



Communications & Public Involvement
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 fcgov.com

MEMORANDUM

DATE: August 21, 2018

TO: Mayor and City Councilmembers

THROUGH: Darin Atteberry, City Manager *DA*
 Kelly DiMartino, Sr. Assistant City Manager *KD*

FROM: Amanda King, Communications Director *AK*
 Carson Hamlin, Video Production Manager

RE: Quarterly Cable Franchise and PEG Funding Update – Q2 2018

Background: The City has a non-exclusive franchise agreement with the local subsidiary of Comcast Corporation. During the franchise renewal process, Council made a request for increased tracking and reporting on compliance. Based on this request, quarterly reports will be shared and posted on the City’s franchise webpage: <http://www.fcgov.com/fctv/franchise.php>.

Below is a summary of quarterly franchise and PEG fees, reported customer complaints and current service pricing:

2018	Quarter 2			2018 Projection			
	Q2 2018 Budgeted	Q2 2018 Actual	Difference Over/(Under)	2018 Budgeted	2018 Projected	Proj Difference Over/(Under)	Variance Over/(Under)
Franchise Fee - 413010	\$ 390,091	\$ 396,782	\$ 6,691	\$ 1,560,364	\$ 1,598,908	\$ 38,544	2.5%
PEG - 441070	\$ 58,316	\$ 59,744	\$ 1,429	\$ 233,262	\$ 239,574	\$ 6,312	2.7%

Revenue received –

- Both the franchise and PEG fees came in above budget in Q2.
 - Franchise fees are based off 5% of gross revenue.
 - PEG fees are \$0.75/cable subscriber.
 - A financial audit is expected in 2018.

Complaints-

- Comcast reported zero complaints in Q1 2018, and zero complaints came to the City’s Franchise Administrator.
- **Comcast website check-**
 - Digital Economy Package is still \$39.95 without extra fees.
- **Comcast Customer Service Center check-**
 - Limited basic package signage was posted.

Other updates –

- The City's Franchise Administrator was also notified via email of the following channel lineup change:
 - "Effective July 1, 2018 NFL Network HD and NFL Network (HD 676 and 168/417) will no longer be available on the Digital Starter tier. They will be available on the Digital Preferred tier. Current Digital Starter customers will need to subscribe to the Digital Preferred tier in order to continue to see these channels."
- The City's Franchise Administrator was also notified via email of pending fee increases. A copy of that message and related fee increases is attached.

From: [Amanda King](#)
To: [Amanda King](#)
Subject: FW: Comcast Notice of Price Changes
Date: Wednesday, August 22, 2018 2:48:00 PM

From: Walker, Glenn <Glenn_Walker@comcast.com>
Sent: Wednesday, August 22, 2018 8:43 AM
To: Carson Hamlin <CHAMLIN@fcgov.com>; myersag@co.larimer.co.us; agetchiu@timnathgov.com
Subject: Comcast Notice of Price Changes

I am writing with some important information about Xfinity services. As homes and families rely more on technology, we're working to bring better and more reliable services. We're improving our products, strengthening our network, and investing in technology. We're always working to provide the programming our customers value and enjoy, whether it's on TV or streaming on smartphones, tablets, and laptops.

We are always investing in technology to drive innovation. We are working hard to bring our customers great value every day and exciting new developments in the near future, including the following.

- The most TV shows and movies available On Demand
- Innovative XI Voice Remote that makes searching for shows and movies easier
- Self-service options to save our customers time and adapt to their schedule
- Access to Netflix and YouTube content on XFINITY X 1
- America's best internet provider, according to Speedtest.net
- The fastest internet and the most WiFi coverage throughout customers' homes
- A new way to personalize and control home networks with Xfinity xFi.

Unfortunately, programming fees, the fees networks and broadcast stations charge us to deliver programming, continue to rise. These are among our biggest expenses, along with the cost of always improving our products and services. Though we absorb many of these costs, some must still be passed through to customers.

The details of the upcoming price changes in your area are below. You can also find more information regarding price charges at www.xfinity.com/pricechanges. You may also contact me with any questions.

Effective October 1, 2018

DOUBLE PLAY PACKAGES	Current	New
Internet Plus Basic	\$75.95	\$78.95
XFINITY LATINO DOUBLE PLAY PACKAGES	Current	New
Internet Plus Latino	\$75.95	\$78.95
BASIC SERVICES	Current	New
Broadcast TV Fee	\$7.85	\$8.70
XFINITY TV SERVICES	Current	New
Service to Additional TV with TV Adapter	\$5.99	\$6.99
MISCELLANEOUS	Current	New
Regional Sports Fee	\$6.50	\$8.00
BUNDLED PACKAGES	Current	New
Internet Plus Instant TV	\$75.95	\$78.95

XFINITY Instant TV Additional Services	Current	New
Sports & News	\$23.50	\$27.00
XFINITY Internet	Current	New
Internet/Voice Equipment Rental	\$11.00	\$13.00

Thanks
Glenn Walker
Comcast Government Affairs Dept.
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Denver, CO 80202
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