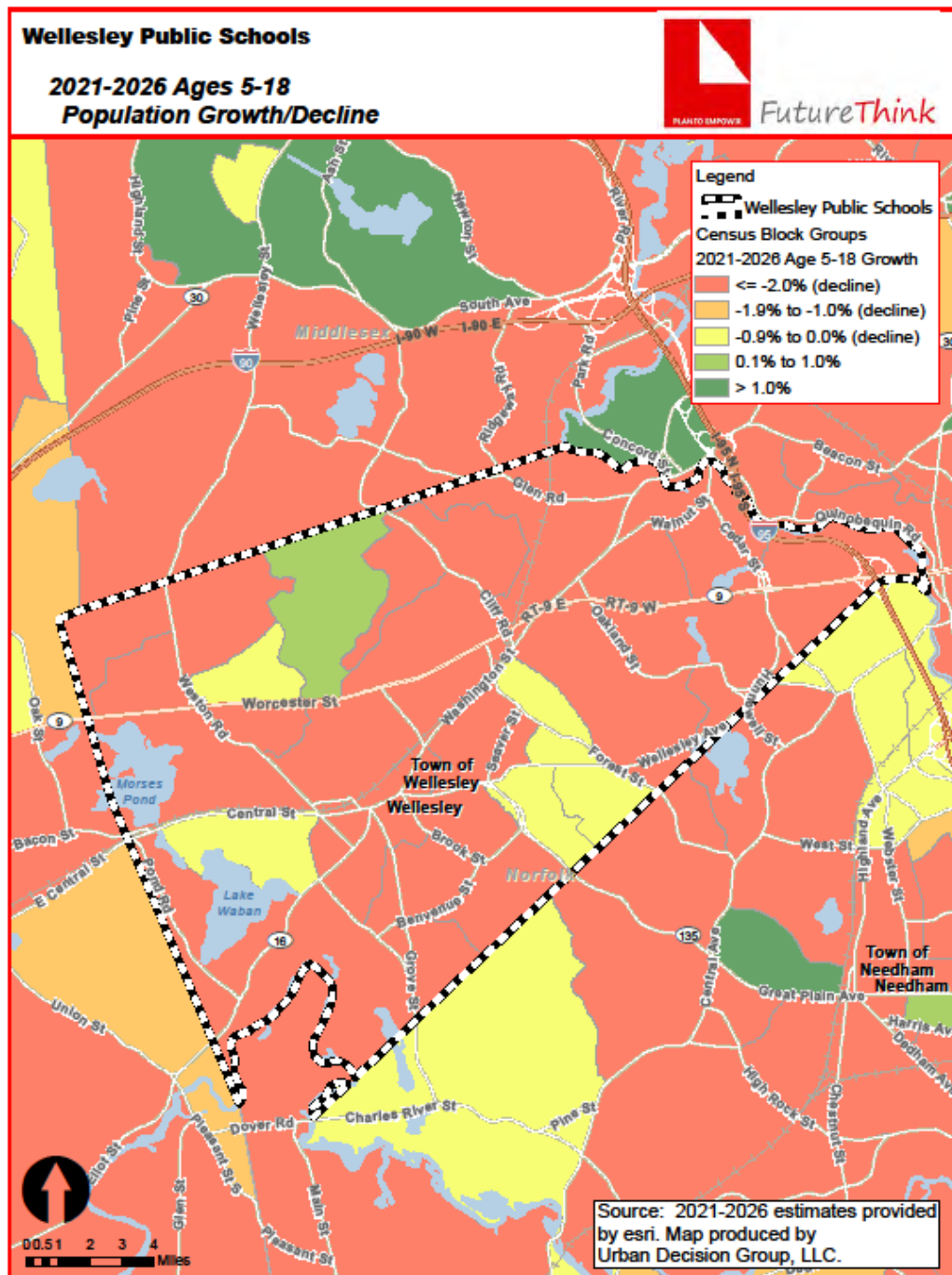
The first map shows the projected change in the total population from 2021 to 2026. There are a few areas of decline identified in red. The rest of the District is projected to gain population—the vast majority between 0.1 and 3 percent. There are two areas projected to gain more than 3% in the overall population identified in dark green.

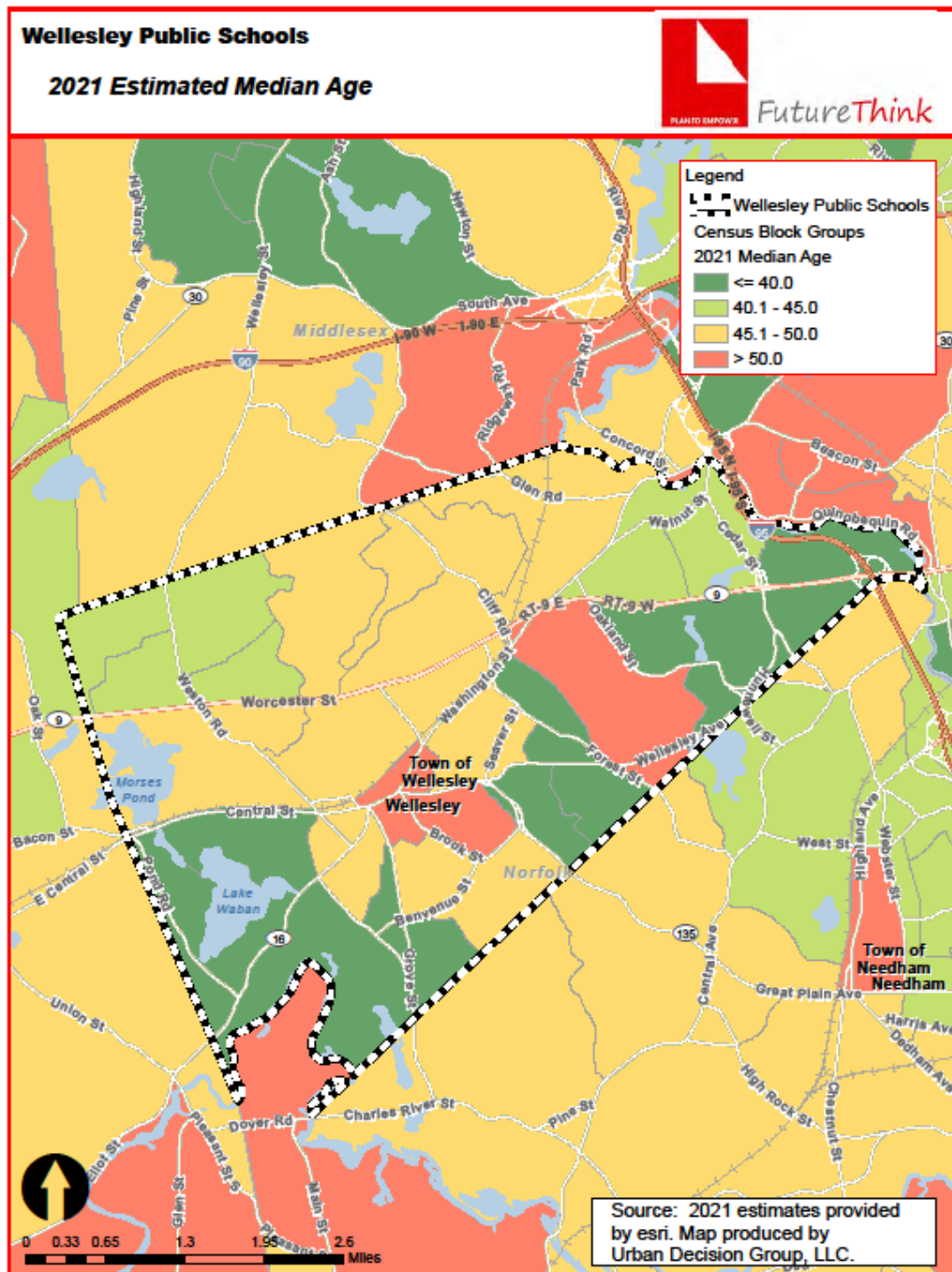
However, the school age population illustrated in the second map shows mostly decline and little growth. The red areas indicate areas of decline of greater than 2 percent from 2021 to 2026. The yellow areas indicate population loss of between 0 and 0.9 percent. The one light green area shows growth of 0.1 to 1 percent.

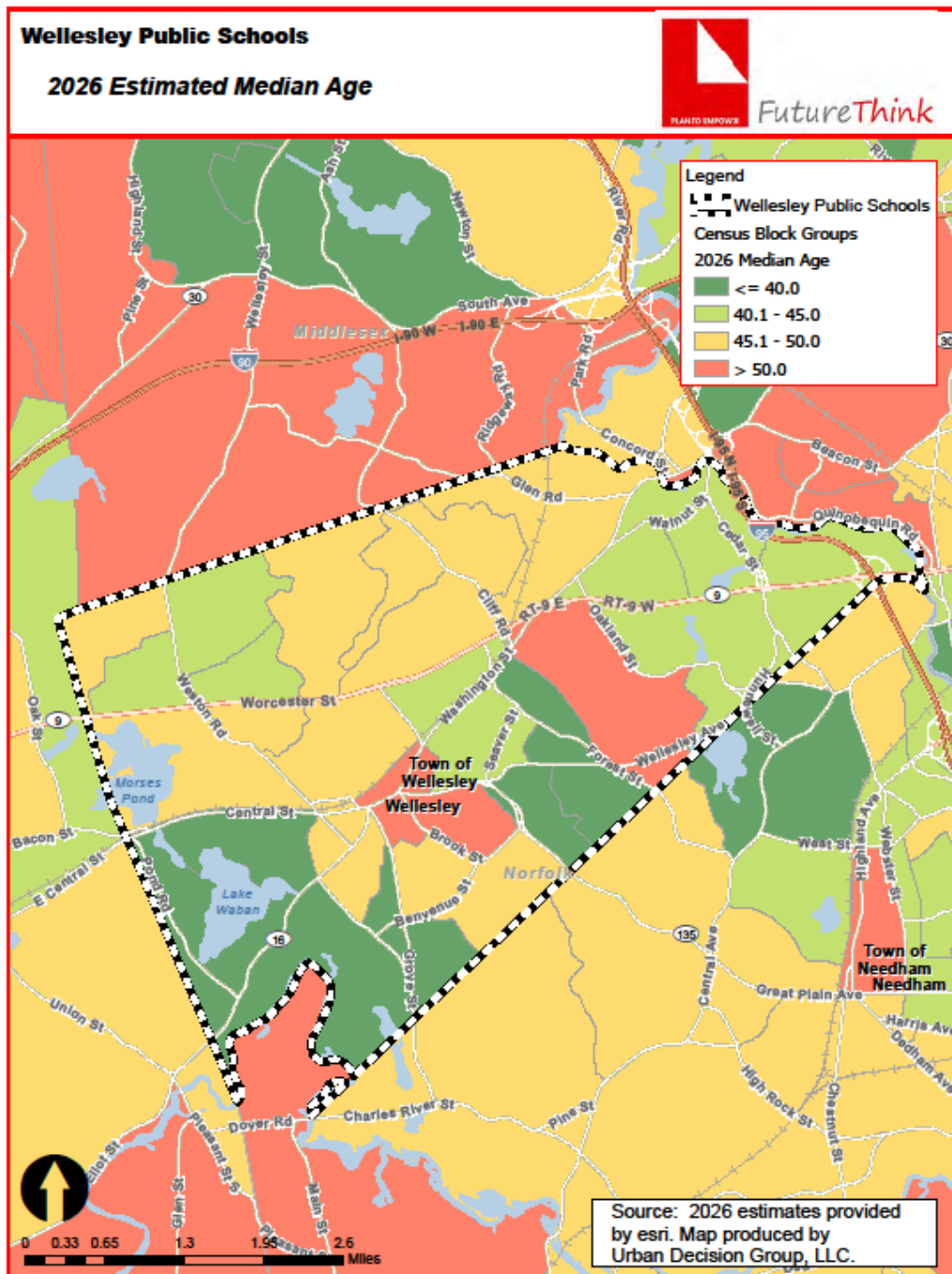
The third and fourth maps (on pages 17 and 18) illustrate the median age. In 2021, the median age is predominantly under 50. The low median age is due to the college. In 2026, there is little change although a portion of the eastern edge of the District moves from under 40 to between 40 and 45.

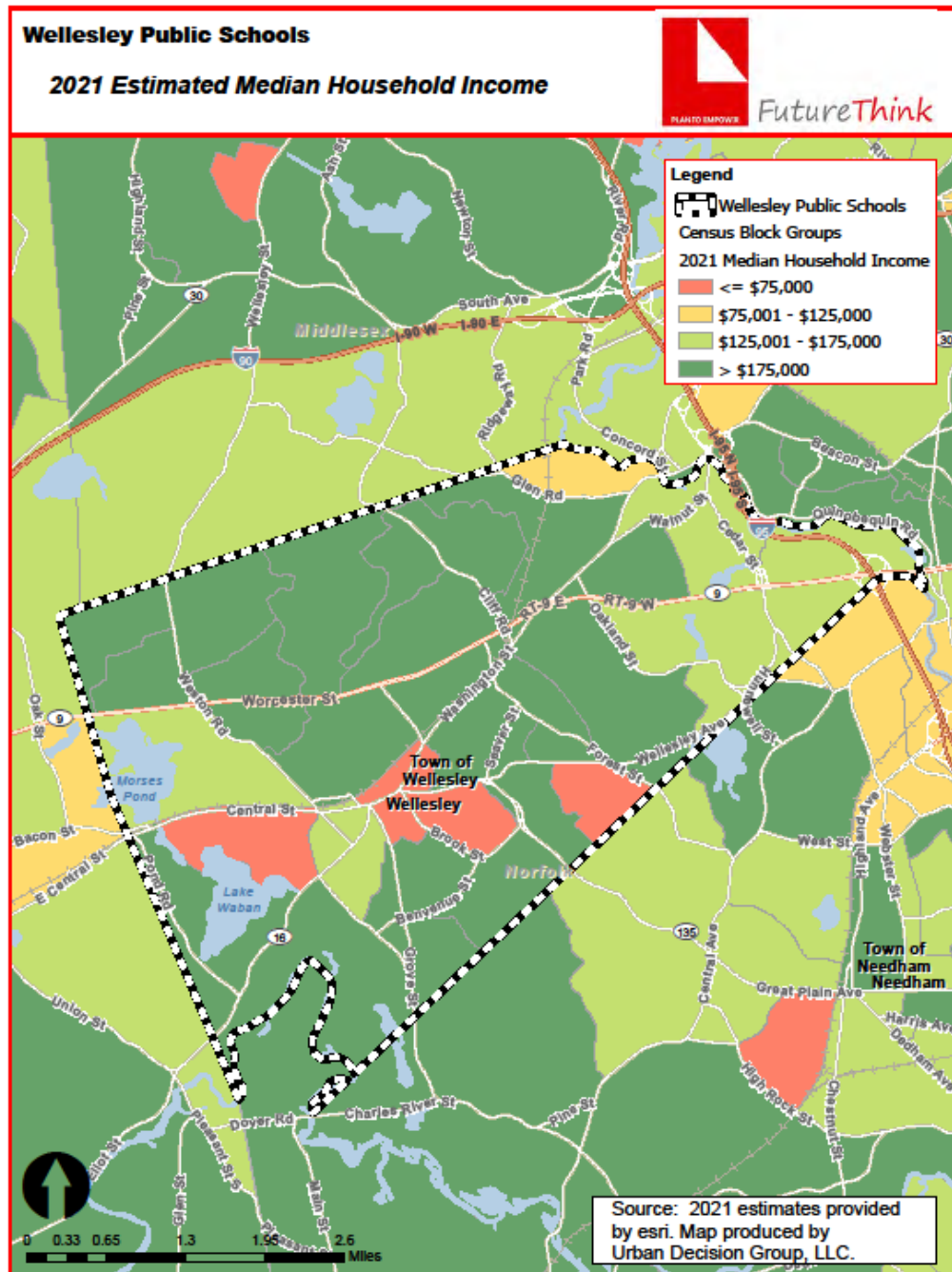
The fifth and sixth maps (on pages 19 and 20) illustrate median household income. In 2021, there are a few small pockets roughly in the center of the District with a median household income under \$75,000. There is one area in the northern portion of the District with income between \$75,000 and \$125,000, and a few areas with income between \$125,000 and \$175,000. The vast majority of the District has income over \$175,000. In 2026, even more of District has a median household income over \$175,000.

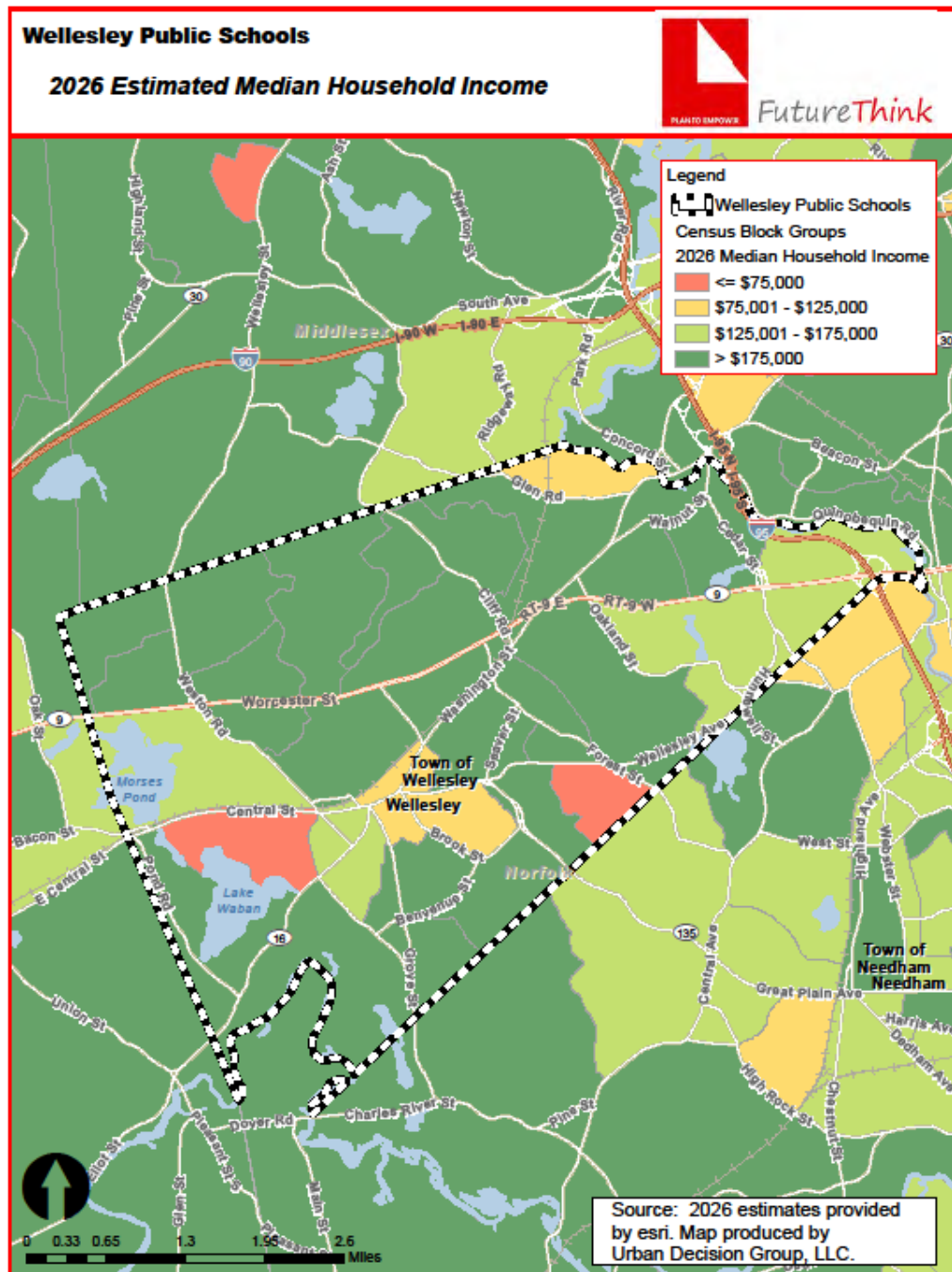












COMPARABLE DISTRICTS

In order to gain perspective on the impact of COVID-19, as well as the aging population of Massachusetts, a review of other school districts in the area was conducted. The other districts included:

- Brookline
- Lexington
- Natick
- Needham
- Wayland
- Weston.

Data was also collected for the State of Massachusetts.

The following data points were considered: total population, population ages 0-18, average family size, and total family households for years 2016, 2021, and 2026.

The total population has risen in Massachusetts and Wellesley, Brookline, Natick, Needham, and Wayland from 2016 to 2021. Lexington, Newton, and Weston experienced losses ranging from approximately 1-3 percent. All areas are projected to increase from 2021 to 2026.

However, the age 0-18 population has declined in all areas except Needham from 2016 to 2021 and is projected to decline in all areas from 2021 to 2026.

Wellesley, Lexington, Newton, and Weston all experienced decline of approximately 14% or more from 2016 to 2021. The projected decline of this population from 2021 to 2026 ranges from approximately 1% to 7 percent.

Population	Massachusetts	Wellesley	Brookline	Lexington	Natick	Needham	Newton	Wayland	Weston
2016 Estimates									
Total Population	6,811,779	28,909	59,180	32,936	35,385	30,167	88,317	13,544	11,946
Total Age 0-18	1,494,504	9,384	11,374	8,919	8,712	8,447	22,980	3,641	3,801
2021 Estimates									
Total Population	6,957,142	28,927	60,905	32,600	36,175	31,964	87,559	13,847	11,621
Total Age 0-18	1,451,491	8,038	11,076	7,682	8,671	8,587	19,556	3,367	2,929
2026 Estimates									
Total Population	7,130,208	29,302	61,638	33,139	37,408	32,880	90,403	14,194	11,788
Total Age 0-18	1,430,009	7,795	10,420	7,390	8,531	8,325	19,380	3,286	2,731
% Change from 2016-21									
Total Population	2.1%	0.1%	2.9%	-1.0%	2.2%	6.0%	-0.9%	2.2%	-2.7%
Total Age 0-18	-2.9%	-14.3%	-2.6%	-13.9%	-0.5%	1.7%	-14.9%	-7.5%	-22.9%
% Change from 2021-26									
Total Population	2.5%	1.3%	1.2%	1.7%	3.4%	2.9%	3.2%	2.5%	1.4%
Total Age 0-18	-1.5%	-3.0%	-5.9%	-3.8%	-1.6%	-3.1%	-0.9%	-2.4%	-6.8%

Source: ESRI, American Community Survey

Regarding family size, all areas experienced decline or no change from 2016 to 2021. Average family size for all areas is projected to stay the same or increase by less than 1% from 2021 to 2026.

Total family households increased from 2016 to 2021 in all areas except Lexington, Newton, and Weston, and Brookline remained the same. All are projected to increase by approximately 3% or less from 2021 to 2026.

Family Size, Households	Massachusetts	Wellesley	Brookline	Lexington	Natick	Needham	Newton	Wayland	Weston
2016 Estimates									
Average Family Size	3.16	3.32	2.94	3.22	3.14	3.28	3.10	3.17	3.29
Total Family Households	1,633,661	6,643	12,746	9,055	9,229	8,061	21,972	3,763	3,107
2021 Estimates									
Average Family Size	3.10	3.29	2.94	3.16	3.08	3.24	3.06	3.15	3.29
Total Family Households	1,682,492	6,864	12,745	9,010	9,388	8,503	21,241	3,878	3,010
2026 Estimates									
Average Family Size	3.10	3.31	2.95	3.17	3.09	3.25	3.07	3.15	3.30
Total Family Households	1,719,976	6,932	12,827	9,134	9,680	8,715	21,934	3,974	3,051
% Change from 2016-21									
Average Family Size	-1.9%	-0.9%	0.0%	-1.9%	-1.9%	-1.2%	-1.3%	-0.6%	0.0%
Total Family Households	3.0%	3.3%	0.0%	-0.5%	1.7%	5.5%	-3.3%	3.1%	-3.1%
% Change from 2021-26									
Average Family Size	0.0%	0.6%	0.3%	0.3%	0.3%	0.3%	0.3%	0.0%	0.3%
Total Family Households	2.2%	1.0%	0.6%	1.4%	3.1%	2.5%	3.3%	2.5%	1.4%

Source: ESRI, American Community Survey

All of these data points play a role in the decrease of public school enrollment. Less children living in the District, aging population, stagnant/decline in family size, and low growth in total family households point to lower student enrollment.

The following table illustrates the change in public school enrollment from 2016 to 2021. During this time, Lexington and Wayland Public Schools experienced a slight increase in enrollment, while the rest of the Districts decreased in enrollment.

Public School Enrollment	Wellesley	Brookline	Lexington	Natick	Needham	Newton	Wayland	Weston
2016 Enrollment	4,968	7,398	6,849	5,323	5,495	12,450	2,657	2,138
2021 Enrollment	4,362	6,720	6,864	5,175	5,432	11,870	2,700	1,879
% Change from 2016 to 2021	-12.20%	-9.16%	0.22%	-2.78%	-1.15%	-4.66%	1.62%	-12.11%

Source: DART DESE School Profiles

HOUSING INFORMATION

The table below illustrates the number of demolitions, single-family, two-family, and multi-family building permits issued each year in Wellesley. The net gain between demolitions and new single family homes is 11 (679 demolitions and 690 single-family permits). As such, it doesn't have a significant impact on student enrollment.

Town of Wellesley Housing Development

Year	Demolitions	Single Family Permits	Two Family Permits	Multi Family Units
2011	47	45	0	0
2012	71	71	0	0
2013	70	70	0	0
2014	58	64	0	25
2015	95	93	3	3
2016	85	84	4	0
2017	57	54	2	0
2018	42	44	1	0
2019	55	42	2	0
2020	28	37	7	350
2021	71	57	10	35
2022*	0	29	0	40
Total	679	690	29	453

Source: Town of Wellesley Planning Department, SOCDs Building Permit Database
preliminary through June 2022

According to the Town of Wellesley Planning Department, there are four non-40B projects either underway or in the pipeline with 505 potential units. They include:

- 40R Wellesley Park –350 units on 26 acres (88 affordable); 35 studio, 175 1-bedroom, 105 2-bedroom, and 35 3-bedroom; total occupancy expected by December 2022.
- Barton Road – redevelopment of 15 acres; currently has 88 low income units; still at the study level.
- Terrazza on Linden Street (formerly Delanson Circle) – 35 market units (mix of 1, 2, and 3-bedroom units); maximum of 75 bedrooms + 4 affordable 2-bedroom units; occupancy expected in Fall 2023.
- Bristol - 148 Weston Road – 26 market units (mix of 1, 2, and 3-bedroom units); maximum of 58 bedrooms + 2 affordable 2-bedroom units; application to be filed January 2020; occupancy expected in Fall 2022-Spring 2023.

Tailby Lot, a redevelopment of 2 Town parking lots on 2.7 acres with 90 units proposed, is currently off the table.

Additionally, there are four 40B projects with 104 potential units (two projects are currently in litigation). The 40B projects include:

40B Projects	Project Description	PEL Granted/Denied	Comp. Permit Applied	Comp. Permit Decision	1 Bedroom	2 Bedroom	3 Bedroom
680 Worcester Street*	20 Units on .5 Acres	5/23/2018	8/7/2018	7/17/2019	2	15	3
16 Stearns Road*	24 Units on 1.02 acres	5/22/2018	8/7/2018	6/20/2019	0	21	3
Fieldstone Way (135 Great Plain)	44 Units on 12 Acres	2/7/2018	3/12/2018	11/2/2018	2	8	34
3 Burke Lane	16 Units on .92 acres	3/27/2019	4/18/2019		2	12	2
Total Potential 40B Units	104				6	56	42

Source: Town of Wellesley Planning Department

* In Litigation

Fieldstone Way (135 Great Plain) is wrapping up its final phase of construction. Construction just began on 3 Burke Lane and is likely 18 months out from completion.

New multi-family housing can impact student enrollment. Based on national averages, 100 multi-family units typically yield 21 school-age children in grades K-12. The above potential of multi-family units for both non-40B and 40B projects is 609 units. As part of the January 2020 enrollment study, the average yield factor for Wellesley was determined to be .22. Using this yield factor, the resulting number would be 134 K-12 students.

It is important to note that development will not all occur at once.

SURVIVAL RATIOS

The chart below demonstrates the changes in enrollment as students move through the system. Percentages greater than 100 indicate that there are more students than there were in the previous grade the previous year. In other words, there was growth and new students entered the system. Percentages less than 100 indicate that there was decline with students leaving the system.

- **Birth to Kindergarten:** This ratio indicates the number of children born in the area who attend kindergarten in the District 5 years later. Percentages less than 100% result from movement out of the District, attendance at a non-public or charter school, or residence in another district within the same area. Percentages greater than 100% result from movement into the District after birth.

The following table illustrates the survival ratios for the Wellesley Public Schools. On average, the survival ratios for grades K-2 and 12 exceed 100 percent. For grades 3-11, the average is between approximately 97 and 100 percent.

With the exception of birth to K and K to 1, the survival ratios are extremely stable with a deviation of less than approximately 3.4 percent. The birth to K ratio has had the most volatility over the past 10 years, but has averaged approximately 151.4% over the last 10 years, excluding the 2020-21 school year.

The K to 1 ratio has declined from 109.3% from 2014-15 to the 2015-16 school year to a low of 85.9% from the 2019-20 to the 2020-21 school year. There was a significant increase from the 2020-21 to 2021-22 school year.

from	to	birth -> K	K->1	1->2	2->3	3->4	4->5	5->6	6->7	7->8	8->9	9->10	10->11	11->12
2013	2014	155.3%	108.8%	103.1%	102.3%	102.5%	99.5%	97.7%	98.2%	100.3%	101.5%	99.2%	100.0%	98.2%
2014	2015	134.4%	109.3%	103.8%	102.0%	100.3%	99.8%	97.1%	98.3%	97.7%	103.2%	97.3%	99.2%	99.5%
2015	2016	169.1%	105.9%	102.7%	101.0%	96.8%	98.0%	96.3%	96.7%	96.9%	100.3%	100.0%	100.5%	100.3%
2016	2017	153.6%	102.3%	102.9%	99.7%	98.8%	97.2%	98.2%	100.5%	101.4%	98.5%	102.7%	100.3%	100.5%
2017	2018	155.0%	105.9%	101.4%	100.0%	99.7%	100.0%	103.1%	100.0%	97.7%	99.7%	102.0%	98.4%	101.3%
2018	2019	148.6%	102.2%	102.2%	100.3%	97.7%	98.1%	99.8%	97.0%	98.9%	97.4%	98.6%	97.0%	100.3%
2019	2020	105.3%	85.9%	95.2%	92.9%	92.5%	93.6%	91.3%	93.6%	97.6%	96.8%	97.6%	97.1%	100.0%
2020	2021	144.9%	117.4%	102.5%	97.8%	94.1%	97.0%	97.5%	96.7%	96.9%	91.7%	98.3%	98.4%	98.8%
2021	2022	149.7%	104.9%	104.7%	103.8%	100.3%	100.9%	92.2%	97.8%	100.0%	101.1%	102.6%	102.5%	102.2%
	average	146.24%	104.724%	102.06%	100.0%	98.08%	98.2%	97.0%	97.6%	98.6%	98.910%	99.815%	99.270%	100.119%
	standard deviation	16.911%	7.925%	2.588%	2.993%	3.008%	2.061%	3.393%	1.914%	1.543%	3.188%	2.004%	1.654%	1.141%

ENROLLMENT PROJECTION

Three sets of enrollment projections (moderate/most likely, low, and high) have been developed after analyzing the data collected in this report.

The moderate/most likely projections indicate a decrease of 279 students (or approximately 7%) from the 2022-23 to the 2032-33 school year. The following tables illustrate projected enrollments by grade and by grade group through the 2032-33 school year.

Wellesley Public Schools
Projected Enrollment - Moderate/Most Likely

Grade	2022-23 Actual	2023-24	2024-25	2025-26	2026-27	2027-28	2028-29	2029-30	2030-31	2031-32	2032-33
K	247	310	258	307	313	296	296	296	296	296	296
1	301	257	323	269	319	326	308	308	308	308	308
2	269	309	264	331	276	328	335	317	317	317	317
3	299	270	310	265	333	277	329	336	318	318	318
4	309	296	267	307	262	329	274	326	332	315	315
5	323	304	291	263	303	258	324	270	321	327	310
6	297	321	303	290	262	301	257	322	269	319	326
7	308	293	316	298	285	258	296	253	317	265	314
8	323	304	289	312	294	282	254	292	250	313	261
9	374	320	301	286	309	291	279	252	289	247	310
10	351	372	318	300	285	308	290	278	251	288	246
11	366	348	369	315	297	282	305	287	275	249	286
12	369	368	350	371	317	298	283	306	289	276	250
K - 12 Total	4,136	4,072	3,959	3,914	3,855	3,834	3,830	3,843	3,832	3,838	3,857

Source: FutureThink

Wellesley Public Schools
Projected Enrollment by Grade Group - Moderate/Most Likely

Grade	2022-23 Actual	2023-24	2024-25	2025-26	2026-27	2027-28	2028-29	2029-30	2030-31	2031-32	2032-33
K - 5	1,748	1,746	1,713	1,742	1,806	1,814	1,866	1,853	1,892	1,881	1,864
6 - 8	928	918	908	900	841	841	807	867	836	897	901
9 - 12	1,460	1,408	1,338	1,272	1,208	1,179	1,157	1,123	1,104	1,060	1,092
K - 12 Total	4,136	4,072	3,959	3,914	3,855	3,834	3,830	3,843	3,832	3,838	3,857

Source: FutureThink

In addition to the moderate/most likely enrollment projection, following are low and high enrollment projections. The following defines in terms of economy and housing, the differences between the projections.

Low Projection

- Higher inflation/interest rates than current market
- Approximately 40-50 demolition and new single-family permits per year
- Less than 50 new multi-family units per year

Moderate/Most Likely Projection

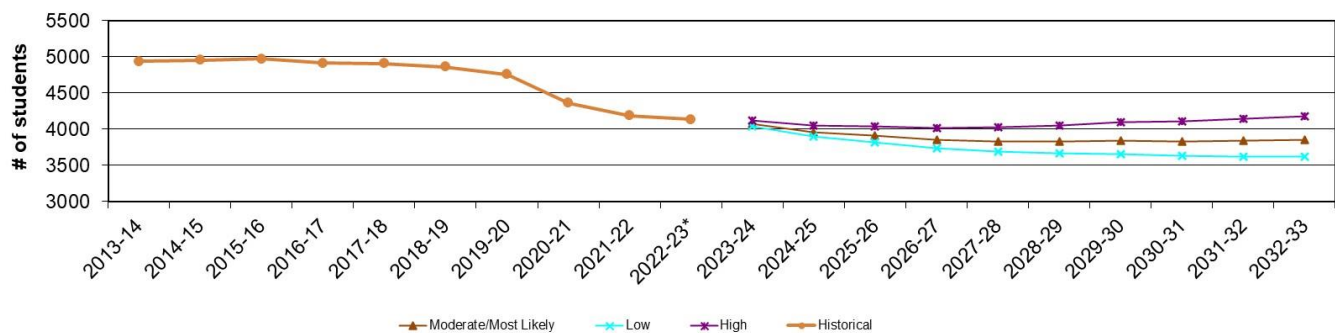
- Steady inflation/interest rates (similar to current market conditions)
- Approximately 60-70 demolition and new single-family permits per year
- Approximately 50-100 new multi-family units per year

High Projection

- Lower inflation/interest rates than current market
- Approximately 80-90 demolition and new single-family permits per year
- More than 100 new multi-family units per year

The projections range from a low of 3,626 students to a high of 4,174 students in the 2032-33 school year.

Wellesley Public Schools Historical/Projected Enrollment Comparison



Low Projection

The low projection indicates a decrease of 510 students, or approximately 12%, over the next ten years.

**Wellesley Public Schools
Projected Enrollment - Low**

Grade	2022-23 Actual	2023-24	2024-25	2025-26	2026-27	2027-28	2028-29	2029-30	2030-31	2031-32	2032-33
K	247	303	253	300	306	290	290	290	290	290	290
1	301	256	314	262	311	317	300	300	300	300	300
2	269	307	261	320	267	317	324	306	306	306	306
3	299	268	305	259	319	265	315	322	305	305	305
4	309	292	262	299	254	311	260	308	315	298	298
5	323	301	285	255	291	248	304	253	301	307	291
6	297	318	297	281	251	287	244	299	250	296	302
7	308	289	310	289	274	245	280	237	292	243	289
8	323	302	283	304	284	268	240	274	233	286	238
9	374	319	298	280	300	280	265	237	270	230	282
10	351	371	316	295	277	297	277	262	235	268	228
11	366	347	366	312	292	274	294	274	259	232	265
12	369	366	347	366	312	292	274	294	274	259	232
K - 12 Total	4,136	4,039	3,897	3,822	3,738	3,691	3,667	3,656	3,630	3,620	3,626

Source: FutureThink

**Wellesley Public Schools
Projected Enrollment by Grade Group - Low**

Grade	2022-23 Actual	2023-24	2024-25	2025-26	2026-27	2027-28	2028-29	2029-30	2030-31	2031-32	2032-33
K - 5	1,748	1,727	1,680	1,695	1,748	1,748	1,793	1,779	1,817	1,806	1,790
6 - 8	928	909	890	874	809	800	764	810	775	825	829
9 - 12	1,460	1,403	1,327	1,253	1,181	1,143	1,110	1,067	1,038	989	1,007
K - 12 Total	4,136	4,039	3,897	3,822	3,738	3,691	3,667	3,656	3,630	3,620	3,626

Source: FutureThink

High Projection

The high projection indicates an increase of 38 students, or approximately 1%, over the next ten years.

Wellesley Public Schools
Projected Enrollment - High

Grade	2022-23 Actual	2023-24	2024-25	2025-26	2026-27	2027-28	2028-29	2029-30	2030-31	2031-32	2032-33
K	247	315	263	312	319	302	302	302	302	302	302
1	301	263	335	279	332	339	321	321	321	321	321
2	269	310	271	346	288	342	349	331	331	331	331
3	299	274	316	276	352	293	348	355	337	337	337
4	309	299	274	316	276	352	294	349	356	337	337
5	323	308	299	273	315	275	351	293	348	355	336
6	297	324	309	300	274	317	276	353	294	349	356
7	308	295	322	307	297	272	314	274	350	292	346
8	323	306	293	320	305	296	271	312	272	348	290
9	374	322	306	292	319	305	295	270	312	272	347
10	351	377	325	308	295	322	307	297	272	314	274
11	366	357	383	330	313	299	327	312	302	277	319
12	369	368	359	385	332	315	301	329	314	304	278
K - 12 Total	4,136	4,118	4,055	4,044	4,017	4,029	4,056	4,098	4,111	4,139	4,174

Source: FutureThink

Wellesley Public Schools
Projected Enrollment by Grade Group - High

Grade	2022-23 Actual	2023-24	2024-25	2025-26	2026-27	2027-28	2028-29	2029-30	2030-31	2031-32	2032-33
K - 5	1,748	1,769	1,758	1,802	1,882	1,903	1,965	1,951	1,995	1,983	1,964
6 - 8	928	925	924	927	876	885	861	939	916	989	992
9 - 12	1,460	1,424	1,373	1,315	1,259	1,241	1,230	1,208	1,200	1,167	1,218
K - 12 Total	4,136	4,118	4,055	4,044	4,017	4,029	4,056	4,098	4,111	4,139	4,174

CONCLUSION

As with any projection, the District should pay close attention to birth counts, enrollment in elementary schools, non-public school enrollment, and housing growth. Each of these factors will have an impact on future student enrollment to varying degrees.

All data points suggest a decline in District enrollment due to lower birth counts, projected decline in school age population, projected increase in non-school age population, and stable average family size.

- Birth counts continue to be 200 or less. In 2006, births were at 273. Preliminary data for 2020 and 2021 have births at 196 and 200, respectively. Low birth counts will have an impact on future Kindergarten enrollment.
- K-5 enrollment has decreased by approximately 25% over the past 10 years. These smaller class sizes will have an impact on future enrollment as students move through the grades over the next several years.
- Non-public school enrollment has increased from approximately 20% of the total school enrollment residing in the District to 24 percent. As COVID-19 comes under control, it remains to be seen whether students will return to the public school system. This increase, however, does not account for the entire decline of the District's enrollment.
- While overall population is increasing in the Town of Wellesley, the age 0-18 population is decreasing. This is happening across the state and in neighboring school districts. Average family size has declined or stayed the same. Total family households have increased slightly.
- Single family building permits and demolitions have been essentially 1 to 1 over the past several years. New multi-family housing is expected to offset the decline in enrollment somewhat but not result in any increases in overall enrollment over the 10-year period of the moderate/most likely enrollment projections.

FutureThink is pleased to have had the opportunity to provide the District with enrollment projection services. We hope this document will provide the necessary information to make informed decisions about the future of the Wellesley Public Schools.

Informational



February 7, 2024

Via UPS

Select Board
Town of Medfield
459 Main Street
Medfield, MA 02052

Re: Form 500 & Annual Notice Filing

Dear Members of the Board:

Pursuant to G.L. Ch. 166A, Section 10, Comcast is pleased to provide a copy of the Form 500-YE2023. 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.

Also, per 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.

Comcast has also provided a copy of the above information to the Department of Telecommunications and Cable.

Lastly, we wanted to share with you again the steps for emergency/trouble reporting procedure in the event a **municipal building** experiences problems with downed cable drops, signal transport issues with I-NET or Video Return Lines, Public, Education and Government (PEG) Access channels or to have our technical or construction staff on-site during an emergency.

MUNICIPAL - EMERGENCY/TROUBLE REPORTING PROCEDURES

(Please note the XOC telephone number listed below IS NOT for public dissemination)

- **STEP 1** Call **1-877-359-1821** (24/7 – XOC)
- **STEP 2** Select **Option # 1** - Municipalities, Utilities, Police & Fire
- **STEP 3** Prompted for Reason for call:
 - Option # 1 - Down Wires (will be prompted to enter zip code)
 - Option # 2 – Pole hits, pole transfers or all other Municipal Issues
- **STEP 4** Speak with Rep. and **obtain job reference #**

These steps will put you in touch with our Excellence Operations Center (XOC), 24-hours a day, and seven days a week.

Please do not hesitate to contact me should you have any questions at patrick_shearns@comcast.com.

Sincerely,

Patrick J. Shearns

Patrick J. Shearns, Sr. Manager
Government & Regulatory Affairs

Enclosures¹

¹ Enclosures maybe double sided.

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 MEDFIELD
Year 2023
Subscribers 1279

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.

		Total Complaints	Avg Resolution Time (see code above)	A.	B.	C.
Advertising/Marketing		0	1			
Appointment Service Call		1	2	1	0	0
Billing		1	2	1		
Customer Service		0	1			
Equipment		2	1	2	0	0
Installation		0	1			
Other: Damage	Damage	0	1			
Other: Programming	Programming	0	1			
Reception		0	1			
Service Interruption		0	1			

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	Medfield	Year	2023	Subscribers	1279
Duration of Service Interruption (see Code Key above)					
	Medfield		10/3/2023		1
	Medfield		2/2/2023		2
	Medfield		10/4/2023		2
	Medfield		10/3/2023		2
	Medfield		9/10/2023		2
	Medfield		4/8/2023		2
	Medfield		10/4/2023		1
	Medfield		12/18/2023		2
	Medfield		9/10/2023		1
	Medfield		4/8/2023		1
	Medfield		2/2/2023		1
	Medfield		12/18/2023		2

Annual Notice Information

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. If the problem does not clear up, please feel free to chat with us at 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 at www.xfinity.com. You also may download the Xfinity 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 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 a compatible remote at local electronic stores or other retail outlets. We suggest that you review the remote manufacturer's website prior to purchasing the device to confirm compatibility with Xfinity equipment and your TV set.

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 or by calling us at 1-800-XFINITY.

RECENT AND UPCOMING PROGRAMMING CHANGES

Information on recent and upcoming programming changes can be found at <https://www.xfinity.com/programmingchanges/> 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 <https://es.xfinity.com/support>. Si el problema no se resuelve, no dude en contactarnos por chat en <https://es.xfinity.com/support/contact-us> o llamarnos 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 nos informa de una interrupción en el servicio, responderemos a su informe en el transcurso de 24 horas, excepto en circunstancias extraordinarias o en el caso de condiciones que estén fuera de nuestro control. Si nos informa de 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 el momento más conveniente para usted. 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 su cuenta en es.xfinity.com. También puede descargar la Xfinity app a su smartphone 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://es.xfinity.com/support/contact-us>. También puede visitarnos en una de las tiendas de Xfinity. Visite <https://es.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 o llámenos al 1-855-270-0379.

MUDANZAS

Antes de mudarse, ingrese en <https://es.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 videgrabadora 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 videgrabadora digital TiVo apta para televisión por cable, puede acceder a servicios de video digital conmutados mediante un "adaptador de sintonización". Si tiene una videgrabadora 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://es.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. Le sugerimos que visite la página web del fabricante del control remoto antes de adquirir el dispositivo, para que confirme la compatibilidad del mismo con el equipo Xfinity y su televisión.

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 es.xfinity.com o llámenos al 1-800-XFINITY.

RECIENTES Y PRÓXIMOS CAMBIOS EN LA PROGRAMACIÓN

Para obtener información sobre los más recientes y próximos cambios en la programación visite <https://es.xfinity.com/programmingchanges/> 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

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 January 1, 2023

We know you care about your privacy and the protection of your [personal information](#)^①. 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) includes more information about:

- How to review and manage your personal information and account activity
- How to manage your preference, including setting your marketing and advertising preferences, and restricting certain uses and sharing
- 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](#)^① for more information.

WHEN THE PRIVACY POLICY APPLIES

This Privacy Policy applies to the information we collect when you use or interact with the business entities, [products, services, networks, and platforms](#)^②, including our websites, mobile apps, and other services and devices where this policy is referenced. These may include Xfinity-branded services, Comcast-branded Services, and other products and services we deliver. This Privacy Policy also applies when you otherwise interact with us. We'll refer to all of 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 the other [products, services, websites, and applications](#)^③ (mobile or television) that you may use or interact with 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 applications that you may use through the Xfinity platforms and we are not responsible for the practices of the companies providing those offerings. 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 use one of our platforms to use another company's streaming service, the privacy policy for that streaming service will apply to information it collects about your activity within the app. 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. For more information about how these non-Xfinity products, services, websites, and applications use your information, please review their privacy policies.

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 Services, we will also collect personal information about those individuals. If you 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](#)^④.

We collect this information to provide our Services, communicate with you, [respond to your requests](#)^⑤, and to [tailor our Services](#)^⑥ to best meet your needs and interests.

Learn more about the information we collect and see examples

What We Collect

- **Contact Information** – Information such as your full name and telephone number that we use to stay in contact with you
- **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
- **Demographic and Interest Information** – Information we obtain from other companies to better tailor our programming, 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 "Additional information regarding other laws and individual rights" section of this Privacy Policy.

How We Collect Personal Information

We collect personal information about you in several ways.

1. Directly from you when you create an account, interact with our customer service, or interact with us on behalf of your business, 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
- Information regarding your preferences for your experience on the Services, such as your settings and other information you provide us to enable personalization of content
- 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](#)^⑦ 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](#)^⑧
- Voice commands and audio recordings made through voice activated devices that are part of the Services, such as the Voice Remote or our app-based remote
- Geolocation information on where you are at a specific point in time based on your service address to [help us authenticate you](#)^⑨ for certain services on our platform
- IP addresses, device identifiers, and network equipment addresses when devices connect to our Services, and other device information, including information about Devices provided by other companies from which you use our Services
- User activity information on our websites and applications using cookies and other technologies (Cookie Notice: www.xfinity.com/privacy/policy/cookie/notice) and information provided by other companies [when you integrate their services with our Services](#)^⑩
- Domain Name Server or "DNS"^⑪ searches and [network traffic activity](#)^⑫ 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^⑬ or enable that function in our [mobile apps](#)^⑭
- General location information, such as the city or ZIP Code that correlates with the location of a WiFi service access point or with the lease 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 and other entities that provide credit scoring, identity verification, fraud prevention, and similar services
- Landlords and property owners that provide contact and other information
- Government entities that offer public records
- Consumer data providers that offer [demographic](#)^①, [interest](#)^①, [purchase](#)^①, and other data that we use to tailor our marketing and communications to your interest
- Providers of third-party apps that you use on devices governed by this privacy policy
- Social networks and other publicly available data, like [Facebook](#)^①
- Online advertising companies who may share information about the marketing and advertisements you have seen or clicked on

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. For more information about cookies and other online tracking technologies, please visit our Cookie Notice (www.xfinity.com/privacy/policy/cookie/notice); to manage your preferences, please visit the Xfinity Privacy Preferences Center (www.xfinity.com/privacy/your-privacy-choices). You can also use a browser that offers you the ability to use the Global Privacy Control to communicate your privacy preferences to us when you visit our websites; please note that this will not affect how we process your information when you interact with our products and services. In some of our Services, such as Xumo TV, we may also use technologies to attempt to recognize when different devices are used by the same individual.

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.

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 consumer experiences (including 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 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 and your experience
- Send you service-related announcements and surveys

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^①

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

You are in control of your data. 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. If you participate in offers that require us to disclose your identifiable data, we will, but only at your direction and with your consent.

We share personal information with others when it's needed to provide you with our Services, including with credit reporting agencies. 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](#)^①, 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 Cookie Notice (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, to use for their own 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/your-privacy-choices).

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 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 with another company^①. 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 or other technology 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 Cookie Notice (www.xfinity.com/privacy/policy/cookiepolicy).

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, users can access more information about the measurement software and learn about their choices with regard to Nielsen's measurement.

Non-Xfinity Apps and Partners

Certain Services enable you to interact directly with technology provided by other companies, such as using a non-Xfinity video app^① available through our Services, or accessing our Services through another company's platform or device^①. When you use our Services in connection with any technology provided by another company, you are directing us to interact with that company and that company may collect information from you and our Services. This Privacy Policy does not cover the privacy practices of other companies. For more information about how those companies use your information, please review their privacy policies. For more information about non-Xfinity apps supported on our video Services, please visit <https://my.xfinity.com/privacy/providers>. Certain apps may also run using technology provided by Metrological, a separate Comcast company not subject to this Privacy Policy, whose privacy practices are described at www.metrological.com/privacypolicy.

Consumer Reporting Agencies

We disclose information that personally identifies you to consumer reporting agencies that may be subject to other laws, including the Fair Credit Reporting Act. These disclosures may include information that helps validate your identity, such as your name, current and former addresses, contact information, Social Security number, government-issued identifiers, your payment history and account status, and other identifying information.

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 and Other 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 may be 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/your-privacy-choices). If you change your mind, you can update your preferences any time.

Learn more about your privacy choices

For your convenience, we have created the Xfinity Privacy Preferences Center (www.xfinity.com/privacy/your-privacy-choices), where you can manage:

- how we process personal information linked to your account for certain uses associated with audience measurement, analytics, and personalized advertising for third-party products and services based on your interests
- whether we use your sensitive personal information for personalized recommendations, advertising, and marketing
- your preferences regarding which cookies are stored by our website in your browser when you visit
- your preferences regarding communications, offers, and notifications from us

You can find out more about the choices you have and set your preferences. If you change your mind, you can return any time to update it. Some of the choices are limited to our use of certain customer information and may require you to sign into your 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 and ask us to put your name on our internal company "do not call," "do not mail," or "do not knock" list.

If you subscribe to Xfinity voice service, when you are interacting with one of our customer service representatives, such as on a call, in our offices, or during an online chat session, we may ask you for your oral consent to the use of your customer proprietary network information or "CPNI" for the purpose of reviewing your account and providing you with an offer for other products and services. If you provide consent, Comcast may use your CPNI only for the duration of that telephone call or discussion in order to offer you additional services. If you deny or restrict your approval for us to use your CPNI, you will suffer no effect, now or in the future, on how we provide any services to which you subscribe.

Additional privacy preferences may be available to you on the devices you use to access the Services.

HOW TO ACCESS AND CORRECT THE INFORMATION IN OUR RECORDS

Part of our commitment to transparency includes giving our customers access to the personal information we have about them. If you subscribe to our Services, you have the ability to see and correct your personally identifiable information through your online account services.

Certain states may give you additional rights, as described in the "Additional information regarding other laws and individual rights" section of this Privacy Policy.

All individuals may also make requests to access and correct certain personal information, and to have us delete certain personal information through our Privacy Center by visiting www.xfinity.com/privacy/requests.

Learn more about how to access personally identifiable customer information

If you subscribe to an Xfinity Service, you may correct or update information in your account by visiting www.xfinity.com or by contacting us as described below. If you are an Xfinity Home customer, you can also correct or update your contact and emergency information in the Xfinity Home app. 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 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 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.

ADDITIONAL INFORMATION REGARDING OTHER LAWS AND INDIVIDUAL RIGHTS

CALIFORNIA NOTICE AT COLLECTION

California law provides California residents with rights to receive certain disclosures regarding the collection, use, and sharing of "Personal Information," rights to access, delete, correct certain Personal Information we collect about them, restrict us from "selling" or "sharing" certain Personal Information, and limit our use of Sensitive Personal Information, as defined by the law and described in the categories below. These rights apply to all residents of CA, regardless of whether you are a customer, business contact, or member of the workforce. As a California resident, you have a right not to receive discriminatory treatment for the exercise of your privacy rights.

The California Consumer Privacy Act 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."

You or your authorized agent may submit a request to exercise these rights by visiting www.xfinity.com/privacy/requests or calling us at 1-844-963-0138. To opt out of targeted advertising and the sale or sharing of Personal Information, or to set preferences regarding our use of Sensitive Personal Information, please visit the Xfinity Preferences Page (www.xfinity.com/privacy/your-privacy-choices) and make the appropriate selections in the Settings menu of your relevant devices including X1, Flex, XClass and Xumo TV.

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.

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

Collection, Use, and Retention of Personal Information

The general section of this Privacy Policy describes the types of personal information we collect, how we collect it, 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 following categories. Some of the categories include very different types of information within the same category and certain personal information may fall into multiple categories. How we use and how long we keep the information within each category will vary^①, and not all types of information within the same category will be used for all the purposes listed.

California law also requires us to provide information regarding the criteria we use to determine the length of time for which we retain personal information. We utilize the following criteria to determine the length of time for which we retain personal information:

- The business purpose for which the information is used, and the length of time for which the information is required to achieve those purposes;
- Whether we are required to retain the information in order to comply with legal obligations or contractual commitments, or is otherwise necessary to investigate theft or other illegal activities, to ensure a secure online environment, or to protect health and safety;
- The privacy impact on the consumer of ongoing retention, including the consumer's likely expectations in light of the sensitivity of information and our Privacy Commitments; and
- The manner in which information is maintained and flows through our systems, and how best to manage the lifecycle in light of the volume and complexity of the systems in our infrastructure.

Individual pieces of personal information such as those listed above may exist in different systems that are used for different business or legal purposes. A different maximum retention period may apply to each use case of the information. Certain individual pieces of information may also be stored in combination with other individual pieces of information, and the maximum retention period may be determined by the purpose for which that information set is used.

Categories	Examples	Source	Purpose of collection and use
Identifiers	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	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 from third parties 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
Additional categories of information listed in the California Customer Records statute (Cal. Civ. Code § 1798.80(e))	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	Directly from you when you provide it to us, such as when you create an account or pay for your 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 provide marketing and advertising To personalize our Services
Protected classification characteristics under California or federal law	Age (40 years or older), national origin, marital status, gender, veteran or military status	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
Commercial information	Records of personal property, products or services purchased, obtained, or considered, or other purchasing or consuming histories or tendencies	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
Biometric information	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	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 the Services and applicable features you have selected	To offer or 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

Categories	Examples	Source	Purpose of collection and use
Internet or other electronic network activity information	Browsing history, search history, and information regarding your interaction with one of our internet websites, applications, or an advertisement	From our systems when you use or interact with our Services From third parties. For more information on these third parties, see our Cookie Notice (www.xfinity.com/privacy/policy/cookie/notice)	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 Xfinity.com or ComcastBusiness.com or apps (see our Cookie Notice) We do not use information collected from our broadband network through the provision of Xfinity Internet or Xfinity Mobile for these purposes
Geolocation data	Precise physical location or movements	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 offer or provide our Services To make improvements to our existing Services To personalize our Services and to provide marketing and advertising; we do not use information collected from our provision of Xfinity Internet or Xfinity Mobile for these purposes
Sensory data	Audio, electronic, visual, thermal, olfactory, or similar information	From our systems when you use 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 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
Inferences drawn from other personal information	Profile reflecting a person's preferences, characteristics, psychological trends, predispositions, behavior, attitudes, intelligence, abilities, and aptitudes	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
Sensitive Personal Information	Social security, driver's license, state identification card, or passport number; account log-in, financial account, debit card, or credit card number in combination with any required security or access code, password, or credentials allowing access to an account; precise geolocation; racial or ethnic origin, religious or philosophical beliefs, or union membership; the contents mail, email and text messages; genetic data and biometric information; information collected and analyzed concerning a consumer's health; or information collected and analyzed concerning a consumer's sex life or sexual orientation. Some personal information included in this category may overlap with other categories. We do not collect all of these examples of Sensitive Personal Information, nor do we use all types of Sensitive Personal Information for the purposes described below.	Directly from you when you provide it to us, such as when you create an account or pay for your Services From our systems when you use or interact with Services that collect this information or when you opt in to certain features of our Services From third parties who make inferences regarding 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 To verify identity and to protect the health and safety of our customers, employees, contractors, or the general public

Disclosures to Third Parties for a Business Purpose

For all enumerated categories listed above, we limit disclosures of Personal Information for business purposes to service providers, as described in "When and With Whom We Share Information."

Sharing and Sale of Personal Information and Right to Opt Out

The CCPA requires companies to include certain disclosures relating to your right to opt out of "sale" or "sharing." We do not sell information that identifies who you are to anyone and we do not knowingly sell the personal information of consumers under 16 years of age. To opt out of the sale or sharing of non-identifying information, please visit the Xfinity Preferences Page (www.xfinity.com/privacy/your-privacy-choices) and make the appropriate selections in the Settings menu of your relevant devices including X1, Flex, XClass TV and Xumo TV. 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. Below are the types of information "sold" and the categories of third parties that receive the information. This information does not, in and of itself, identify who you are.

Identifiers to Affiliates, advertising networks, data analytics providers, social networks, and audience measurement companies.

Internet or other electronic network activity information to affiliates, advertising networks, data analytics providers, social networks, and audience measurement companies.

Inferences drawn from other personal information to advertising networks.

Right to Know, Right to Request Correction, 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. If we hold personal information that is not accurate, California residents have the right to request that we correct this information. You or your authorized agent may submit a request to exercise your rights by visiting www.xfinity.com/privacy/requests or calling us at 1-844-963-0138.

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 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. In certain circumstances, we may not collect sufficient identifiers to match information in our records with your request.

Right to Restrict Use of Sensitive Personal Information

California residents have the right to request that we restrict our use of Sensitive Personal Information. You can limit our use and disclosure of your Sensitive Personal Information for personalized recommendations, marketing, and advertising purposes through the Xfinity Preferences Page (www.xfinity.com/privacy/your-privacy-choices).

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. 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.

To review the number of requests we have received over time, how we have complied with those requests, and the median or mean number of days in which we respond to such requests, please visit www.xfinity.com/privacy/reports.

ADDITIONAL 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"① 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/your-privacy-choices. To review the full Xfinity privacy policy, visit 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 www.xfinity.com/privacy/our-commitment.

ADDITIONAL INFORMATION REGARDING VIRGINIA RESIDENTS' PRIVACY RIGHTS

Virginia law provides Virginia residents with rights to access, delete, and correct certain "Personal Data" we collect about them, as well as to restrict the use of that Personal Data for targeted advertising, restrict the "sale" of that Personal Data, and control our use of Personal Data considered sensitive. If you are a Virginia resident, you also have a right not to receive discriminatory treatment for the exercise of your privacy rights.

The Virginia Consumer Data Protection Act defines "Personal Data" to mean "any information that is linked or reasonably linkable to an identified or identifiable natural person." When we use the term "personal information" in our Privacy Policy, it includes Personal Data covered by this definition.

You or your authorized agent may **submit a request** to exercise your access, deletion, and correction rights by visiting www.xfinity.com/privacy/requests or calling us at 1-844-963-0138. To opt out of targeted advertising and the sale or sharing of Personal Data, or to set preferences regarding our use of sensitive Personal Data, please visit the Xfinity Preferences Page (www.xfinity.com/privacy/your-privacy-choices) and make the appropriate selections in the Settings menu of your relevant devices including X1, Flex, XClass TV and Xumo TV. If we deny your request, you have the right to appeal our decision. You can request further review through the request dashboard (www.xfinity.com/privacy/requests).

ADDITIONAL INFORMATION REGARDING EEA, SWITZERLAND, AND UNITED KINGDOM RESIDENTS' PRIVACY RIGHTS

The EU General Data Protection Regulation and the UK General Data Protection Regulation provide residents of the EEA, United Kingdom, and Switzerland the rights to receive notice regarding the purposes for which your data are processed and the legal basis for our processing, the categories of recipients of your personal information, whether the personal information will be transferred outside these jurisdictions, and the criteria we use to determine how long to retain your data. You also have the right to receive notice about your rights. These rights apply to all residents of these locations, regardless of whether you are a customer, business contact, or member of the workforce.

The GDPR defines "Personal Data" to mean "any information that is linked or reasonably linkable to an identified or identifiable natural person." When we use the term "personal information" in our Privacy Policy, it includes Personal Data covered by this definition.

[Learn more about your rights if you are an EEA, Switzerland, or United Kingdom resident and how to exercise them](#)

RIGHT TO BE INFORMED

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. For information on our retention practices, please see "How long we keep your information" above.

Legal Basis for Processing

We rely on a variety of legal bases to process your personal information. We mainly process your personal information because it is necessary to perform our agreement to provide the Services to you or because the processing is necessary for our legitimate interests where those interests do not override your fundamental rights and freedoms related to data privacy. Where we rely on legitimate interest as this lawful basis, our legitimate interest is necessary for promoting our business, improving the services we offer to you and your experience when you interact with us, and ensuring effective operational management and internal administration of our business and the exercise of our rights. In limited circumstances, we may rely on other legal bases for processing your personal information, including when necessary to comply with a legal obligation or where you provide your consent for processing.

Cross-Border Transfer of Information

Certain personal information may be transferred to and processed in the US and other countries where we have facilities or in which we engage service providers. The laws in the U.S. regarding personal information may be different from the laws of your state or country. We implement appropriate safeguards to protect your personal information as required by relevant law, including supplemental measures, if we transfer your personal information outside of the EEA, UK, or Switzerland.

RIGHT OF ACCESS, RIGHT TO DATA PORTABILITY, RIGHT TO REQUEST CORRECTION, AND RIGHT TO REQUEST DELETION OF INFORMATION

You have the right to request that we:

- Give you access to, and a copy of your personal information we hold in our systems;
- Correct or update inaccurate or incomplete personal information we have about you;
- Delete all or some of the personal information we have about you (e.g., if it is no longer needed to provide Services to you).

To submit a request to exercise your rights, please complete the form available at www.xfinity.com/privacy/requests. We may have a reason under the law why we do not have to comply with your request, or may comply with it in a more limited way than you anticipated. If we do, we will explain that to you in our response. Please note that, in order to verify your identity, we may require you to provide us with information prior to accessing any records containing information about you. In certain circumstances, we may not collect sufficient identifiers to match information in our records with your request.

RIGHT TO OBJECT, WITHDRAW CONSENT, AND RESTRICT PROCESSING

You have the right to request that we:

- Stop using, and ensure that all third parties stop using, some or all of your personal information (e.g., if we no longer have a legal basis to process it);
- Stop contacting you with promotional messages.

You can exercise these rights by visiting the Xfinity Preferences Page (www.xfinity.com/privacy/your-privacy-choices) and making the appropriate selections in the Settings menu of your relevant Comcast/Xfinity issued devices.

RIGHT TO OPT OUT OF AUTOMATED PROCESSING

You have the right to opt-out of automated processing where such processing would produce legal or other similarly significant effects. However, we do not use personal information of residents of the EEA, Switzerland, and United Kingdom to make automated decisions about you that would have these effects.

RIGHT TO LODGE A COMPLAINT

You have the right to lodge a complaint with your local data protection authority about our use of your personal information.

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

Be sure to include your name and address, your Comcast account number (if applicable), 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 ① next to them.

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

Products, services, networks, and platforms: Examples of when this policy applies include: Xfinity® TV and Streaming, Xfinity Internet, xFi and Xfinity Advanced Security, Xfinity Voice, Xfinity Stream app, Xfinity WiFi service, Xfinity Home, Xfinity Mobile, Xfinity Flex, XClass TV, Comcast Business Services, Effectv, Xumo, Xumo TV, Xumo Play.

Other products, services, websites, and applications: For example, if you use the Peacock app on your X1 or Xfinity Mobile phone, NBCUniversal's privacy policy will apply to the information collected through that app.

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: For example, 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, Flex, XClass or Xumo TV platform, we will only know that you accessed that application, not what you do within those video selections unless you have allowed the sharing of this information.

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.

Information provided when you integrate other services with our Services: For example, if you download or use another company's tools or features that are compatible with our Services, that other company will collect information about your use of those tools and features and may share additional information with us.

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 on the Internet is your business, not ours. We limit our use of customer network traffic activity to assess how the network is performing; understand trends; stay ahead of capacity demands; build, test, and improve our products and services; and for fraud and security purposes. We do that with a sample of network data and we only connect our customer's network activity to particular individuals when necessary for security or fraud purposes, or required by law.

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/your-privacy-choices).

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 one of our platforms, such as the X1, Flex, XClass or Xumo TV platform. In that instance, we will make sure you give us clear direction to do so, before we pass that information on.

Another company: For example, when you are signing up for a third-party service through our X1 or Flex, 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.

Non-Xfinity video app: For example, when you use Peacock on the X1, Flex, XClass or Xumo TV platform.

Another company's platform or device: For example, when you use the Xfinity Stream app from devices operated by other companies, such as an Apple or Android device.

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 1.º de enero de 2023

Sabemos que le importa su privacidad y la protección de su **información personal**^①. 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 (<https://es.xfinity.com/privacy>) incluye más información sobre:

- Cómo revisar y administrar su información personal y la actividad de su cuenta
- Cómo administrar sus preferencias, que comprende la configuración de sus preferencias de marketing y publicidad, y la restricción de ciertos usos o divulgaciones
- 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**^① para obtener más información.

CUÁNDO CORRESPONDE ESTA POLÍTICA DE PRIVACIDAD

Esta Política de privacidad corresponde a la información que recopilamos cuando usted utiliza o interactúa con entidades comerciales, **productos, servicios, redes y plataformas**^①, incluso nuestros sitios web, aplicaciones móviles y otros servicios y dispositivos donde se hace referencia a esta política. Estos pueden incluir servicios de la marca Xfinity, servicios de la marca Comcast y otros productos y servicios que ofrecemos. La presente Política de privacidad también corresponde cuando usted interactúa con nosotros de cualquier otro modo. En este documento nos referiremos a todos ellos como nuestros "Servicios". Corresponde además a la información acerca de usted que recopilamos de terceros.

Esta Política de privacidad **no** corresponde a **otros productos, servicios, sitios web y aplicaciones**^① (móviles o de televisión) que usted pueda utilizar o con los que pueda interactuar 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 residencial) 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 como, por ejemplo, un contrato separado para servicios de Comcast Business. 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 que no son de Xfinity pero que usted podría utilizar a través de las plataformas Xfinity y, por lo tanto, nosotros no somos responsables de las prácticas de las empresas que proporcionan esas ofertas. 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 usa una de nuestras plataformas 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 sobre su actividad dentro de la aplicación. Del mismo modo, si conecta el termostato inteligente de su hogar a su servicio de seguridad y automatización de Xfinity Home, la política de privacidad de la empresa del termostato inteligente corresponderá a la información que el termostato recopile. Para obtener más información sobre cómo estos productos, servicios, sitios web y aplicaciones ajenos a Xfinity utilizan su información, consulte sus políticas de privacidad.

LA 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 Servicios, también recopilaremos información personal sobre ellas. Si usted 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**^①.

Recopilamos esta información para ofrecerle nuestros Servicios, comunicarnos con usted, **responder a sus solicitudes**^① y **adaptar nuestros Servicios**^① a sus necesidades e intereses.

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

Qué información recopilamos

- **Información de contacto:** información que usamos para mantenernos en contacto con usted, como su nombre completo y su número de teléfono
- **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 demográfica y sobre sus intereses:** información que obtenemos de otras compañías para adaptar mejor nuestros servicios de programación, 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 sección "Información adicional sobre otras leyes y derechos individuales" de esta Política de privacidad.

Cómo recopilamos información personal

Recopilamos información personal sobre usted de distintas formas.

1. Directamente de usted, cuando abre una cuenta, interactúa con nuestro servicio de atención al cliente o interactúa con nosotros en nombre de su empresa. 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 relativa a sus preferencias con respecto a su experiencia con los Servicios, como su configuración y otra información que nos proporcione para permitir la personalización del contenido
- 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^① o 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**^① de su hogar y en los dispositivos
- Comandos de voz y grabaciones de audio registrados a través de dispositivos activados por voz que son parte de los Servicios, como Voice Remote o nuestro control remoto basado en aplicaciones
- Información de geolocalización (que indica dónde se encuentra en un determinado momento en función de su dirección de servicio) **para ayudarnos a autenticar**^① 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 y otra información del dispositivo, incluida la

información sobre los Dispositivos proporcionada por otras empresas desde las que utiliza nuestros Servicios

- Información sobre la actividad de los usuarios en nuestros sitios web y aplicaciones, que se recopila mediante cookies y otras tecnologías (Aviso sobre cookies: <https://es.xfinity.com/privacy/policy/cookie/notice>) e información proporcionada por otras empresas cuando usted integra sus servicios con nuestros Servicios^①
- Búsquedas en servidores de nombre de dominio (DNS)^① y actividad de tráfico de red^① 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^① o habilita esa función en nuestras aplicaciones móviles^①
- 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 el alquiler 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 de Xfinity Home

3. De terceros, tales como:

- Agencias de informes crediticios y otras entidades que proveen puntajes crediticios, verificación de identidad, prevención de fraudes y otros servicios similares
- 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^①, sobre intereses^①, sobre compras^① y de otro tipo, que usamos para adaptar nuestro marketing y comunicaciones a sus intereses
- Proveedores de aplicaciones de terceros que usted utiliza en dispositivos regidos por esta política de privacidad
- Redes sociales y otros datos disponibles públicamente como en Facebook^①
- 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

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. Para obtener más información sobre cookies y otras tecnologías de rastreo en línea, visite nuestro Aviso sobre cookies (<https://es.xfinity.com/privacy/policy/cookie/notice>). Para controlar sus preferencias, visite el Centro de preferencias de privacidad de Xfinity (<https://es.xfinity.com/privacy/your-privacy-choices>). También puede utilizar un navegador que le ofrezca la posibilidad de utilizar el Control de privacidad global para comunicarnos sus preferencias de privacidad cuando visite nuestros sitios web. Tenga en cuenta que esto no afectará la manera en que procesamos su información cuando interactúa con nuestros productos y servicios. En algunos de nuestros Servicios, como Xumo TV, también podemos utilizar tecnologías para intentar identificar el uso de diferentes dispositivos por parte de una misma persona.

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.

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, ofrecer experiencias personalizadas para el consumidor (incluido el marketing y la 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 las comunicaciones y su experiencia
- Enviarle anuncios y encuestas 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^①

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

Usted tiene el control de sus datos. 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. Cuando participe en ofertas que requieran la divulgación de datos que lo identifiquen, solo los divulgaremos si usted lo indica y lo autoriza.

Compartimos la información personal con otros cuando sea necesario para proporcionarle nuestros Servicios, incluso con agencias de informes crediticios. 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^①.

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 nuestro Aviso sobre cookies (<https://es.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 utilizarla para sus propios fines, primero le daremos la opción de aceptar o rechazar que se comparta dicha información en el Centro de preferencias de privacidad de Xfinity (<https://es.xfinity.com/privacy/your-privacy-choices>).

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 u otro tipo de tecnología 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 el Aviso sobre cookies (<https://es.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/digitalprivacy, los usuarios pueden acceder a más información sobre el software de medición y conocer sus opciones con respecto a las mediciones de Nielsen.

Aplicaciones que no son de Xfinity y empresas asociadas

Algunos Servicios le permiten interactuar directamente con una tecnología proporcionada por otras empresas. Esto puede ser mediante el uso de una aplicación de video que no sea de Xfinity® disponible a través de nuestros Servicios, o el acceso a nuestros Servicios a través de la plataforma o el dispositivo de otra empresa®. Cuando usted usa nuestros Servicios vinculados con una tecnología proporcionada por otra empresa, nos está indicando que interactuemos con esa empresa y esa empresa puede recopilar información sobre usted y nuestros Servicios. Esta Política de Privacidad no regula las prácticas de privacidad de otras empresas. Para obtener más información sobre el uso que esas empresas hacen de su información, consulte sus respectivas políticas de privacidad. Para obtener más información sobre las aplicaciones que no son de Xfinity y que son compatibles con nuestros Servicios de video, ingrese en <https://my.xfinity.com/privacy/providers>. Ciertas aplicaciones también podrían ejecutarse con tecnología proporcionada por Metrological, una empresa independiente de Comcast que no está sujeta a esta Política de privacidad y cuyas prácticas de privacidad se describen en www.metrological.com/privacypolicy.

Agencias de informes del consumidor

Divulgamos información que lo identifica personalmente a agencias de informes del consumidor que podrían estar sujetas a otras leyes, incluida la Ley de informes crediticios imparciales. Estas divulgaciones pueden incluir información que ayude a validar su identidad, como su nombre, domicilio actual y anterior, información de contacto, número de Seguro Social, identificadores emitidos por el gobierno, su historial de pagos y estado de cuenta, y otra información de identificación.

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 y otras entidades 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 según las leyes federales".

Si usted se suscribe a los Servicios Xfinity Internet, Voice, Mobile o seguridad y automatización de Xfinity Home, 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. Es posible que los términos del proceso judicial nos prohíban 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 necesite 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 (<https://es.xfinity.com/privacy/your-privacy-choices>). 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 (<https://es.xfinity.com/privacy/your-privacy-choices>), donde usted puede controlar:

- cómo tratamos la información personal vinculada a su cuenta para determinados usos relacionados con la medición de la audiencia, la analítica y los anuncios publicitarios personalizados de productos y servicios de terceros en función de sus intereses
- si utilizamos su información personal sensible para recomendaciones personalizadas, publicidad y marketing
- sus preferencias relativas a las cookies que nuestro sitio web almacena en su navegador cuando lo visita
- sus preferencias relativas a las comunicaciones, ofertas y notificaciones que le enviamos

Puede averiguar más sobre las opciones disponibles y configurar sus preferencias. Si cambia de parecer, puede regresar en cualquier momento para actualizarlas. Algunas de las opciones están limitadas al uso por parte nuestra de cierta información del cliente, por lo cual podría tener que iniciar sesión en su cuenta.

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 y pedirnos que incluyamos su nombre en las listas internas de "no llamar", "no enviar correo" o "no visitar" de la empresa.

Si está suscrito al servicio de voz de Xfinity, es posible que cuando interactúe con uno de nuestros representantes de atención al cliente, por ejemplo, en una llamada, en nuestras oficinas o durante una sesión de chat en línea, le pidamos su consentimiento verbal para el uso de su información de red específica del cliente o "CPNI" con el fin de revisar su cuenta y ofrecerle otros productos y servicios. Si usted da su consentimiento, Comcast podrá utilizar su CPNI solo mientras dure la llamada telefónica o la conversación con el fin de ofrecerle otros servicios. Si usted se niega o restringe su aprobación para que utilicemos su CPNI, no se verá afectado el modo en que le proporcionamos los servicios a los que se ha suscrito, ni en el presente ni en el futuro.

Es posible que haya otras preferencias de privacidad disponibles en los dispositivos que utiliza para acceder a los Servicios.

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 personal que tenemos sobre ellos. Si se suscribe a sus Servicios, puede ver y corregir su información de identificación personal a través de los servicios de su cuenta en línea.

Algunos estados pueden concederle derechos adicionales, como los descritos en la sección "Información adicional sobre otras leyes y derechos individuales" de esta Política de privacidad.

Todas las personas también pueden solicitar el acceso y la corrección de determinados datos personales, así como la eliminación de ciertos datos personales a través de nuestro Centro de privacidad, ingresando en www.xfinity.com/privacy/requests.

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 <https://es.xfinity.com> o poniéndose en contacto con nosotros como se indica más adelante. Si es cliente de Xfinity Home, también puede corregir o actualizar su información de contacto y emergencia desde la Xfinity Home app. 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 o llame al 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 identifiquen 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 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 ADICIONAL SOBRE OTRAS LEYES Y DERECHOS INDIVIDUALES

AVISO DE CALIFORNIA EN EL MOMENTO DE LA RECOPIACIÓN

La ley de California les otorga a los residentes de ese estado el derecho a recibir ciertos avisos sobre la recopilación, el uso y la compartición de la "información personal"; el derecho a acceder, eliminar y corregir determinada información personal que recopilamos sobre ellos; nos prohíbe "vender" o "compartir" cierta Información Personal; y limita nuestro uso de la información personal sensible, según como la define la ley y como se describe en las categorías que se detallan a continuación. Estos derechos se aplican a todos los residentes de California, independientemente de si usted es un cliente, un contacto comercial o un miembro de la fuerza laboral. Como residente de California, tiene derecho a no recibir un trato discriminatorio por ejercer sus derechos de privacidad.

La Ley de Privacidad del Consumidor de California define "información personal" como "información que identifica a un determinado consumidor u hogar, se relaciona con este, lo describe, o podría asociarse o vincularse razonablemente con él, de forma directa o indirecta".

Para ejercer estos derechos, usted o su agente autorizado pueden enviar una solicitud ingresando en www.xfinity.com/privacy/requests o llamándonos al 1-844-963-0138. Para excluirse de la publicidad dirigida y de la venta o compartición de información personal, así como para establecer preferencias sobre nuestro uso de la información personal sensible, visite la Página de preferencias de Xfinity (<https://es.xfinity.com/privacy/your-privacy-choices>) y haga las selecciones correspondientes en el menú Configuración de sus dispositivos relevantes, incluido X1, Flex, XClass y Xumo TV.

Los residentes del estado de California también tienen derecho a solicitar información sobre terceros a los que la compañía ha revelado ciertas categorías de información personal durante el año anterior para fines de marketing directo de terceros en virtud de la ley de California "Shine the Light" (Cal. Código civil §1798.83). Según esta ley, información personal se refiere a "cualquier información que, cuando se divulgó, identificó o describió a un individuo, o pudo asociarse con él". 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. Sin embargo, si usted es residente de California y desea realizar más consultas, envíe un correo electrónico a Comcast_Privacy@comcast.com.

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

Recopilación, uso y conservación de la 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 (California Consumer Privacy Act, CCPA) exige que divulguemos la información personal que hemos recopilado sobre nuestros clientes en las siguientes categorías. Algunas de las categorías incluyen tipos muy diferentes de información en la misma categoría, por lo que cierta información personal puede incluirse en varias categorías. Como usamos y durante cuánto tiempo conservamos la información de cada categoría puede [variar](#) según la categoría y no todos los tipos de información de una misma categoría se usarán para todos los fines que se enumeran.

La ley de California exige que brindemos información sobre los criterios que usamos para determinar el tiempo durante el que conservamos la información personal. Utilizamos los siguientes criterios para determinar el tiempo durante el que conservamos la información personal:

- El fin comercial para el que la información se usa y el tiempo durante el que la información se necesita para alcanzar esos objetivos;
- Si debemos conservar la información para cumplir con obligaciones legales o compromisos contractuales, o si se necesita de otra forma para investigar robos u otras actividades ilegales, para garantizar un entorno virtual seguro o para proteger la salud y la seguridad;
- El impacto de la privacidad de la conservación continua en el consumidor, incluidas sus expectativas probables a la luz de la sensibilidad de la información y nuestros Compromisos de privacidad;
- La manera en que la información se conserva y fluye por nuestros sistemas, y cómo administrar mejor el ciclo de vida a la luz del volumen y la complejidad de los sistemas de nuestra infraestructura.

Los datos individuales de la información personal, como los enumerados arriba, pueden existir en distintos sistemas que se usan para diferentes fines comerciales y legales. Se puede aplicar un período de conservación máximo diferente a cada caso de uso de la información. Ciertos datos individuales también pueden guardarse junto con otros datos individuales, por lo que el fin para el que ese conjunto de información se usa puede determinar el período de conservación máximo.

Categorías	Ejemplos	Fuente	Finalidad de la recopilación y uso
Identificadores	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	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 de terceros) 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	Fuente	Finalidad de la recopilación y uso
Otras categorías de información enumeradas en el estatuto de Registros de clientes de California (Cód. Civ. de California § 1798.80(e))	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	Directamente de usted, cuando la provee (por ejemplo, al abrir una cuenta o pagar por los Servicios que recibe) 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
Características de clasificación protegidas en virtud de las leyes federales o de California	Edad (40 años o más), nacionalidad de origen, estado civil, sexo, condición de veterano o militar	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
Información comercial	Registros de propiedad personal, productos o servicios comprados, obtenidos o evaluados u otros antecedentes o tendencias de compra o consumo	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
Información biométrica	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	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 y las características aplicables que ha seleccionado	Para ofrecer o 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
Información sobre la actividad en Internet u otra red electrónica	Historial de navegación, historial de búsquedas e información relativa a su interacción con uno de nuestros sitios web, aplicaciones o anuncios en Internet	De nuestros sistemas, cuando usa nuestros Servicios o interactúa con ellos De terceros. Para obtener más información sobre estos terceros, consulte nuestro Aviso sobre cookies (https://es.xfinity.com/privacy/policy/cookie/notice)	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 es.xfinity.com o ComcastBusiness.com , o nuestras apps (consulte nuestro Aviso sobre cookies) No usamos la información recopilada de nuestra red de banda ancha a través de la provisión de Xfinity Internet o Xfinity Mobile para estos fines
Información de geolocalización	Ubicación física precisa y movimientos	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 ofrecer o proveer nuestros Servicios Para mejorar nuestros Servicios actuales Para personalizar nuestros Servicios y para fines de comercialización y publicidad; no usamos la información recopilada a partir de nuestra provisión de Xfinity Internet o Xfinity Mobile para estos fines
Datos sensoriales	Información de audio, electrónica, visual, térmica, olfativa o similar	De nuestros sistemas, cuando utiliza 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 el 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
Inferencias deducidas a partir de otra información personal	Perfil que refleja las preferencias, características, tendencias psicológicas, predisposiciones, conducta, actitudes, inteligencia, destrezas y aptitudes de una persona	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
Información personal sensible	Número de Seguro Social, licencia de conducir, tarjeta de identificación del estado o número de pasaporte; información para el inicio de sesión de una cuenta, número de cuenta financiera, número de tarjeta de débito o número de tarjeta de crédito en combinación con el código de seguridad o acceso requerido, la contraseña o las credenciales que permiten el acceso a una cuenta; geolocalización precisa; raza o etnia, creencias religiosas o filosóficas o pertenencia sindical; contenido del correo postal, de los correos electrónicos o de los mensajes de texto; datos genéticos e información biométrica; información recopilada y analizada sobre la salud, la vida sexual o la orientación sexual del consumidor; cierta información personal incluida en esta categoría puede superponerse con otras categorías. No recopilamos todos estos ejemplos de información personal sensible ni tampoco usamos todos los tipos de información personal sensible para los fines que se detallan a continuación.	Directamente de usted cuando nos la proporciona, como cuando crea una cuenta o paga sus Servicios De nuestros sistemas cuando usa o interactúa con Servicios que recopilan esta información o cuando acepta ciertas características de nuestros Servicios De terceros que hacen inferencias sobre su grupo familiar	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 Para verificar la identidad y proteger la salud y la seguridad de nuestros clientes, empleados, contratistas o el público en general

Divulgación a terceros para fines comerciales

Para todas las categorías enumeradas que se mencionaron anteriormente, limitamos las divulgaciones de información personal para fines comerciales a los proveedores de servicios, según como se describen en la sección "Cuándo y con quién compartimos información".

Compartición y venta de información personal y derecho de exclusión

La CCPA exige a las compañías que incluyan ciertas divulgaciones sobre su derecho de exclusión respecto de la "venta" o "compartición". No vendemos a nadie información que lo identifica y no vendemos a sabiendas la información personal de consumidores menores de 16 años. Para excluirse de la venta o compartición de información no identificatoria, visite la Página de preferencias de Xfinity (<https://es.xfinity.com/privacy/your-privacy-choices>) y haga las selecciones correspondientes en el menú Configuración de sus dispositivos relevantes, incluido X1, Flex, XClass TV y Xumo TV. Tenga en cuenta que su derecho de exclusión no se aplica a los datos que compartimos con proveedores de servicios con quienes trabajamos y que tienen la obligación de usarlos exclusivamente en nuestro nombre. A continuación, encontrará los tipos de información "vendidos" y las categorías de terceros que reciben información. Esta información por sí misma no lo identifica.

Identificadores para compañías afiliadas, redes de anuncios publicitarios, proveedores de servicios estadísticos, redes sociales y compañía de medición de audiencia.

Información sobre la actividad en Internet u otra red electrónica para compañías afiliadas, redes de anuncios publicitarios, proveedores de servicios estadísticos, redes sociales y compañía de medición de audiencia.

Inferencias deducidas a partir de otra información personal para redes de anuncios publicitarios.

Derecho a conocer la información recopilada y solicitar su corrección o 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. Si conservamos información personal que no es exacta, los residentes de California tienen derecho a solicitar que la corrijamos. Para ejercer sus derechos, usted o su agente autorizado pueden enviar una solicitud ingresando en www.xfinity.com/privacy/requests o llamándonos al 1-844-963-0138.

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 a su cuenta, le pediremos que se autentique a través de su cuenta de Xfinity. 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. Del mismo modo, podría haber motivos por los que no podamos atender sus solicitudes de eliminación, como la necesidad de conservar su información personal para brindarle un servicio o para cumplir con una obligación legal. En determinados casos, es posible que no recopilemos suficientes identificadores que hagan coincidir la información de nuestros registros con su solicitud.

Derecho a restringir el uso de información personal sensible

Los residentes de California tienen el derecho a solicitarnos que restrinjamos nuestro uso de la información personal sensible. Puede limitar nuestro uso y divulgación de su información personal sensible para fines de recomendaciones personalizadas, marketing y publicidad a través de la Página de preferencias de Xfinity (<https://es.xfinity.com/privacy/your-privacy-choices>).

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 nos comparta información personal a cambio de descuentos. 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.

Para consultar la cantidad de solicitudes que recibimos a lo largo del tiempo, cómo cumplimos con esas solicitudes y la cantidad media o mediana de días en la que respondemos a esas solicitudes, visite <https://es.xfinity.com/privacy/reports>.

INFORMACIÓN ADICIONAL 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, los "Proveedores") usen, divulguen, vendan o permitan el acceso a la "información personal del cliente" sin su consentimiento expreso y afirmativo, el cual puede revocarse en cualquier momento.

Sin embargo, este consentimiento no será necesario para la recopilación, la conservación, el uso, la divulgación, la venta o el 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 de geolocalización sobre 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
 - A 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 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 adoptará 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 <https://es.xfinity.com/privacy/your-privacy-choices>. Para examinar la política de privacidad de Xfinity en su totalidad, ingrese en <https://es.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://es.xfinity.com/privacy/our-commitment>.

INFORMACIÓN ADICIONAL SOBRE LOS DERECHOS DE PRIVACIDAD DE LOS RESIDENTES DE VIRGINIA

La ley de Virginia les otorga a los residentes de ese estado el derecho a acceder, eliminar y corregir ciertos "datos personales" que recopilamos sobre ellos, así como a restringir el uso de esos datos personales para publicidad dirigida, limitar la "venta" de dichos datos personales y controlar nuestro uso de los datos personales considerados sensibles. Si es residente de Virginia, también tiene derecho a no recibir un trato discriminatorio por ejercer sus derechos de privacidad.

La Ley de Protección de Datos del Consumidor de Virginia define "Datos personales" como "toda información que está vinculada o pueda vincularse razonablemente con una persona natural identificada o identificable". Cuando usamos el término "información personal" en nuestra Política de privacidad, incluye los datos personales que esta definición abarca.

Para ejercer sus derechos de acceso, eliminación y corrección, usted o su agente autorizado pueden **enviar una solicitud** ingresando en www.xfinity.com/privacy/requests o llamándonos al 1-844-963-0138. Para excluirse de la publicidad dirigida y de la venta o compartición de datos personales, así como para establecer preferencias sobre nuestro uso de los datos personales sensibles, visite la Página de preferencias de Xfinity (<https://es.xfinity.com/privacy/your-privacy-choices>) y haga las selecciones correspondientes en el menú Configuración de sus dispositivos relevantes, incluido X1, Flex, XClass TV y Xumo TV. Si rechazamos su solicitud, tiene derecho a apelar nuestra decisión. Puede solicitar otra revisión a través del panel de solicitudes (www.xfinity.com/privacy/requests).

INFORMACIÓN ADICIONAL SOBRE LOS DERECHOS DE PRIVACIDAD DE LOS RESIDENTES DEL EEE, SUIZA Y REINO UNIDO

El Reglamento General de Protección de Datos (General Data Protection Regulation, RGPD) de la UE y el Reglamento General de Protección de Datos de Reino Unido les otorgan a los residentes del EEE, Reino Unido y Suiza el derecho a recibir avisos sobre los fines para los que se procesan sus datos y nuestro fundamento legal para dicho procesamiento, las categorías de los destinatarios de su información personal, si la información personal se transferirá fuera de estas jurisdicciones y los criterios que usamos para determinar durante cuánto tiempo debemos conservar sus datos. También tiene derecho a recibir avisos sobre sus derechos. Estos derechos se aplican a todos los residentes de estos lugares, independientemente de si usted es un cliente, un contacto comercial o un miembro de la fuerza laboral.

El RGPD define "Datos personales" como "toda información que está vinculada o puede vincularse razonablemente con una persona natural identificada o identificable". Cuando usamos el término "información personal" en nuestra Política de privacidad, incluye los datos personales que esta definición abarca.

Si reside en el EEE, Suiza o Reino Unido, obtenga más información sobre sus derechos y cómo puede ejercerlos

DERECHO A SER INFORMADO

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. Para obtener información sobre nuestras prácticas de conservación, consulte la sección "Por cuánto tiempo conservamos su información" más arriba.

Fundamento legal para el procesamiento

Utilizamos diversos fundamentos legales para procesar su información personal. Principalmente, procesamos su información personal porque es necesario para ejecutar nuestro acuerdo de prestación de Servicios con usted o porque el procesamiento es necesario para nuestros intereses legítimos, toda vez que dichos intereses no anulan sus derechos y libertades fundamentales relacionados con la privacidad de los datos. Cuando utilizamos el interés legítimo como fundamento legal, nuestro interés legítimo es necesario para promocionar nuestro negocio, mejorar los servicios que le ofrecemos, así como su experiencia cuando interactúa con nosotros y garantizar una gestión operativa eficaz y la administración interna de nuestra compañía, además del ejercicio de nuestros derechos. En casos limitados, podemos utilizar otros fundamentos legales para procesar su información personal, incluso cuando sea necesario para cumplir con una obligación legal o cuando brinda su consentimiento para el procesamiento.

Transferencia transfronteriza de información

Determinada información personal puede transferirse a Estados Unidos y otros países, o procesarse en ellos, en los que tenemos establecimientos o en los que nos involucramos con proveedores de servicios. La legislación de Estados Unidos sobre información personal puede ser diferente a la legislación de su estado o país. Implementamos resguardos adecuados para proteger su información personal según lo exigido por la legislación relevante, incluidas las medidas complementarias, si transferimos su información personal fuera del EEE, Reino Unido o Suiza.

DERECHO DE ACCESO, DERECHO A LA PORTABILIDAD DE DATOS Y DERECHO A SOLICITAR LA CORRECCIÓN O ELIMINACIÓN DE LA INFORMACIÓN

Tiene derecho a solicitarnos que hagamos lo siguiente:

- Le demos acceso a su información personal que conservamos en nuestros sistemas y una copia de ella;
- Corrijamos o actualicemos la información personal inexacta o incompleta que tenemos sobre usted;
- Eliminemos toda la información personal o parte de ella que tenemos sobre usted (por ejemplo, si ya no es necesaria para prestarle los Servicios a usted).

Para enviar una solicitud a fin de ejercer sus derechos, tenga a bien completar el formulario disponible en www.xfinity.com/privacy/requests. Podemos tener un motivo de conformidad con la ley por el que no tenemos que cumplir con su solicitud o por el que podemos cumplir con ella de una manera más limitada que la que usted anticipó. De ser así, se lo explicaremos en nuestra respuesta. Tenga en cuenta que, para verificar su identidad, es posible que le pidamos que nos brinde información antes de acceder a los registros que contienen información sobre usted. En determinados casos, es posible que no recopilamos suficientes identificadores que hagan coincidir la información de nuestros registros con su solicitud.

DERECHO A OBJETAR, RETIRAR EL CONSENTIMIENTO Y RESTRINGIR EL PROCESAMIENTO

Tiene derecho a solicitarnos que hagamos lo siguiente:

- Dejemos de usar, y garanticemos que todos los terceros dejen de usar, parte o la totalidad de su información personal (por ejemplo, si ya no tenemos un fundamento legal para procesarla);
- Dejemos de contactarlo con mensajes promocionales.

Puede ejercer estos derechos visitando la Página de preferencias de Xfinity (<https://es.xfinity.com/privacy/your-privacy-choices>) y haciendo las selecciones correspondientes en el menú Configuración de sus dispositivos relevantes entregados por Comcast/Xfinity.

DERECHO DE EXCLUSIÓN DEL PROCESAMIENTO AUTOMATIZADO

Tiene derecho a excluirse del procesamiento automatizado cuando dicho procesamiento produciría efectos legales u otros efectos igualmente significativos. No obstante, no usamos la información personal de los residentes del EEE, Suiza y Reino Unido para tomar decisiones automatizadas sobre usted que tendrían estos efectos.

DERECHO A PRESENTAR UNA RECLAMACIÓN

Tiene derecho a presentar una reclamación ante su autoridad de protección de datos local sobre nuestro uso de su información personal.

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

Asegúrese de incluir su nombre y dirección, su número de cuenta de Comcast (si corresponde), 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.

Productos, servicios, redes y plataformas: algunos ejemplos sobre cuándo corresponde esta política son: Xfinity® TV y Streaming, Xfinity Internet, xFi y Xfinity Advanced Security, Xfinity Voice, Xfinity Stream app, servicio de Xfinity WiFi, Xfinity Home, Xfinity Mobile, Xfinity Flex, XClass TV, Servicios de Comcast Business, Effectv, Xumo, Xumo TV y Xumo Play.

Otros productos, servicios, sitios web y aplicaciones: por ejemplo, si utiliza la aplicación Peacock en su teléfono X1 o Xfinity Mobile, la política de privacidad de NBCUniversal corresponderá a la información que se recopile a través de esa aplicación.

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: por ejemplo, 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 Xfinity Stream app, sabemos qué video seleccionó para poder entregárselo. Cuando accede al contenido de aplicaciones de terceros en la plataforma de X1, Flex, XClass o Xumo TV, solo sabremos que usted ha accedido a dicha aplicación, no lo que usted hace dentro de dichas selecciones de video, a menos que usted haya permitido compartir esta información.

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.

Información proporcionada cuando usted integra otros servicios con nuestros Servicios: por ejemplo, si usted descarga o utiliza las herramientas o funciones de otra empresa que son compatibles con nuestros Servicios, dicha empresa recopilará información sobre su uso de esas herramientas y funciones, y podría compartir información adicional con nosotros.

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 necesitamos 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. Limitamos el uso de nuestra parte de la actividad de tráfico de red de los clientes 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; y con fines de fraude y seguridad. Hacemos esto con una muestra de datos de la red y solo relacionamos la actividad de la red de nuestros clientes con personas concretas cuando es necesario por motivos de seguridad o fraude, o cuando lo exige la ley.

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 de Xfinity WiFi 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 (<https://es.xfinity.com/privacy/your-privacy-choices>).

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 una de nuestras plataformas, como la X1, Flex, XClass o Xumo TV). En tales casos, nos aseguraremos de que nos dé instrucciones claras antes de compartir esa información.

Otra empresa: por ejemplo, cuando se suscribe a un servicio de un tercero a través de nuestra X1 o Flex, podría pedirnos que compartamos información de contacto para ayudarle 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.

Aplicación de video que no es de Xfinity: por ejemplo, cuando utiliza Peacock en la plataforma X1, Flex, XClass o Xumo TV.

Plataforma o dispositivo de otra empresa: por ejemplo, cuando utiliza la Xfinity Stream app desde dispositivos operados por otras empresas, como un dispositivo Apple o Android.

Varir (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, 2024Services From
Jan 15, 2024 to Feb 14, 2024Page
1 of 3**SAMPLE -SUBSCRIBER BILL****Hello XXXXXXXX,**

Thank you for choosing Xfinity.

Your bill at a glance

For XXXXXXXXXXXXXXXXXXXXXXXXXX

Previous balance		\$158.54
Credit card payment - thank you	Dec 15	-\$158.54
Balance forward		\$0.00
Regular monthly charges	Page 3	\$155.27
Taxes, fees and other charges	Page 3	\$7.76
New charges		\$163.03

Amount due Jan 22, 2024 \$163.03**Your bill explained**

- Your 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, 2024 will show up on your next bill. View your most up-to-date account balance at xfinity.com/myaccount.

Need help?Visit 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

676 ISLAND POND RD
MANCHESTER NH 03109

XXXXXXXX MA XXXXX

Account number

Payment due

Please pay**Amount enclosed****Jan 22, 2024****\$163.03**

\$

Make checks payable to Comcast
Do not send cashSend payment to
COMCAST
P.O. BOX 70219
PHILADELPHIA PA 19176-0219

Move in a minute

Transfer your services in a few simple steps.

It's easy to schedule your move in just about a minute.
On the way, you'll stay connected with our WiFi hotspots.

Learn more at xfinity.com/moving.



You're in control of your Xfinity account

You can easily view and update your Xfinity account from anywhere.

- **Mobile:** Go to xfinity.com/apps to download the free Xfinity app
- **Online:** Sign into xfinity.com
- **X1 or Flex TV box:** Open the Xfinity My Account app from the Apps menu



Contact us

We're here to help.



Chat

Visit xfinity.com/chat



Social

Tweet us @XfinitySupport



App

Download the Xfinity app at xfinity.com/apps or in your app store



Phone

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



Store

At your nearest Xfinity store
find one at xfinity.com/storelocator

Additional information

Moving?

Visit 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, email 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.



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 to go green.

Additional billing information

Other ways to pay

Visit xfinity.com/myaccount and use the Xfinity app



Account Number

Billing Date
Jan 08, 2024Services From
Jan 15, 2024 to Feb 14, 2024Page
3 of 3**Regular monthly charges****\$155.27****Your Xfinity package****\$67.27**

TV: Extra

\$67.27

Includes Limited Basic and Expanded Basic (Kids & Family, Entertainment, Sports & News).

Add ons**\$21.95**

Showtime

\$12.00

HD Technology Fee

\$9.95

Equipment & services**\$20.00**

TV Box + Remote

\$20.00

Qty 2 @ \$10.00 each

Service fees**\$46.05**

Broadcast TV Fee

\$31.10

Regional Sports Fee

\$14.95

Taxes, fees and other charges**\$7.76****Other charges****\$7.70**

Regulatory Cost Recovery

\$0.14

Franchise Costs

\$0.44

Franchise Fee

\$7.12

Taxes & government fees**\$0.06**

Sales Tax

\$0.06

What's included?

TV: 125+ Channels

Visit xfinity.com/myaccount for more details**Additional information**

Franchise Authority: MA Department of Telecommunications and Cable Consumer Division, 1000 Washington St., Boston, MA 02118-6500; consumer.complaints@mass.gov; 617-305-3531 or 800-392-6066. 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 DTC at the above address. FCC Community ID: 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.

TV Update: Effective December 12, 2023, Crossings TV HD will be added to Expanded Basic and Entertainment channel 3131 and will require an X1 TV Box or a compatible customer owned device with Xfinity Internet to view. HD programming requires the HD Technology Fee.

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

Recent and Upcoming Programming Changes: Information on recent and upcoming programming changes can be found at xfinity.com/programmingchanges/ or by calling 866-216-8634.

SAMPLE-WORK ORDER

1-888-COMCAST (266-2278)

XX/XX/XXXX 12:31

Job Receipt (xxxxxx)

WoNum: [REDACTED]

Job Number: [REDACTED]

SchdDate: XX/XX/XXX

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: XXXXX

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: _____

Medfield, MA

XFINITY TV¹

XFINITY TV SERVICES²

Limited Basic³	\$20.00
Choice TV Select⁴ Includes Limited Basic, Streampix, 20 hour DVR Service, HD Programming, Streaming to 2 devices, and Broadcast TV Fee	\$43.50
- with TV Box (Flex upgrade)	\$53.50
Choice TV⁴² Includes Limited Basic, Streampix, HD Programming, and 20 hour DVR Service	\$35.00
Popular TV^{5,6} Includes Limited Basic, Sports & News, Kids & Family, Entertainment, Streampix, HD Programming, and 20 hours DVR Service	\$70.00
Ultimate TV⁶ Includes Popular TV and Ultimate TV Tier	\$90.00
Genre Packs⁷	
Kids & Family Includes 10 kid and family-friendly channels including Disney Channel, Nickelodeon, Hallmark, and TLC	\$10.00
Entertainment Includes over 20 entertainment channels including A&E, AMC, Lifetime, Food Network, FX, TNT, Discovery, Animal Planet, OWN, USA, and HGTV	\$17.00
Sports & News Includes 18 sports and news channels including CNBC, CNN, ESPN, Golf, MSNBC, and Weather Channel	\$30.00
More Sports & Entertainment⁸ Includes over 10 sports and entertainment channels including NFL RedZone, and CBS Sports Network	\$9.95
Xfinity TV Latino⁹ Includes up to 40 Spanish language channels including Galavision, Cine Latino, Discovery en Espanol, Viendo Movies, and VME Kids	\$10.00
Ultimate TV Tier⁸ Over 55 channels including Africa Channel, Disney Jr., MLB Network, Nat Geo Wild, Paramount, and Smithsonian	\$20.00
Deportes⁹ Includes over 5 Spanish language channels including ESPN Deportes, Fox Deportes, and Universo	\$5.00
HBO⁹ Includes access to HBO Channels and HBO On Demand	\$15.99
Max⁹ Includes access to the Max app, HBO Channels and HBO On Demand	\$15.99
Showtime⁹	\$12.00
Starz⁹	\$9.99
Cinemax⁹	\$12.00
The Movie Channel⁹	\$12.00
MGM+¹⁰	\$5.99
Playboy⁹	\$15.00
Hustler⁹	\$19.99
Juicy⁹	\$19.99
Penthouse⁹	\$19.99
TEN⁹	\$19.99
Vivid⁹	\$19.99
XTSY⁹	\$19.99
Netflix, MGM+, and DVR¹¹ Includes Netflix Standard HD Plan, MGM+, and 150 hour DVR Service	\$31.48
- with Netflix Premium UHD Plan upgrade add	\$4.50
HBO, MGM+, and DVR¹¹ Includes HBO, MGM+, and 150 hour DVR Service	\$31.98
Netflix, HBO, Showtime, and DVR¹¹ Includes Netflix Standard HD Plan, HBO, MGM+, Showtime, and 150 hour DVR Service	\$59.47
- with Netflix Premium UHD Plan upgrade add	\$4.50
Broadcast TV Fee¹²	\$28.25
Franchise Costs¹³	\$1.29
Regional Sports Fee¹⁴	\$14.95
DVR Service¹⁵ (150 hours)	\$10.00
Premium DVR Service¹⁶ (300 hours)	\$20.00
Additional DVR Service¹⁷ (150 hours)	\$10.00

HD Technology Fee¹⁸	\$9.95
Service to Additional TV with TV Adapter¹⁹	\$10.00

INTERNATIONAL SELECTIONS²⁰

ART: Arabic	\$9.99
TV Globo: Brazilian	\$19.99
Brazilian 2 Pack Includes TV Globo and SporTV	\$24.99
Brazilian 3 Pack Includes TV Globo, SporTV, and Record TV	\$29.99
Mandarin 2 Pack Includes Phoenix Info News and Phoenix North America	\$6.99
Mandarin 4 Pack Includes CTI Zhong Tian, CCTV4, Phoenix Info News, and Phoenix North America	\$19.99
Filipino 2 Pack Includes GMA Pinoy w/ GMA Video On Demand and GMA Life	\$14.99
Filipino 3 Pack Includes GMA Pinoy w/ GMA Video On Demand, GMA Life, and TFC	\$22.99
TV5MONDE: French With Cinema On Demand	\$9.99
Antenna: Greek	\$14.99
The Israeli Network	\$19.99
Rai Italia: Italian	\$9.99
Italian 2 Pack Includes Rai Italia and Mediaset	\$14.99
TV JAPAN (Not available for new subscriptions)	\$24.99
SIC: Portuguese	\$9.99
Portuguese 2 Pack Includes RTPi and SIC	\$14.99
Russian: Impact TV	\$6.99
Russian: TV1000 Kino	\$9.99
Russian: RTN	\$14.99
Russian: RTVI	\$14.99
Russian 2 Pack Includes RTN and TV1000 Kino	\$19.99
Russian 3 Pack Includes RTN, RTVI and TV1000 Kino	\$24.99
Willow: Cricket Add-on With any International package	\$6.99
Willow: Cricket	\$14.99
Zee TV: Hindi	\$14.99
Hindi 2 Pack Includes Zee TV and SET	\$24.99
Hindi Pack Includes Zee TV, SET, and TV Asia	\$26.99
Hindi Plus Pack Includes Zee TV, SET, TV Asia, and Willow	\$32.99
SBTN: Vietnamese	\$14.99
TVB Jade: Cantonese	\$10.99
Record TV: Brazilian	\$14.99
ABP News: Hindi	\$7.99
TFC: Filipino	\$11.99

PAY-PER-VIEW AND ON DEMAND SUBSCRIPTION SERVICES

Pay-Per-View and On Demand Movies and Events^{21,22} (per title or event)	Prices Vary
A&E Crime Central On Demand²³	\$4.99
Acorn TV On Demand²²	\$6.99
Air 2 Air On Demand²³	\$4.99
ALLBLK On Demand²²	\$5.99
All Nations Network On Demand²³	\$4.99
AMC+ On Demand²²	\$8.99
Anime Network On Demand²²	\$6.99
Black&SexyTV On Demand²³	\$4.99
BFI Player Classics On Demand²³	\$5.99
Brown Sugar On Demand²³	\$3.99
ZenLIFE by Stingray On Demand²³	\$5.99
Carnegie Hall+ On Demand²³	\$7.99

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

CineFest On Demand ²³	\$4.99
Cinemoi On Demand ²³	\$2.99
Cohen Media Channel On Demand ²³	\$4.99
Midnight Pulp On Demand ²³	\$5.99
Conspiracy TV On Demand ²³	\$4.99
Craftsy On Demand ²³	\$7.99
CultFlix On Demand ²³	\$4.99
Curious World On Demand ²³	\$3.99
CuriosityStream On Demand ²²	\$4.99
Da Vinci Kids On Demand ²³	\$7.99
Daily Burn On Demand ²³	\$14.99
Dekkoo On Demand ²³	\$9.99
Disney Story Central On Demand ²²	\$4.99
DJAZZ On Demand ²³	\$6.99
Docurama On Demand ²³	\$4.99
DOGTV On Demand ²²	\$4.99
Dove Channel On Demand ²³	\$4.99
Echoboom Sports On Demand ²³	\$5.99
Fandor On Demand ²³	\$3.99
Fearless On Demand ²³	\$7.99
Filipino On Demand ²²	\$7.99
Filipino On Demand ²² (with a Filipino international selection)	\$5.99
FitFusion On Demand ²²	\$6.99
FlixFling On Demand ²³	\$7.99
Fuel TV+ On Demand ²³	\$4.99
Fox Nation On Demand ²²	\$5.99
Gaia On Demand ²²	\$11.99
Gaiam TV Fit & Yoga On Demand ²²	\$7.99
Fun And Moving On Demand ²³	\$6.99
Gravitas Movies On Demand ²³	\$4.99
Great American Living On Demand ²³	\$4.99
The Great Courses Signature On Demand ²³	\$7.99
Grokker Yoga Fitness On Demand ²²	\$6.99
Hallmark Movies Now On Demand ²³	\$5.99
here! TV On Demand ²²	\$7.99
HISTORY Vault On Demand ²²	\$4.99
Hitz ^{22,24}	\$12.00
Hi-YAH! On Demand ²³	\$2.99
Hopster On Demand ²³	\$6.99
IMPACT Wrestling Channel On Demand ²³	\$7.99
InSightTV On Demand ²³	\$4.99
The Jewish Channel On Demand ²²	\$6.99
Kidstream Karaoke On Demand ²²	\$4.99
Kidz Bop+ On Demand ²³	\$4.99
Kocowa On Demand ²³	\$6.99
kweliTV On Demand ²³	\$5.99
Lifetime Movie Club On Demand ²²	\$4.99
Lion Mountain TV On Demand ²³	\$3.99
MagellanTV On Demand ²²	\$4.99
Marquee TV On Demand ²³	\$8.99
MHz Choice On Demand ²³	\$7.99
Miniteve On Demand ²³	\$1.99
Music Choice Karaoke On Demand ²³	\$6.99
Music Choice Holiday On Demand ²³	\$2.99
Music Choice Relax On Demand ²³	\$5.99
MyOutdoorTV On Demand ²³	\$9.99
One Day University On Demand ²³	\$7.99
Music Choice Lo-Fi On Demand ²³	\$5.99

Outside TV Features On Demand ²³	\$1.99
OUTtv On Demand ²³	\$3.99
Passionflx On Demand ²³	\$5.99
PlayKids On Demand ²³	\$6.99
PREMO On Demand ²³	\$5.99
Pro Guitar Lessons On Demand ²³	\$4.99
Qwest TV On Demand ²³	\$4.99
The Reading Corner On Demand ²³	\$3.99
Real Vision On Demand ²³	\$14.99
Revry On Demand ²³	\$6.99
Screambox On Demand ²³	\$6.99
Sport Now Insight On Demand ²³	\$4.99
Ryan and Friends Plus On Demand ²³	\$3.99
Skillsshare On Demand ²³	\$6.99
Stingray Classica On Demand ²²	\$6.99
Stingray Karaoke On Demand ²²	\$6.99
Stingray Qello On Demand ²³	\$7.99
Streampix ²⁵	\$4.99
Sweat Factor On Demand ²³	\$4.99
TheSurfNetwork Classics On Demand ²³	\$5.99
Topic On Demand ²³	\$5.99
True Royalty On Demand ²³	\$5.99
TumbleBooks TV On Demand ²²	\$4.99
UP Faith and Family On Demand ²²	\$5.99
Viaplay On Demand ²³	\$5.99
Walter Presents On Demand ²³	\$6.99
WHAM On Demand ²³	\$2.99
UK Stand-Up Comedy On Demand ²³	\$4.99
WildBrain On Demand ²³	\$5.99
Yippee Kids TV On Demand ²³	\$7.99
ZooMoo On Demand ²³	\$2.99
Too Much for TV On Demand ²²	\$14.99
Arouse On Demand ^{22,26}	\$19.99
Buku TV On Demand ^{22,26}	\$19.99
Evil Angel On Demand ^{22,26}	\$19.99
Falcon On Demand ^{22,26}	\$19.99
Girlfriends Films On Demand ^{22,26}	\$19.99
Homegrown Amateur On Demand ^{22,26}	\$19.99
Mature Lust On Demand ^{22,26}	\$19.99
Urban Fantasy On Demand ^{22,26}	\$19.99
Vixen On Demand ^{22,26}	\$19.99
Wicked On Demand ^{22,26}	\$19.99
Zero Tolerance On Demand ^{22,26}	\$19.99

SPORTS PACKAGES²⁷

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 INTERNET^{1,28}

Connect	\$68.00
Connect More	\$90.00
Fast	\$105.00
Superfast	\$110.00
Gigabit	\$115.00
Gigabit Extra	\$120.00
Gigabit x10 ^{29,30}	\$300.00

XFINITY HOME

Self Protection ³¹	\$10.00
Pro Protection ³¹	\$55.00
Pro Protection Plus ³²	\$65.00

XFINITY VOICE^{1,33}

Xfinity Voice	\$30.00
Additional Line with Features	\$10.00

XFINITY DISCOUNTS³⁴

2 Product Discount	\$20.00
3 Product Discount	\$40.00
4 Product Discount	\$60.00
Autopay and Paperless Billing Discount (Credit or Debit Card)	\$5.00
Autopay and Paperless Billing Discount (Bank Account)	\$10.00

XFINITY EQUIPMENT

TV Box ³⁵	\$10.00
TV Box + Remote ³⁶	\$10.00
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 and above)	\$0.50
CableCARD (first card in device)	\$0.00
Modem Rental	\$15.00
Unreturned or Damaged Equipment Fees ³⁷ (per piece, per occurrence)	Replacement Cost

INSTALLATION AND REACTIVATION

(PER OCCURRENCE UNLESS NOTED)

Professional Installation ^{38,39}	\$100.00
Self Installation Plus ⁴⁰	\$39.99
In-Home Service Visit ⁴¹	\$100.00
Gigabit x10 Installation ³⁹	up to \$500.00
Xfinity Home Pro Protection Installation ³⁹	\$100.00
Reactivation – TV, Internet, Voice and/or Home Security ⁴³	\$12.00

MISCELLANEOUS

(PER OCCURRENCE UNLESS NOTED)

Returned Payment Item (each)	\$25.00
Late Fee	5% of overdue balance
Agent Assisted Payment For payment made by phone with a Customer Care Representative	\$5.99
Getting Started Kit Shipping and Handling	\$15.00
Getting Started Kit Shipping and Handling (Priority Shipping)	\$29.95
Accessory Shipping and Handling	\$5.95

- ¹ Certain services available separately or as a part of other levels of service. Viewing Xfinity TV services on a television requires a TV Box, TV Adapter, CableCARD or compatible customer owned device with Xfinity Internet. 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 your Xfinity TV service includes a TV Box and you are using a compatible customer owned device, please call 1-800-XFINITY for pricing information or visit www.xfinity.com/equipmentpolicy. © 2024 Comcast. All rights reserved.
- ² Requires Limited Basic, X1 TV Box with Xfinity Internet.
- ³ Requires TV Box, TV Adapter, or compatible customer owned device with Xfinity Internet service. Limited Basic does not qualify for Multi Product discount or Autopay and Paperless Billing discount.
- ⁴ Requires Xfinity Connect More Internet service, Flex, and Flex Streaming TV Box. Available for ordering through the Flex Streaming Box only. Not eligible for Multi Product Discounts.
- ⁵ Requires TV Box, CableCARD, or compatible customer owned device with Xfinity Internet service. Up to 20 hours DVR service available with either X1 TV Box with Xfinity Internet service or compatible customer owned device with Xfinity Internet service.
- ⁶ For Popular TV and Ultimate TV services a discount of \$2.00 off available to qualifying customers. Age and income restrictions apply. Call 1-800-XFINITY for more information.
- ⁷ Requires Choice TV or Choice TV Select.
- ⁸ Requires Popular TV.
- ⁹ Requires Limited Basic.
- ¹⁰ Requires Limited Basic, HD Technology Fee and TV Box, CableCARD, or compatible customer owned device with Xfinity Internet.
- ¹¹ Requires Ultimate TV or Ultimate TV Tier.
- ¹² Applies to Limited Basic and services that contain Limited Basic.
- ¹³ Franchise Costs are costs associated with providing public, educational and/or government access facilities and equipment and/or other related costs in your community.
- ¹⁴ Applies to Popular TV, Ultimate TV, Sports & News, and More Sports & Entertainment.
- ¹⁵ Requires Popular TV and TV Box or compatible customer owned device.
- ¹⁶ Requires Xfinity TV Latino, More Sports & Entertainment, Choice TV or Choice TV Select with Entertainment, Kids & Family or Sports & News, or Popular TV or higher, Connect or higher, TVBox or compatible customer owned equipment.
- ¹⁷ Requires Premium DVR Service.
- ¹⁸ Required for HD programming if HD programming is not included with service except for Limited Basic only customers.
- ¹⁹ 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.
- ²⁰ Requires Limited Basic, X1 TV Box with Xfinity Internet.
- ²¹ 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.
- ²² Requires Limited Basic and Xfinity Internet.
- ²³ Requires Limited Basic with X1 TV Box and Xfinity Internet service.
- ²⁴ Requires Limited Basic TV service and a compatible Xfinity TV Box or customer owned device.
- ²⁵ Requires Limited Basic and a TV Box, CableCARD or compatible customer owned device to receive Streampix on television.
- ²⁶ One month minimum purchase required. Not available in all areas.
- ²⁷ Requires Limited Basic, HD Technology Fee, X1 TV Box, or compatible customer owned device with Xfinity Internet. Sports packages will automatically renew at the start of each season at that seasons full-season early-bird rate, provided Comcast still carries the package. Subscription will automatically be billed 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. Other restrictions may apply. Customers enrolled in the auto-renewal program moving to another Comcast serviceable address and continuing service with Comcast in or out of season, will remain enrolled in the auto-renewal program.
- ²⁸ Compatible modem required. For more information regarding Xfinity Internet go to <http://www.xfinity.com/internet-service>.
- ²⁹ May require additional installation fees.
- ³⁰ Requires two year contract. Monthly rental of Gigabit x10 compatible modem/router additional. Professional installation fees additional. Gigabit x10 does not qualify for Comcast 30 day money-back guarantee, Multi Product Discount or Autopay and Paperless Billing Discount.
- ³¹ Equipment required at an additional cost. For additional information go to <http://www.xfinity.com/homesecurity>.
- ³² Includes Pro Protection and 24/7 Video Recording for up to 6 cameras. Equipment required at an additional cost. For more information on 24/7 Video Recording go to <http://www.xfinity.com/videoRecording>.
- ³³ Requires compatible modem. For more information regarding Xfinity Voice pricing, go to www.xfinity.com/corporate/about/phoneterms/service/comcastdigitalvoice/cdvratepricing.
- ³⁴ Multi Product Discount, Autopay, and Paperless Billing Discount do not apply to certain Xfinity TV, Xfinity Internet, and Xfinity Home services, including but not limited to: Limited Basic, Choice TV Select, Ultimate TV Tier, Internet Essentials, Gigabit x10, Self Protection, and services purchased under a bulk service agreement.
- ³⁵ Channel lineup for additional televisions with TV Box, TV Adapter, CableCARD, or compatible customer-owned device will be the same as primary television, except a TV Adapter will not receive movie channels, Pay-Per-View, Video On Demand content or interactive program guide.
- ³⁶ Channel lineup for additional televisions with TV Box, TV Adapter, CableCARD, or compatible customer-owned device will be the same as primary television, except for TV Adapter will not receive movie channels, Pay-Per-View, Video On Demand content or interactive program guide.
- ³⁷ Contact 1-800-XFINITY for questions regarding equipment replacement charges.
- ³⁸ 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 6.
- ³⁹ Standard installation includes installation of service line up to 125 feet from existing Comcast plant for the primary outlet only. Comcast does not perform custom installations including installations which require in-wall wiring, wiring in extensive drop ceilings, basements, or crawl spaces.

⁴⁰ Includes delivery of up to a total of four Getting Started Kits for Xfinity TV, Xfinity Internet, or Xfinity Voice and a network signal test. Requires prior successful service activation for Xfinity TV, Internet or Voice at service address within last 2 years. Does not include installation or relocation of outlets or in-home wiring, equipment installation, setup or troubleshooting, or installation of Xfinity Home, Xfinity Gigabit x10 Internet, or Flex.

⁴¹ 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.

⁴² Requires TV Box, CableCARD, or compatible customer owned device. Cannot be combined with Sports & News and Kids & Family, Sports & News and Entertainment, Xfinity Voice or Xfinity Home services.

⁴³ Flat fee applies to reactivation of Xfinity services listed, regardless of the number of services being reactivated. No in-home service visit required.

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:** 21PLU-SS1128; **ME:** LM50017039; **MI:** 3601206217; **MN:** TS674412; **NC:** 2335-CSA; **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-02366; **WA:** COMCABS892DS; **WASHINGTON, DC:** ECS 902667, BBL 602512000005; **WV:** WV049211.

MS: 15018010

Valid 5/1/23. See www.xfinity.com/home-security for current list.

87731000: 0570

Foxborough, MA

Canton, Dover, Medfield, Norfolk, Norwood, Sharon, Walpole, Westwood & Wrentham, MA

LIMITED BASIC

2 WGBH (PBS)
3 HSN
4 WBZ (CBS)
5 WCVB (ABC)
6,22 Local Access
7 WHDH
8-9 Local Access²
10 WBTS (NBC)
11 WSBE (PBS)
12 WLVI (CW)
13 WFXT (FOX)
14 WSBK (MyNetwork)
15 WBPX (ION)
16 WGBX (PBS)
17,3487 WUNI (Univision)
18,1050 WWJE (IND)
19,3484 WNEU (Telemundo)
20 WMFP (IND)
21,3488 WUTF (Unimas)
23,1657 Daystar
24 WWDP (IND)
25 QVC
44 C-SPAN
48 NECN
56 EWTN
57,183,1067 Jewelry TV
58 WDPX
86 QVC2¹
87 QVC3¹
88,1049 HSN2
92 RESERVED FOR VIDEO
93 The Portuguese Channel
94,3217 RTPi (Portuguese)
99,1011 WJAR (NBC)
190 Leased Access
229 TBN
247 C-SPAN2
268,1669 CatholicTV
501-550 Music Choice
787,1037 QVC2 HD²
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 (MyNetwork)
815,1060,3304 WNEU HD (Telemundo)
816,1066,3310 WUNI HD (Univision)
817,1027,3307 WUTF HD (Unimas)
818,1046 WWDP HD (IND)
819,1036 WSBE HD (PBS)
840,1127 NECN HD

904,1053 QVC3 HD²
906,1015 HSN HD
1032 Jewelry TV HD²
1058 WDPX HD
1070-1073 Local Access²
1072-1073 Local Access HD²
1075-1076 Local Access²
1095-1099 Leased Access
1128 C-SPAN HD²
1129 C-SPAN2 HD²
1146 WGBH World (PBS)
1147 WGBX Kids (PBS)
1148 WGBX Create (PBS)
1150 WSBE Learn (PBS)
1165 WBZ Start TV
1166 WBZ Dabl
1171 WBTS-CoziTV
1172 WBTS-LX
1174 WHDH ThisTV
1177 WLVI Buzzr
1180 WCVB (MeTV)
1186 WFXT CometTV
1187 WFXT Laff TV
1192,3320 WNEU TeleXitos
1195,3315 WUTF LATV
1550-1599 Music Choice
1661 TBN HD²
1668 EWTN HD²

KIDS & FAMILY

(INCLUDED WITH POPULAR TV)

28 MTV
38 TLC
70 Disney Channel
71 Nickelodeon
72 Freeform
73 Hallmark Channel
210 National Geographic Channel
218 Universal Kids
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
1721 Primo TV HD²
1722 Kids Street HD²

ENTERTAINMENT

(INCLUDED WITH POPULAR TV)

27 truTV
29 VH1
30 FX
31 TBS
32 HGTV
33 TNT
34 E!
35 USA Network

36 Lifetime
37 A&E
39 Discovery
53 Bravo
54 Food Network
59 AMC
61 Comedy Central
62 Syfy
63 Animal Planet
64 TV Land
66 History
67 Travel Channel
68 BET
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 Great American 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
1425 GSN HD²
1426 TV Land HD²
1437 Comedy.TV HD²

1446 Justice Central.TV HD²
1461 Great American Family HD²
1483 Recipe.TV HD²
1623 AFRO HD²
1624 Cleo HD²
1627 ASPIRE HD²
1636 GriotTV HD²
1637 Revolt HD²

SPORTS & NEWS

(INCLUDED WITH POPULAR TV)

40 MSNBC
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
69 Golf Channel
84 NESN+
85,1256 NBC Sports Boston Overflow
124 NewsNation
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 HD²
1116 NewsNation HD²
1130 C-SPAN3 HD²
1325 ACC Network HD
1684 Jewish Broadcasting Service HD²

ULTIMATE TV

55 Paramount Network
60 Cartoon Network
137 SEC Network (National)

176 Ovation
182 POP
189 BBC News
191,1709 BabyFirst Americas
193 Smithsonian Channel
196,1685 Jewish Life Television (JLTV)
198 ReelzChannel
201 SundanceTV East
211 Hallmark Drama¹
212 IFC
220,1727 Nicktoons²
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
242 VICE
243 fyi
244 Disney Junior
248 ESPNews
253 American Heroes Channel
254 FOX Sports 2
255,1236 Outdoor Channel
257 NBA TV
258,1238 Pursuit Channel
259 NHL Network
260,1246 FanDuel TV
261 CBS Sports Network
262 MLB Network
263 ESPNU
265 NFL 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
330 ScreenPix
331 ScreenPix Action
332,1789 ScreenPix Westerns
333 ScreenPix Voices
366 FLIX East
666,3378 HITN
705,3486 NBC Universo
708,3482 FOX Deportes
710,3485 TUDN
711,3380 MTV TR3s
719,3483 Galavision
792,1716 Disney XD HD
796,1210 ESPNNews HD
797,1486 fyi HD

798,1438 IFC HD
 822,1217 NHL Network 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 (National)
 1117 BBC News HD²
 1118 i24 News HD²
 1228,3360 Zona Futbol HD²
 1229,3359 TUDN HD²
 1230,3353 FOX Deportes HD²
 1232,3387 NBC Universo HD²
 1414 fuse HD²
 1427 POP HD²
 1429 ReelzChannel HD²
 1439 Logo HD²
 1440 SundanceTV HD East²
 1460 Hallmark Drama HD²
 1477 Smithsonian Channel HD²
 1480 American Heroes Channel HD²
 1485 Cooking Channel HD²
 1493 Magnolia Network HD²
 1497 Discovery Life HD²
 1613 AXS TV²
 1628 BET Her HD²
 1629 The Africa Channel²
 1639 MTV2 HD²
 1701 Disney JR. HD²
 1702 Nick Jr. HD²
 1714 Discovery Family Channel HD²
 1729 NICK 2 HD²
 1740 TeenNick HD²
 1766 FX Movie Channel HD²
 1771 FLIX East HD²
 1786 ScreenPix HD²
 1787 ScreenPix Action HD²
 1788 ScreenPix Voices HD²
 3375 Galavision HD²
 3491 Zona Futbol¹

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 HD²
 1229,3359 TUDN HD²
 1230,3353 FOX Deportes HD²
 1232,3387 NBC Universo HD²
 3491 Zona Futbol¹

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
 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
 662,3493 Mexicana
 664,3384 RC Novelas
 666,3378 HITN
 667,3445 Cinema Dinamita
 668,3345 EWTN en Espanol
 669,3344 ESNE TV
 670,3407 Ecuavisa
 673,3492 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 HD²
 1229,3359 TUDN HD²
 1230,3353 FOX Deportes HD²
 1232,3387 NBC Universo HD²
 3308 UniMás Alt HD²
 3311 Univision Alt HD²
 3335 Discovery Familia HD²
 3371 Discovery en Espanol HD²
 3375 Galavision HD²
 3377 History en Espanol HD²
 3404 Caracol HD²
 3409 Mexicana HD²
 3443 Sony Cine HD²
 3447 ViendoMovies HD²
 3491 Zona Futbol¹

MORE SPORTS & ENTERTAINMENT PACKAGE

83 INSP
 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 NBA TV
 259 NHL Network
 260,1246 FanDuel TV
 261 CBS Sports Network
 262 MLB Network
 263 ESPNU
 264 NFL RedZone
 265 NFL Network
 269 BTN
 282 CMT
 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 HD²
 1329 Pac-12 Network HD²
 1431 INSP HD²
 1638 FM HD²

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)

301 HBO East
 302 HBO2 East
 303 HBO Signature East
 304,1808 HBO Family East
 305,1810 HBO Comedy East
 307 HBO Latino East
 322 MGM+ East
 323,1871 MGM+ HD (East)
 324 MGM+ Hitz
 325 MGM+ Marquee
 328 MGM+ Drive-In
 335 STARZ East
 336 STARZ ENCORE East
 337,1775 STARZ ENCORE Action East
 338,1784 STARZ ENCORE Westerns East
 339,1777 STARZ ENCORE Black East
 341 CINEMAX East
 361 Showtime East

362 Showtime 2 East
 363,1846 Showtime Showcase East
 364 Showtime Extreme East
 366 FLIX East
 381 The Movie Channel East
 382 The Movie Channel Xtra East
 435,1888 Penthouse Block
 450,1887 Playboy Latino
 451,1886 Playboy
 452,1893 Juicy
 453,1889 Vivid TV
 457,1894 TEN+
 458,1891 XTSY
 459,1890 Hustler TV
 771,1806 HBO Signature HD East
 773,1814,3455 HBO Latino 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+ HD²
 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 HD²
 1822 MoreMAX East
 1824 ActionMAX East
 1826 ThrillerMax East
 1873 MGM+ Hitz HD²
 1874 MGM+ Marquee HD²
 1875 MGM+ Drive-In HD²

INTERNATIONAL SELECTIONS³

3101 Willow Plus HD
 3102 TV Asia HD
 3103 ZeeTV HD
 3106 SET HD
 3108 ABP News
 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
 3212 RecordTV Europa HD
 3213 TV Globo HD
 3216 SIC International
 3225 RTVI (Russian)
 3226 RTN (Russian)
 3227 Russian Kino
 3230 Impact TV
 3245 ART Network
 3250 The Israeli Network
 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
 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
 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 - Min 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 Xfinity Presents¹
 184,640,1883,3300 Xfinity Latino Presenta¹
 342,1817,1880 Hitz¹
 343,1818,1881 Hitz 2¹
 344,1819 Hitz 3¹
 403,460,1884,3349 PARENTAL¹
 434,1885 Adult On Demand¹
 888,1622 Xfinity Black Experience¹
 1751 Free Movies On Demand¹
 1801 HBO On Demand¹
 1867 STARZ On Demand¹
 3370,3400 Xfinity Latino Presenta¹
 3440,3450,3480 PARENTAL¹

XFINITY INSTANT TV LATINO

(NO LONGER AVAILABLE FOR NEW SUBSCRIPTIONS)

644,3383 Pasiones
 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 HD²
 3371 Discovery en Espanol HD²
 3375 Galavision HD²
 3377 History en Espanol HD²
 3443 Sony Cine HD²
 3447 ViendoMovies HD²

DIGITAL ECONOMY

(NO LONGER AVAILABLE FOR NEW SUBSCRIPTIONS)

34 E!
 35 USA Network
 36 Lifetime
 37 A&E
 39 Discovery
 40 MSNBC
 41 FOX News Channel
 42 CNN
 45 Bloomberg TV
 53 Bravo
 59 AMC
 61 Comedy Central
 62 Syfy
 63 Animal Planet
 64 TV Land
 66 History
 68 BET
 73 Hallmark Channel
 189 BBC News
 193 Smithsonian Channel
 199 Hallmark Movies & Mysteries
 210 National Geographic Channel
 241 BBC America
 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
 872,1418 History HD
 901,1113 MSNBC HD
 905,1625 BET HD
 907,1458 Hallmark Channel HD
 920,1418 BBC America HD
 1117 BBC News HD²
 1426 TV Land HD²
 1477 Smithsonian Channel HD²
 1627 ASPIRE HD²

FAMILY TIER

(NO LONGER AVAILABLE FOR NEW SUBSCRIPTIONS)

32 HGTV
 43 HLN
 47 The Weather Channel
 54 Food Network
 70 Disney Channel
 71 Nickelodeon
 210 National Geographic Channel
 218 Universal Kids
 221 Discovery Family Channel
 222 Disney XD
 224 TeenNick
 227 Science
 240 Magnolia Network
 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 HD²

STARTER LATINO TV

(NO LONGER AVAILABLE FOR NEW SUBSCRIPTIONS)

28 MTV
 29 VH1
 30 FX
 31 TBS
 32 HGTV
 33 TNT
 38 TLC
 43 HLN
 46 CNBC
 49 ESPN
 50 ESPN2

51 NESN
 52 NBC Sports Boston
 67 Travel Channel
 69 Golf Channel
 71 Nickelodeon
 72 Freeform
 84 NESN+
 85,1256 NBC Sports Boston Overflow
 124 NewsNation
 139 ACC Network
 214 TV One
 215 WE tv
 218 Universal Kids
 226 OWN (Oprah Winfrey Network)
 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
 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)

28 MTV
 29 VH1
 30 FX
 32 HGTV
 38 TLC
 43 HLN
 46 CNBC
 67 Travel Channel
 71 Nickelodeon
 72 Freeform
 124 NewsNation
 214 TV One
 215 WE tv
 218 Universal Kids
 226 OWN (Oprah Winfrey Network)
 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
 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 HD²
 1229,3359 TUDN HD²
 1230,3353 FOX Deportes HD²
 1232,3387 NBC Universo HD²
 3371 Discovery en Espanol HD²
 3375 Galavision HD²
 3377 History en Espanol HD²
 3447 ViendoMovies HD²
 3491 Zona Futbol¹

EXPANDED BASIC

(NO LONGER AVAILABLE FOR NEW SUBSCRIPTIONS)

27 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 MSNBC
 41 FOX News Channel
 42 CNN

43 HLN	827,1606 MTV HD	1684 Jewish Broadcasting Service HD ²
45 Bloomberg TV	828,1612 MTV Live HD	1721 Primo TV HD ²
46 CNBC	829,1607 VH1 HD	1722 Kids Street HD ²
47 The Weather Channel	830,1409 FX HD	
49 ESPN	831,1434 TBS HD	
50 ESPN2	832,1492 HGTV HD	
51 NESN	833,1404 TNT HD	
52 NBC Sports Boston	834,1466 E! HD	
53 Bravo	835,1403 USA Network HD	
54 Food Network	836,1455 Lifetime HD	
59 AMC	837,1402 A&E HD	
61 Comedy Central	838,1224 Tennis Channel HD	
62 Syfy	839,1243 MotorTrend Network	
63 Animal Planet	841,1110 FOX News Channel HD	
64 TV Land	842,1111 CNN HD	
66 History	843,1112 HLN HD	
67 Travel Channel	844,1122 Bloomberg TV HD	
68 BET	847,1102 The Weather Channel HD	
69 Golf Channel	848,1223 Golf Channel HD	
70 Disney Channel	849,1205 ESPN HD	
71 Nickelodeon	850,1206 ESPN2 HD	
72 Freeform	851,1250 NESN HD	
73 Hallmark Channel	852,1251 NBC Sports Boston HD	
84 NESN+	854,1484 Food Network HD	
85,1256 NBC Sports Boston Overflow	857,1464 OWN HD (Oprah Winfrey Network)	
124 NewsNation	858,1435 Comedy Central HD	
139 ACC Network	859,1405 AMC HD	
180 Cleo	862,1411 Syfy HD	
199 Hallmark Movies & Mysteries	863,1471 Animal Planet HD	
210 National Geographic Channel	867,1450 TLC HD	
214 TV One	872,1478 History HD	
215 WE tv	894,1255 NESN+ HD	
216 Oxygen	901,1113 MSNBC HD	
218 Universal Kids	902,1430 truTV HD	
226 OWN (Oprah Winfrey Network)	905,1625 BET HD	
235 UP	907,1458 Hallmark Channel HD	
241 BBC America	908,1457 UP HD	
249 C-SPAN3	909,1444 Investigation Discovery HD	
250 FOX Sports 1	912,1626 TV One HD	
252 Investigation Discovery	920,1418 BBC America HD	
256 FXX	921,1465 Oxygen HD	
266 Tennis Channel	924,1410 FXX HD	
267 GSN	925,1208 FOX Sports 1 HD	
270 LMN	927,1707 Universal Kids HD	
279 Great American Family	1115 Newsmax TV HD ²	
284 FOX Business Network	1116 NewsNation HD ²	
784,1488 Travel Channel HD	1130 C-SPAN3 HD ²	
788,1456 LMN HD	1325 ACC Network HD	
789,1123 FOX Business Network HD	1425 GSN HD ²	
790,1459 Hallmark Movies & Mysteries HD	1426 TV Land HD ²	
794,1463 Bravo HD	1437 Comedy.TV HD ²	
795,1121 CNBC HD	1446 Justice Central.TV HD ²	
799,1428 WE tv HD	1461 Great American Family HD ²	
821,1473 National Geographic HD	1483 Recipe.TV HD ²	
823,1449 Discovery HD	1623 AFRO HD ²	
824,1715 Disney Channel HD	1624 Cleo HD ²	
825,1728 Nickelodeon HD	1627 ASPIRE HD ²	
826,1742 Freeform HD	1636 GriotV HD ²	
	1637 Revolt HD ²	

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

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

³Requires 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 and Pricing card for additional information. © 2024 Comcast. All rights reserved.

87731000: 0520;0530;0570;0600;0610;0630;0640;0660;3700;3710

For more information visit xfinity.com/support/local-channel-lineup.



January 2024

Subject: Enclosed Series of Public Safety Notices

Dear Dam Owner,

You are receiving this packet of information as you are listed as the owner of a dam or dams located within the Commonwealth of Massachusetts that fall(s) under the jurisdiction of the Office of Dam Safety and is subject to MGL Ch. 253, Sections 44 – 50 and corresponding regulations 302 CMR 10.00.

Enclosed, for your review and that of your engineering consultant, please find a series of public safety notices that have been drafted for informational purposes. Subjects include:

- Notice Regarding Public Safety Hazards at "Low Head" Dams That are Subject to State Regulation
- Public Safety Notice Regarding Spillway Adequacy
- Public Safety Notice Regarding the Policy on Trees on Dams
- Public Safety Notice Regarding the Potential Impacts of Beaver Activity on or Near Man-Made Dams
- Public Safety Notice Regarding Hazard Creep
- Public Safety Notice Regarding Overtopping of Dams
- Public Safety Notice Regarding Winter Risks to Dams

Please note, any actions taken by you as the dam owner must be in conformance with all applicable local, state, and/or federal regulations. It is recommended that you seek the guidance of your chosen engineering consultant before conducting any work at your dam.

The enclosed public safety notices are also available on the Office of Dam Safety website located at the following link: <https://www.mass.gov/office-of-dam-safety>.

If you have any questions pertaining to these enclosed notices, please contact Office of Dam Safety at 617-620-8583 or dam.safety@mass.gov.

Thank you for your cooperation in ensuring dam safety in the Commonwealth.

Sincerely,

William C. Salomaa, Director
Office of Dam Safety





Subject: Notice Regarding Public Safety Hazards at "Low Head" Dams That are Subject to State Regulation

Dear Dam Owner:

The Department of Conservation and Recreation (DCR) Office of Dam Safety (ODS) is contacting you to share information regarding hazardous flow conditions that have the potential to develop at "low head" dams, also known as "roll" dams. Per dam safety regulations 302 CMR 10.03 Definitions, a roll dam, or a low head dam, is defined as "usually run-of-the-river overflow weir[s] or spillway structures that produce vertical water surface drops of one to 15 feet and change river flows from super-critical to sub-critical."

According to the American Society of Civil Engineers (ASCE), "A **low head dam** is a manufactured structure, built in a river or stream channel, extending fully across the banks. A low-head dam is designed and built such that water flows continuously over the crest from bank to bank. If water levels rise downstream, a submerged hydraulic jump can form that produces an upstream directed current that traps any recreationist who might go over the dam."

Information on the hazard posed by the submerged hydraulic jump flow condition, also known as a "hydraulic roller," has been compiled by the Association of Dam Safety Officials (ASDSO) and is available on the following web page, <https://www.damsafety.org/public-safety-hazards#Hydraulic%20Roller>.

With support from the Federal Emergency Management Agency (FEMA), the Public Broadcasting Service (PBS) has produced a video, "Over, Under, Gone: The Killer in our Rivers," which demonstrates the hazardous flow conditions that can exist at low head dams. The video is available at the following web page, <https://www.pbs.org/video/over-under-gone-killer-our-rivers/>.

In June 2021, DCR ODS updated the required Phase I inspection report template to include "Section 2.5 **Awareness of Potential Dam Related Safety Hazards at, near, and on Dams**". If your dam has been inspected since June 2021 and your inspecting engineer determined that your dam is or may be subject to this condition, it is likely specified in Section 2.5 of the report. Please review Section 2.5 of your most recent Phase I inspection report and direct your engineering consultant to 1) assess the possibility of hydraulic roller conditions developing at your dam and to 2) evaluate the need for installation of safety measures at the dam such as signage, booms, and buoys to limit exposure of the public to potential water-based safety hazards.

If your dam has not been inspected since June 2021 or your most recent report does not reference this condition in Section 2.5, during your next inspection, please direct your inspecting engineer to evaluate the potential of hydraulic roller conditions developing at the dam.

As a dam owner, you are responsible for maintaining and operating your dam in a manner that is protective of public safety. Per 302 CMR 10.13 (1), you are reminded that a dam "owner shall be responsible and liable for damage to property of others or injury to persons, including but not limited to, loss of life resulting from the operation, failure of or mis-operation of a dam."

COMMONWEALTH OF MASSACHUSETTS · EXECUTIVE OFFICE OF ENERGY & ENVIRONMENTAL AFFAIRS
Department of Conservation and Recreation
180 Beaman Street
West Boylston, MA 01583
508-792-7423 508-792-7805 Fax
www.mass.gov/dcr



Maura T. Healey
Governor

Kimberley Driscoll
Lt. Governor

Rebecca L. Tepper, Secretary
Executive Office of Energy & Environmental Affairs

Brian Arrigo, Commissioner
Department of Conservation & Recreation

Thank you for your attention to this important public safety concern and for your anticipated cooperation.

Sincerely,

A handwritten signature in black ink, appearing to read "William C. Salomaa". The signature is fluid and cursive, with the first name "William" being the most prominent part.

William C. Salomaa, Director
Office of Dam Safety



Subject: Public Safety Notice Regarding Spillway Adequacy

Dear Dam Owner:

The Department of Conservation and Recreation (DCR) Office of Dam Safety (ODS) is contacting you to share information pertaining to the spillway adequacy of dams. The term "adequate spillway capacity" is defined as the ability of a dam's existing primary spillway, as well as auxiliary spillway (if available), and other discharge/outlet works to pass the Spillway Design Flood (SDF) without overtopping the dam. Dam Safety regulations 302 CMR 10.03 defines the Spillway Design Flood as "the flood used in the design of a dam and its appurtenant works particularly for sizing the spillway(s) and outlet works, and for determining maximum temporary storage and height of dam requirements."

Details regarding the SDF applicable to your dam(s) are provided in Attachment A to this letter. Additional details regarding computing SDFs are provided in Attachment B to this letter.

It is recommended that you hire an engineer to review 1) all records pertaining to the adequacy of your dam's spillway, and 2) conduct and submit to ODS an updated hydrologic and hydraulic analysis demonstrating the spillway adequacy of your dam using an appropriate methodology.

302 CMR 10.08 (7) states that when the spillway capacity of the existing dam does not meet stated criteria, the Commissioner may require the dam owner's engineer to perform a relative impact analysis. This analysis shall address such factors as: downstream impact area, capacity and/or condition of outlet work(s), overtopping potential, operation plans, consideration of incremental impacts of possible failure, and Emergency Action Plans. A reduction in the standard design flood may be allowed to such dam upon review and approval by the Commissioner.

As a dam owner, you are responsible for maintaining and operating your dam in a manner that is protective of public safety. Per 302 CMR 10.13 (1), you are reminded that a dam "owner shall be responsible and liable for damage to property of others or injury to persons, including but not limited to, loss of life resulting from the operation, failure of or mis-operation of a dam." You are therefore responsible for any adverse consequences that may occur downstream of your dam as a result of damage that occurs to your dam during an extreme rainfall event. It is recommended that you maintain the operability of your spillway and outlet works and always ensure they are free and clear of debris and obstructions to flow, especially during periods of significant rainfall and runoff events.

If you have any questions or require assistance responding to this request, please contact David Ouellette, P.E. of ODS by phone at 617-549-3553 or by email at David.Ouellette@mass.gov.

Thank you for your attention to this important public safety concern and for your anticipated cooperation.

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William C. Salomaa, Director
Office of Dam Safety

Attachment A

302 CMR 10.14 Design and Construction Criteria for New and Existing Dams

(6) Spillway Design

(a) The spillway system shall have a capacity to pass a flow resulting from a design storm, as indicated in the following table, unless the applicant provides calculations, designs and plans to show that the design flow can be stored, passed through, or passed over the dam without failure occurring.

SPILLWAY DESIGN FLOOD DESIGN STORM

Hazard Potential	Size	Existing Dams	New Dams
Low	small intermediate large	50 year 50 year 100 year	100 year 100 year 100 year
Significant	small intermediate large	100 year 100 year 500 year	500 year 500 year ½ PMF
High	small intermediate large	500 year ½ PMF ½ PMF	PMF PMF PMF

Attachment B
Spillway Design Floods (SDFs)

The 50, 100, or 500 year flood flow is usually determined by a registered Professional Engineer's analysis that applies the appropriate rainfall over a 24-hour period, as determined from National Oceanic and Atmospheric Administration's (NOAA) Atlas 14, to a rainfall-runoff model such as the U.S. Army Corps of Engineers Hydrologic Engineering Center Hydrologic Modeling System (HEC-HMS); or performing a peak discharge frequency analysis utilizing annual peak stream flows from an appropriate USGS gage record, if available. The USGS gage record technique may be appropriate if the dam/reservoir area does not contain significant surcharge storage and the peak flood discharge is going to be used for spillway design.



Subject: Public Safety Notice Regarding the Policy on Trees on Dams

Dear Dam Owner:

The Department of Conservation and Recreation (DCR) Office of Dam Safety (ODS) is contacting you to share information regarding the policy on trees on dams. **The Massachusetts Office of Dam Safety requires that earth embankment dams be maintained free of the existence of trees and woody growth.**

Tree and woody vegetation growth on earthen dams and in close proximity to other dams such as concrete dams is undesirable and at a minimum has some level of detrimental impact upon operation, inspection, performance, and safety of dams. Tree roots cause serious structural damage to earth embankment and appurtenant dam features such as gate wells, spillway walls, and other components.

It is recommended that earth embankment dams be maintained with a healthy uniform cover of desirable vegetation such as an appropriate variety of grasses. Dam embankment grass should be mowed periodically to promote healthy cover and prevent infestation of undesirable woody growth and weeds.

Trees and woody growth can make it difficult to conduct inspections of dams. Tree roots can cause leaks, damage concrete joints and overturn during high wind events causing large voids due to pull out of root balls and cause many other problems that will be very costly to repair. Trees and woody growth located in spillways will dramatically reduce spillway flow capacity. Trees are known to accelerate deterioration of dams and can lead to dam failure.

It is recommended that the area at least 20 feet downstream from the entire downstream toe of earth embankment dams be maintained free of trees and woody growth. This is necessary to prevent root systems from growing into the dam embankment causing damage to this area of the dam.

For concrete dams and appurtenant features of all dams it is recommended that tree growth not be allowed to occur within 20 feet of such features. In some cases, it may be necessary to maintain a greater distance to ensure roots do not adversely impact dam components. Do not allow tree growth in areas located above buried conduits/pipes.

Prior to removal of existing trees and woody growth from dams, part A of a Chapter 253 Dam Safety Permit Application must be submitted to the Office of Dam Safety. Permit applications should be prepared by a qualified dam engineer for larger projects involving removal of trees in excess of 4 inches and where there is planned excavation of roots. The Office of Dam Safety will review applications and determine if the planned work requires a permit. If the project involves removal of brush and trees 4 inches and less in diameter the Office of Dam Safety may find a permit is not necessary to conduct the work. In general, routine maintenance activity does not require a Dam Safety permit.

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Lt. Governor

Rebecca L. Tepper, Secretary
Executive Office of Energy & Environmental Affairs
Brian Arrigo, Commissioner
Department of Conservation & Recreation

Please note, the dam owner is responsible for ensuring that all other local, state, and federal agency permits that may apply to planned work are obtained prior to conducting work.

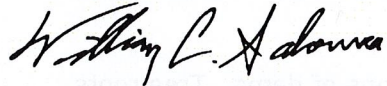
To view the sources of information used in the development of this policy on trees and vegetation on dams, please visit the Office of Dam Safety website at the following link: <https://www.mass.gov/info-details/policy-on-trees-on-dams>.

For information pertaining to the Dam Safety permit process, please visit our website at the following link: <https://www.mass.gov/info-details/office-of-dam-safety-permit-process>, or contact Office of Dam Safety permit engineer David Ouellette, P.E., by phone at 617-549-3553 or by email at David.Ouellette@mass.gov.

As a dam owner, you are responsible for maintaining and operating your dam in a manner that is protective of public safety. Per 302 CMR 10.13 (1), you are reminded that a dam "owner shall be responsible and liable for damage to property of others or injury to persons, including but not limited to, loss of life resulting from the operation, failure of or mis-operation of a dam."

Thank you for your attention to this important public safety concern and for your anticipated cooperation.

Sincerely,

A handwritten signature in black ink, appearing to read "William C. Salomaa". The signature is fluid and cursive, with the first name "William" and last name "Salomaa" clearly distinguishable.

William C. Salomaa, Director
Office of Dam Safety



**Subject: Public Safety Notice Regarding the Potential Impacts of
Beaver Activity on or Near Man-Made Dams**

Dear Dam Owner:

The Department of Conservation and Recreation (DCR) Office of Dam Safety (ODS) is contacting you to share information regarding the potential impacts of beaver activity on or near man-made dams. Beavers and other rodents can impact the structural integrity and performance of man-made dams. Management of beaver activity is an essential component of ensuring the structural integrity and safe operations of a man-made dam and to limit potential liability.

Beavers are naturally attracted to running water and will often try to plug spillways, intake structures, outlet works, channels, etc. with their cuttings, mud, rocks, and debris. Beaver activity on or near man-made dams can result in elevated water levels both upstream and downstream of man-made dams. The elevated water levels can cause significant issues such as increased pressure on a man-made dam, sudden uncontrolled releases of water from behind a beaver dam, erosion of embankments, or reduced discharge capacity, etc., all of which may lead to failure of a man-made dam.

The Federal Emergency Management Agency (FEMA) has compiled several resources that contain information relative to the impact of beaver activity on man-made dams:

- FEMA 145 Dam Safety an Owners Guidance Manual (available for download on the ODS website at the following link: <https://www.mass.gov/doc/fema-145-dam-safety-an-owners-guidance-manual/download>)
- FEMA 473 Impacts of Animals on Earthen Dams (available for download at the following link: <https://www.fema.gov/sites/default/files/2020-08/fema-473.pdf>)
- FEMA L-264 Dam Owner's Guide to Animal Impacts on Earthen Dams (available for download at the following link: <https://www.fema.gov/sites/default/files/2020-08/fema-l264-dam-owners-guide-animal-impacts-earthen-dams.pdf>)

The Massachusetts Division of Fisheries and Wildlife has also compiled several resources regarding beaver related issues. Those resources are available at the following link: <https://www.mass.gov/service-details/learn-about-beavers>. Please note that located at the bottom of this webpage is a section titled "Additional Resources" that may prove helpful, including a resource titled "A Citizen's Guide to Addressing Beaver Conflicts".

Routinely removing beaver cuttings and other debris is one way to try and mitigate beaver activity, but beavers can rebuild their obstructions in a very short span of time, even overnight. Trapping beavers may be done by the owner during the appropriate season, but beavers can migrate up and down a stream or river system and proliferate wherever habitat appears suitable. Installation of various beaver management devices may be an alternative to trapping. Continual observation is required on the part of a man-made dam owner to limit beaver activity on or near man-made dams.



Before engaging in any beaver management activities, you must contact your local Board of Health and/or Conservation Commission to obtain any required permits. You are reminded that as a property owner, you are responsible for ensuring compliance with all local, state, and/or federal regulations that may pertain to your property, including, but not limited to, securing any necessary permits. You may also wish to engage the services of a beaver management specialist.

As a dam owner, you are responsible for maintaining and operating your dam in a manner that is protective of public safety. Per 302 CMR 10.13 (1), you are reminded that a dam "owner shall be responsible and liable for damage to property of others or injury to persons, including but not limited to, loss of life resulting from the operation, failure of or mis-operation of a dam."

Thank you for your attention to this important public safety concern and for your anticipated cooperation.

Sincerely,

A handwritten signature in black ink, appearing to read "William C. Salomaa". The signature is fluid and cursive, with the first name "William" and last name "Salomaa" clearly distinguishable.

William C. Salomaa, Director
Office of Dam Safety



Subject: Public Safety Notice Regarding Hazard Creep

Dear Dam Owner:

The Department of Conservation and Recreation (DCR) Office of Dam Safety (ODS) is contacting you to share information pertaining to a phenomenon known as "hazard creep" and how this phenomenon may change your regulatory obligations as a dam owner.

302 CMR 10.03 defines Hazard Potential Classification as the rating for a dam based on the potential consequences of failure. The rating is based on the potential for loss of life and damage to property downstream of the dam if failure occurred. The Hazard Potential Classification for a dam has no relationship to the current structural integrity, operational status, flood routing capability, or safety condition of the dam or its appurtenances. Per 302 CMR 10.06, there are three possible Hazard Potential Classifications for dams located in Massachusetts:

HAZARD POTENTIAL CLASSIFICATION TABLE

High Hazard Potential (Class I)	Dams located where failure will likely cause loss of life and serious damage to home(s), industrial or commercial facilities, important public utilities, main highway(s) or railroad(s).
Significant Hazard Potential (Class II)	Dams located where failure may cause loss of life and damage to home(s), industrial or commercial facilities, secondary highway(s) or railroad(s) or cause interruption of use or service of relatively important facilities.
Low Hazard Potential (Class III)	Dams located where failure may cause minimal property damage to others. Loss of life is not expected.

The Hazard Potential Classification of a dam determines which regulatory requirements apply to a dam. A dam with a higher Hazard Potential Classification is subject to more stringent regulations, such as more frequent inspections, in the interest of public safety.

According to the Federal Emergency Management Agency (FEMA) publication numbered FEMA P-919, titled "Summary of Existing Guidelines for Hydrologic Safety of Dams", <https://www.damsafety.org/resourcecenter/national-dam-safety-program-guidelines-flyers-and-other-tools#Technical%20Manuals,%20Flyers%20and%20Tools>: the development of an area downstream of a dam often causes a condition called "hazard creep." Dams originally classified as Low Hazard Potential or Significant Hazard Potentials may later be reclassified as High Hazard Potential due to development downstream that occurs after construction of the dam and the initial assessment of Hazard Potential. These reclassified dams are then subject to additional regulatory requirements, including but not limited to, increased inspection frequencies and development of Emergency Action Plans, as well as becoming subject to increasingly conservative design standards and may require significant upgrading to pass flood events of a greater magnitude in order to protect downstream interests.



According to another FEMA publication numbered FEMA P-94, titled "Selecting and Accommodating Inflow Design Floods for Dams", available for viewing at the following link: <https://www.damsafety.org/resourcecenter/national-dam-safety-program-guidelines-flyers-and-other-tools#Technical%20Manuals,%20Flyers%20and%20Tools>, "new development downstream of existing dams, a phenomenon referred to as risk creep, also commonly called hazard creep, is resulting in increased potential consequences that would occur if a dam were to fail. This evolution can result in the reclassification of many dams to a higher Hazard Potential Classification than they were originally determined to be, which requires greater spillway capacity and/or reservoir storage volume, often at substantial cost to the dam owner. As a result, the design of dams to withstand natural forces, including extreme hydrologic events, is an increasingly important matter of public safety and concern".

According to the Association of State Dam Safety Officials (ASDSO), dam safety regulators generally have no control over local zoning issues or developers' property rights, and so this issue continues to worry regulators as the hazard creep trend persists (<https://www.damsafety.org/Roadmap#The%20Increasing%20Hazard:%20Summary%20of%20US%20Dam%20Data>). The ASDSO has created a short, helpful video to demonstrate hazard creep, which is available for viewing at the following link: <https://www.youtube.com/watch?v=5CcVSVhAYvA&list=PLt9aDt7bNpdyASEPeH7juGk--ZJ6oCUDu&index=7&t=15s>.

As a result of the potential for hazard creep, the Massachusetts Dam Safety regulation, 302 CMR 10.06 (7) states, "[w]hile it is a recommended dam safety practice to review the classification of each dam during each subsequent periodic Phase I Formal Inspection, to ensure the accuracy of Hazard Potential Classification of dams, each dam owner shall hire a qualified Registered Professional Engineer to review the classification of their dam(s) at least on a frequency of ten (10) years or as otherwise ordered by the Commissioner". Please be advised that more information will be forthcoming in the future regarding your obligation to comply with this regulatory requirement.

As a dam owner, you are reminded that you are responsible for maintaining and operating your dam in a manner that is protective of public safety. Per 302 CMR 10.13 (1), you are reminded that a dam owner "shall be responsible and liable for damage to property of others or injury to persons, including but not limited to, loss of life resulting from the operation, failure of or mis-operation of a dam." You are, therefore, responsible for any adverse consequences that may occur downstream of your dam as a result of damage that occurs to your dam during an extreme rainfall event. It is recommended that you maintain the operability of your spillway and outlet works and always ensure they are free and clear of debris and obstructions to flow, especially during periods of significant rainfall and runoff events.

If you have any questions, please contact Office of Dam Safety at dam.safety@mass.gov or 617-620-8583. Thank you for your attention to this important public safety concern and for your anticipated cooperation.

Sincerely,

A handwritten signature in black ink, appearing to read "William C. Salomaa". The signature is fluid and cursive, with the first name "William" being the most prominent.

William C. Salomaa, Director
Office of Dam Safety

CC: Ariana Johnson, Esq., DCR
Patrice Kish, Chief, DCR, Design & Engineering
Robert Lowell, Deputy Chief, DCR, Design & Engineering
David Ouellette, P.E., DCR, Office of Dam Safety
Dam Safety file



Subject: Public Safety Notice Regarding Overtopping of Dams

Dear Dam Owner:

The Department of Conservation and Recreation (DCR) Office of Dam Safety (ODS) is contacting you to share information pertaining to the impact of overtopping on the stability of dams. Overtopping is a serious dam safety concern as this can lead to dam failure, which can cause damage to downstream interests, including, but not limited to, loss of life and damage to homes, industrial or commercial facilities, and public infrastructure.

Overtopping should be considered an emergency situation. Overtopping for even a short period of time can cause damage to a dam embankment and possible failure of the dam. If overtopping occurs, appropriate emergency actions should be taken in accordance with developed Emergency Action Plans and guidance from your chosen engineering consultant, and in coordination with emergency management personnel.

The Association of State Dam Safety Officials (ASDSO) has compiled many resources regarding various topics pertaining to dam safety. One such resource titled "Dam Ownership Fact Sheet" which can be viewed in entirety at the following link: <https://www.damsafety.org/dam-owners>, describes that "overtopping failures result from the erosive action of water on the embankment. Erosion is due to uncontrolled flow of water over, around, and adjacent to the dam. Earth embankments are not designed to be overtopped and therefore are particularly susceptible to erosion. Once erosion has begun during overtopping, it is almost impossible to stop." The ASDSO has also created a helpful video to explain this phenomenon, which is available for viewing at the following link: <https://www.youtube.com/watch?v=VRGtKcV3sU&list=PLt9aDt7bNpdyASEPeH7juGk--ZJ6oCUDu&index=7>. ASDSO captioned this video with the following statements: "Overtopping of a dam is often a precursor of dam failure. National statistics show that overtopping due to inadequate spillway design, debris blockage of spillways, or settlement of the dam crest account for approximately 34% of all U.S. dam failures."

There are multiple factors that can lead to overtopping. Common factors include reduced discharge capacity due to debris or vegetation blockages in spillways; structural damage to spillways and any outlet works; and/or rainfall events that exceed and overwhelm the capacity of a spillway and any outlet works. Scenarios such as these can create higher than normal pool levels. The combination of these factors can dramatically reduce the discharge and storage capacity of a dam which increases the likelihood that the dam will be overtopped during a severe storm event. Other factors that can lead to overtopping include, but are not limited to, presence of low spots or ruts on the crest, crest settlement, formation of "ice dams", high winds causing wave run up, and seismic activity.

Appropriate actions should be taken to prevent overtopping from occurring. The Federal Emergency Management Agency (FEMA) has drafted several technical publications, including a publication numbered FEMA 145, titled "Dam Safety: An Owner's Guidance Manual" and a publication titled "Emergency Operations Planning: Dam Incident Planning Guide" both of which can be viewed online at the following link: <https://www.damsafety.org/resourcecenter/national-dam-safety-program-guidelines-flyers-and-other-tools>.



These resources indicate that some actions that may be taken in preparation of significant rainfall to prevent overtopping or in response to an overtopping event may include, but not be limited to, the following:

- Removing debris or other obstructions from spillways and other outlet works as well as from downstream channels, culverts, and anywhere else where flows may be obstructed;
- Conducting controlled releases of water through the spillway(s), where applicable and appropriate, including opening of any outlet works to a safe capacity, ensuring controlled releases will not cause damages downstream;
- Placing sandbags along the crest to increase freeboard to attempt to move more water through the spillway and outlet works;
- Providing erosion-resistant protection to the downstream slope by placing plastic sheets or other materials over eroding areas;
- Diverting flood waters around the reservoir basin, if possible, which can sometimes require coordination with other dam owners/operators in the watershed;
- Creating additional spillway capacity by making a controlled breach in a low embankment or dike section where the foundation materials are erosion resistant;
- Evacuation of downstream populations at risk.

Decisions to employ any of the above-described response actions must be made in coordination with your chosen engineering consultant and emergency response personnel, and in accordance with applicable local, state, and/or federal regulations.

According to another FEMA publication numbered FEMA P-1015, titled "Technical Manual: Overtopping Protection for Dams", thousands of dams throughout North America have been determined to have inadequate spillway capacity and have the potential to experience overtopping. To address this situation, new design approaches have been developed that may allow for a dam to be safely overtopped through the employment of overtopping protection. A dam owner deciding to pursue overtopping protection for an existing dam must give strong consideration to the potential risk of failure of the protection system, which could quickly lead to a full breach of the dam. This is especially true for embankment dams as a small defect or design flaw could lead to catastrophic failure once the embankment is exposed to the overtopping flow. Overtopping protection should generally be reserved for situations with some combination of very low annual probability of occurrence, physical or environmental constraints on constructing other methods of flood conveyance, and prohibitive cost of other alternatives, or where downstream consequences of dam failure are demonstrated to be low. A careful analysis of all potential failure modes for a dam and appurtenant features must be performed for both the existing conditions and for the proposed modified conditions.

As a dam owner, you are responsible for maintaining and operating your dam in a manner that is protective of public safety. Per 302 CMR 10.13 (1), you are reminded that a dam "owner shall be responsible and liable for damage to property of others or injury to persons, including but not limited to, loss of life resulting from the operation, failure of or mis-operation of a dam." You are therefore responsible for any adverse consequences that may occur downstream of your dam as a result of damage that occurs to your dam during an extreme rainfall event. It is recommended that you maintain the operability of your spillway and outlet works and always ensure they are free and clear of debris and obstructions to flow, especially during periods of significant rainfall and runoff events.

If you have any questions, please contact Office of Dam Safety at dam.safety@mass.gov or 617-620-8583. Thank you for your attention to this important public safety concern and for your anticipated cooperation.

Sincerely,

A handwritten signature in black ink, appearing to read "William C. Salomaa". The signature is fluid and cursive, with the first name "William" being the most prominent part.

William C. Salomaa, Director
Office of Dam Safety



Subject: Public Safety Notice Regarding Winter Risks to Dams

Dear Dam Owner:

The Department of Conservation and Recreation (DCR) Office of Dam Safety (ODS) is contacting you to share information pertaining to potential risks to dams associated with typical winter weather in New England.

Some common risks associated with winter weather are as follows:

- Frozen and saturated ground in the watershed limiting infiltration and increased runoff rates and velocity compared to the warmer months
- Ice loading outside accepted range as established by the United States Army Corps of Engineers, additional details available at the following link:
https://www.publications.usace.army.mil/Portals/76/Publications/EngineerManuals/EM_1110-2-1612.pdf
- Ice debris potentially becoming jammed in spillway(s) and obstructing outflow
- Scour and other direct damage occurring to concrete spillway(s) due to ice

In addition to the potential risks associated with winter weather, there are risks associated with spring weather:

- Ice on the lake posing the same risks as in the winter
- Seasonal heavy precipitation in spring
- Ripe snowpack releasing a water equivalency that increases the inflows to the pond, compounding with direct precipitation to increase the "experienced" precipitation depth
- Waterways (upstream and downstream) already at or near high water, limiting discharge capacity without causing flooding

It is recommended that you communicate with your engineering consultant to develop a plan to identify possible risks such as those noted above and assess options to mitigate these issues, for example, conducting a seasonal drawdown and allowing an impoundment to refill during the spring when risks to the dam have been minimized. The potential benefits of conducting seasonal drawdowns are as follows:

- Reducing freeze/thaw cycles on dam and appurtenances
- Reducing ice scour on dam and appurtenances
- Reducing ice loading on dam and appurtenances
- Reducing potential for dam overtopping
- Mitigating for the predictable, seasonal risks that occur in winter and spring by:
 - Creating flood storage and attenuation for inflows from watershed
 - Providing "head-start" on discharging water downstream to create additional flood storage without causing dangerous downstream flooding
 - Shifting ice loading forces on the dam into the accepted range established by the United States Army Corps of Engineers by lowering water surface elevation
 - Avoiding ice jams within spillway(s)
 - Mitigating possible ice scour impacts to the lower, wider portion of spillway



As a dam owner, you are responsible for maintaining and operating your dam in a manner that is protective of public safety. Per 302 CMR 10.13 (1), you are reminded that a dam "owner shall be responsible and liable for damage to property of others or injury to persons, including but not limited to, loss of life resulting from the operation, failure of or mis-operation of a dam."

Thank you for your attention to this important public safety concern and for your anticipated cooperation.

Sincerely,

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William C. Salomaa, Director
Office of Dam Safety